

# Percona's Expert Support Provides Zoho With Stable Database Performance

## About the Company

Boasting 45+ solutions for sales, marketing, finance, recruitment, support, and collaboration, SaaS provider, [Zoho](#), offers smart ways to grow the businesses of its 60 million global users.

Zoho Corporation, headquartered in Chennai, India, with an international headquarters in Austin, Texas, and offices across the globe, is heavily reliant on MySQL and Postgres community editions to service its worldwide customers.

## The Challenge

To maintain a stable and robust environment, Zoho needed to ensure consistent database performance in a multi-tenant architecture. In order to achieve this, they recognized that they required additional tools and database expertise.

Zoho chose Percona due to its highly knowledgeable staff and excellent open source MySQL software alternative, [Percona Server for MySQL](#). This gave them confidence in Percona's MySQL experience and innovation.

## The Solution

Percona helped Zoho better understand how MySQL works, which allowed them to optimize how they used MySQL and tune various queries accordingly.

Working with Percona enabled Zoho to identify and resolve edge case issues that impacted their database environment. This included performance issues in niche queries, crash recovery slowness, and more.

Percona's experts, with their in-depth knowledge, facilitated a learning mindset by anticipating database needs, allowing Zoho to resolve various issues that stemmed from production setup.

Advice and assistance from [Percona Support](#) enabled Zoho to improve their understanding of query/storage engine behavior and make changes, significantly improving the robustness and reliability of their environment.

## Working With Percona

Being a multi-tenant SaaS provider, Zoho is constantly looking for ways to improve performance at all layers, starting with optimizing operations around MySQL and tuning various queries. To achieve this, Zoho relies on Percona's "excellent knowledge and understanding of MySQL's source code" and appreciates the "prompt response" of their support team.

Sakthi appreciates the help and advice given by the Percona Support team, "Working with Percona has always been a pleasant, hassle-free experience. Their staff are highly knowledgeable and are always ready to go the extra mile to resolve our queries and issues."

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Our experience with Percona has been a positive one. They are very prompt in providing knowledgeable responses to our queries regarding PostgreSQL and MySQL databases, empowering us to improve our existing infrastructure and also try out various proof of concepts (POCs).

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Sakthi Ganesh S, SDE II - Database Administrator, Zoho

Zoho relies on Percona's market-leading MySQL knowledge and responsive support team. They benefit from:

- 24x7x365 expert and responsive database support for:
  - [MySQL](#)
  - [PostgreSQL](#)