SBTech Uses Percona Support to Ensure Uptime and Availability

SBTech engaged Percona to:

- Provide support for their MongoDB database environment for immediate help with issues

- Address any performance problems occur

- Provide expertise on maintaining uptime and availability as their business grows

Established in 2007, SBTech in an industry-leading provider of interactive sports betting solutions and services to top gaming operators in traditional and regulated markets across online, mobile and land-based channels.

The complete offering includes an innovative, dynamic and highly customized suite of turnkey and fully managed solutions. SBTech has become a global market leader, powering over 80 customers worldwide and supporting operations in numerous regulated markets such as UK, Ireland, Italy, Belgium, Spain, Romania, Portugal, Czech Republic, Denmark, Mexico, Argentina, Malta, Philippines, Poland, Croatia, Hungary, Serbia, Slovakia and many more.

> *"The online gaming industry is quite competitive, and customers require an experience that meets high expectations. Without always-available data, our customers can't use our betting services. Our high-performance database environment is critical to providing our customers with an excellent experience. Using Percona Monitoring and Management allows us to see the metrics related to database performance, and Percona Support is critical for achieving the most optimized database."*
>
> Ezra Levi
> -- DB Tech Lead at SBTech

To manage customer betting data, SBTech uses a sharded and high availability MongoDB database environment. Their customer betting data needs to be not only available all the times, across all their markets, but also up-to-date with all the latest information regarding statistics and odds. This means data must be replicated quickly across the entire architecture accurately and quickly.

"Our database is without a doubt central to our business," says Ezra Levi, DB Tech Lead at SBTech. "We need to keep our eye on database performance and availability to ensure an excellent customer experience. If we don't provide one, we lose our customers."

Ezra and SBTech had been using the Percona Monitoring and Management (PMM) tool to track metrics in their MongoDB environment. With PMM, there were thorough time-based analysis for their MongoDB servers to ensure that their data was working as efficiently as possible. They used PMM to:

- Examine query and metric information
- Displays current queries and highlight potential query issues
- Maps queries against metrics

In using PMM, SBTech could see that certain sections of their database environment were experiencing bottlenecks and slowdowns. As they expanded their offerings to new markets, they needed to make sure that issues like these were handled quickly, with as little affect to performance as possible.

With this in mind, they ordered Percona Support for MongoDB for their database environment. Percona Support gave them the confidence that if and when issues happened, they had a 24x7x365 on-call team to assess them and provide solutions – solutions that meant customers could continue to enjoy their gaming with no impact to quality.

With this support, SBTech is confident that their database can handle incoming workloads without a loss of performance. This ensures that their customers can continue to enjoy excellent gaming services even as SBTech expands service and increases the workload on their database.

Percona Support guarantees database optimization

SBTech subscribes to Percona Support. Percona Support is a highly responsive, effective and affordable option to ensure the continuous performance of your MySQL and MongoDB® deployments. Our user-friendly support team is accessible 24x7x365 online or by phone to ensure that your databases are running optimally. We can help you increase your uptime, be more productive, reduce your support budget, and implement fixes for performance issues faster. "Percona's support team is excellent. They have deep insight into MongoDB and know how to address issues quickly so that our database environment is up and running for our customers," said Ezra Levi.

Percona Monitoring and Management provides actionable metrics for understanding what is happening with your data

Percona Monitoring and Management (PMM) is a free and open-source platform for managing and monitoring MySQL®, MariaDB® and MongoDB® performance. It provides thorough time-based analysis to ensure that your data works as efficiently as possible. Query Analytics helps you optimize database performance by making sure that queries are executed as expected and within the shortest time possible. In case of problems, you can see which queries may be the cause and get detailed metrics for them. The Metrics Monitor tool provides a historical view of metrics that are critical to a database server. Time-based graphs are separated into dashboards by themes: some are related to MySQL or MongoDB, others provide general system metrics.

Contact Us Now

To determine what open source database solution is right for your business, please call us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or email us at sales@percona.com.