

AGENT511 Uses Percona to Architect and Support Critical Municipal Database Infrastructure



About the company

AGENT511 is a leading vendor of hosted, managed, multi-channel communication platforms for enterprise contact centers and text to 911. Its solutions combine intelligent message routing and notification supporting the most popular communication channels: SMS, MMS, email, voice, and social messaging. AGENT511 uniquely offers a wide range of high-availability, extensible applications such as customer engagement hub, complex triggered alerts, self-service two-way virtual assistants, and multimedia live chat. Its clients include municipal governments, major utilities, financial institutions, and Fortune 100 brands.

The company delivers mission-critical applications to emergency service contact centers in large cities worldwide. AGENT511 needs a solid, reliable database back-end, so they reached out to Percona for assistance. AGENT511 normally leverages database as a service (DBaaS) for its storage requirements in order to deliver technology services. As part of AGENT511's efforts to offer messaging to one of North America's largest municipalities, AGENT511 needed to replicate its database architecture on-premises. To help do this, the company called Percona.

The challenge

AGENT511, familiar with Percona through its trusted cloud service provider partner, reached out to Percona in order to help its team deliver a clustering solution for this particular customer's needs.

AGENT511 started with a Percona Architecture and Design review to determine options and the best path forward for their customer's database needs. The review provided AGENT511 with a clear architecture and deployment strategy, as well as a clear path forward to deployment. After several consulting sessions, the team agreed upon a multidatacenter cluster to attain high availability and data integrity.

For AGENT511 customers, accessing corruption-free data is imperative – to both guarantee fault-free services and comply with industry and government regulations.

” *Our engagement with a large North American municipality for multi-channel community services required a functional and performant database back-end that had dependable availability and uptime as a prerequisite. Percona Consulting helped us set up what was normally a cloud environment on-premise, and Percona Support makes sure that we have help troubleshooting any issues that come up.*

Jay Malin,

Founder and Managing Director,
AGENT511

Working with Percona

AGENT511 decided to use Percona XtraDB Cluster to meet their clustering and high-availability requirements. The company cites benefits of Percona XtraDB Cluster, including high-availability, multi-site replication with quick replications between sites, and the ability to deliver to its customers a seamless experience that doesn't impact performance. Percona XtraDB Cluster allows AGENT511 to deliver a "five 9s" architecture needed for this type of deployment. Along with the use of Percona XtraDB Cluster, AGENT511 employees use Percona support services to provide help troubleshooting database and replication issues. Percona Support services allow AGENT511 to complement its own knowledge and experience with a wealth of database expertise should anything happen that hinders availability or uptime to its infrastructure.

AGENT511 employed Percona to help transition applications throughout their complete lifecycle, from database design and staging to providing support on their clustered environment – thereby ensuring its public sector customers are able to use community outreach services without fear of interruption or downtime.

How Percona made a difference

Percona XtraDB Cluster provides a stable environment for high availability and replication

AGENT511 uses [Percona XtraDB Cluster](#) as a replication solution for their data. Percona XtraDB Cluster provides a cost-effective, robust solution for applications that require synchronous replication of data, fault-tolerant failover, and quick, easy scalability across commodity, off-the-shelf hardware. Organizations use Percona XtraDB Cluster to power highly available applications and the most demanding public, private, and hybrid cloud environments. Percona XtraDB Cluster is fully compatible with MySQL®, MariaDB®, or Percona Server® for MySQL.

Percona Database Support quickly gets to the heart of issues and optimizes performance

[Percona consultants](#) have decades of experience solving complex database performance issues and design challenges. Percona experts have worked remotely and on-site with more than 3,000 clients. Malin said "Our customers bring us any issues they have, and we can use Percona Support to help troubleshoot when they relate to the database. Percona experts can usually provide a full and complete answer to most of our questions."

Percona Database Architecture and Design review validates that your environment matches your workload

A [Percona Database Architecture and Design](#) review makes sure that your data is built on a solid foundation that will meet high-performance demands. This service begins with a full analysis of your database, your applications, and the surrounding infrastructure. It provides recommendations that consider performance, availability, functionality, resilience, and future capacity.

AGENT511 leveraged Percona expertise to:

- Carry out a database architecture and design audit to develop an on-premises infrastructure.
- Provide consulting assistance to help implement the recommendations in the audit.
- Make sure that any issues with the database were quickly resolved for customers with a high level of service.