



## Smile Uses Percona to Guarantee Uptime and Scalability

Smile provides 4G LTE mobile broadband services, with data speeds of up to 21Mbps, in all of its countries of operation. Their objective is to become the broadband provider of choice for SuperFast mobile broadband and SuperClear voice services in all markets (Nigeria, Uganda, Tanzania and the DRC), so that their customers are able to fully benefit from the Internet world. Their goal is to ensure that each of their over 300 million potential customers have access to fast, reliable broadband services and are able to use these to accelerate development and wealth creation.

Smile's business goals include increasing their market share and subscribers, without decreasing customer satisfaction.

Needless to say, Smile and their customers need access to data all the time. Whether its account information, billing, services or plan usage, Smile's customers depend on available and quick access to the information that they need to manage their personal and business data services. "Mobile service is a highly competitive market, and you have to be quick, ready and always-available in order to maintain viability," says Paul Carter-Brown, CIO at Smile. "This extends to all aspects of the business, from front-end services to back-end infrastructure."

"When you are growing a business as fast as Smile, being slowed down by infrastructure limitations like a database environment that can't scale isn't an option. Percona's experts understand that the database needs to match business growth, and helped us to guarantee our customers an excellent experience even as we scaled up our market share."

*- Paul Carter-Brown, CIO at Smile*

Smile's database goal was achieving five "9's" availability: in other words, no unplanned downtime. MySQL® is critical to their architecture. If it's unavailable, then the entire architecture is down. With goals of achieving higher subscriber numbers, a larger market share and guaranteeing a good user experience, Smile reached out to Percona for its MySQL expertise.

Percona was able to analyze Smile's application architecture and understand the role that MySQL plays in it. A Health Audit provided insights into the workloads, table structures, table sizes and performance. With an understanding of the current architecture, Percona was able to engineer a path to meet their future requirements in terms of table sizes, throughput, latency and resilience for the next 2-3 years.

### Smile Communications engaged Percona to:

- Meet business-critical scaling needs
- Guarantee database uptime
- Help create a reliable, always available application experience for customers

This included a proposed architecture with the pros and cons of suggested changes. The plan covered the run-time environment, backup management, monitoring, replication and other services to meet Smile's overall goals for MySQL. Percona worked with Smile to set up and migrate to this new architecture with minimal impact to applications and services.

Once set up, Percona Support provided help when needed: emergency services for fix-on-fail incidents, backup/restore activities, performance tuning and general database administration tasks.

With Percona Consulting and ongoing Support, Smile can plan for sustained growth and guarantee customer satisfaction in a competitive market.

### **Percona Database Consulting quickly gets to the heart of issues, and optimizes performance**

Percona consultants have decades of experience solving complex database performance issues and design challenges. Available globally 24x7x365, Percona's experts have worked remotely and on site with more than 3,000 clients. "Percona Consulting was able to quickly analyze our queries, workload, and environment," said Paul. "They proposed a solution that met our scaling needs and business goals. The suggested changes were implemented fast, with no database downtime, and we saw an immediate improvement in our performance."

### **Percona Support guarantees database optimization**

Percona Support is a highly responsive, effective, 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 experts provide some of the best support in the business," said Paul. "They have the answer to almost any database issue, and can quickly implement the best resolution to keep your environment up and running."

### **Percona Performance Optimization guarantees stability and performance**

Percona literally wrote the book on high-performance databases, and our high-performance blog is one of the most visited database resources on the Internet. Percona can help maximize the performance of your database deployment by analyzing the status of your current configuration. As part of a Performance Audit, we will methodically, analytically review your servers and provide a detailed report of their current health as well as detail potential areas for improvement. Our analysis encompasses the full stack and provides you with detailed metrics and recommendations that go beyond the performance of your software to enable true performance optimization.

## **Contact Us Now**

To learn about any of our services, please contact us at (208) 473-2904 or +44 (203) 608-6727 in Europe or [sales@percona.com](mailto:sales@percona.com).