Percona Provides Trend Micro GIS with Exceptional Ongoing Database Support

About the Company

For over 30 years, Trend Micro's vision has been to make the world safe for exchanging digital information. Their single-minded focus on security has driven and inspired their security software innovations, enabling them to anticipate and avoid problems, despite a changing IT landscape, riskier user behavior, and constantly evolving threats. Offering unmatched industry experience from endpoint to the network in the cloud, Trend Micro can help keep your business safe, providing a connected threat defense recognized by analysts, customers, and industry gurus.

> "Percona technical support is not only crucial when it comes to saving the Trend Micro GIS team time when troubleshooting, it also enhances our DBA Linux-based database skills. We are pleased to rely on Percona's high-quality database Support."

Chenhsi Li - Senior Manager, Global Infrastructure Services - Private Cloud Team, Trend Micro

Trend Micro Global Infrastructure Services (GIS) is responsible for Trend Micro's enterprise private cloud, public cloud, and hybrid cloud management. This includes design, implementation, operations, compute advisory, network, storage, and databases.

The Challenge

The Trend Micro GIS team provide real-time 24x7 security protection to their customers. Keeping their products highly available is crucial to their business and reputation. When it comes to critical infrastructure incidents, it is important that the GIS team can identify the precise root cause of issues and take instant steps towards resolution.

The Solution

Insight into MySQL and MongoDB is important to the GIS team, as they need to ensure that any Trend Micro products underpinned by this software are stable and highly available. These products need to be built with advanced high availability and replication capabilities.

Percona help the GIS team follow configuration best practice at both the operating system and database levels, review database upgrades and migration steps, and provide a deep database knowledge base to help them troubleshoot unexpected issues.

In addition to overall database insight, Trend Micro's GIS team utilizes several of Percona's popular open-source database maintenance tools. Widely used by the MySQL community, these include:

- **Percona XtraBackup** - for physical backup of huge MySQL databases

- **pt-table-checksum** - for data consistency verification

- **pt-mysql-summary** - for collecting important metric for troubleshooting

Finally, Trend Micro's GIS team benefit from Percona's critical database incident support. If there is a database incident, the GIS team must identify the root cause and repair the database system immediately. By using Percona's technical support, they reduced their troubleshooting time by 50%, and created a solution mitigation plan to quickly find and fix issues.

Working with Percona

Percona plays a crucial role in the daily operation of Trend Micro's GIS team, delivering expert MySQL and MongoDB insight, innovative open-source database maintenance tools, and fast and efficient critical database incident support.

Percona provides Trend Micro's GIS team with open source database support and tools, which allows them to:

- *Optimize database efficiency*

- *Maintain high availability*

- *Quickly identify and fix database issues*

Contact Us

To learn more about Percona's services, contact us at +1-888-401-3401 in North America, +44 (203) 608-6727 in Europe, or sales@percona.com.