

# Percona Support Helps CloudBolt Deliver Superior Customer Service



## About the company

**CloudBolt** transforms enterprise IT into a fully orchestrated hybrid cloud, integrating on-premises resources, private clouds, and public clouds such as Amazon AWS, Google Cloud, and Microsoft Azure into a single, intuitive interface. CloudBolt ships as an appliance with an embedded MySQL 5.7 database that serves as the data repository for the product. CloudBolt's typical customer is a Fortune 1000 enterprise. For these large-scale deployments, the MySQL database is typically moved to a dedicated server to support greater performance and scale.

## The challenge

When a new CloudBolt customer, one of the world's top 10 financial institutions, began experiencing unusual behavior in its MySQL database, Rick Kilcoyne, Vice President, Solutions Architecture at CloudBolt, made a rapid strategic decision. Although his highly experienced internal database team would eventually have resolved the issue, Kilcoyne recognized the complexity of the challenge and decided a lengthy delay would put the new account at risk.

*Time to resolution is a critical metric for our customers, and when we suddenly faced a tricky issue in a large, complex mission-critical environment, we were able to provide timely and vastly superior customer service thanks to the backup support from Percona.*

*Percona is the model for what topnotch IT support should look like: the most knowledgeable engineers who listen to the customer and quickly zero in on providing the right level of support. We are excited to have Percona as a vital member of our growing ecosystem of stellar industry partners.*

**Rick Kilcoyne,**  
VP of Solutions Architecture  
CloudBolt

## The solution

Having worked with Percona Support in the past, Kilcoyne immediately contracted Percona services. Working quickly remotely, Percona received the information it needed to understand the customer's problem and began providing a solution. The speed of resolution enabled CloudBolt to satisfy its commitment to providing the highest levels of customer service and ensured a satisfied customer, essentially saving the account.

## Key benefits

In addition to being delighted about how rapidly Percona solved the complex database challenge for a major account, Kilcoyne appreciated that the support engineer immediately recognized the sophistication of the CloudBolt team and communicated at the appropriate technical level, saving significant time. The Percona support engineer also clearly explained the MySQL database issue and the resolution strategy, arming the CloudBolt team with expert knowledge that can help in future situations.

Moving forward, CloudBolt will continue to rely on Percona Support for its larger and more complex high availability deployments and will look for ways for the two companies to partner on solutions for high availability environments.

## Technologies and services used

[Percona Support](#) provides a comprehensive, responsive, and cost-effective database support subscription that helps companies guarantee application performance by making sure their database meets performance and uptime requirements. MySQL database expertise is part of Percona DNA, and Percona has been the premier MySQL services provider for more than 13 years.

**”** *An enterprise business model doesn't allow us to have a team that is an expert on every database call. Relying on best-of-breed support from Percona means we can confidently take on the largest and most complex accounts in the world, knowing we can always resolve problems within the required timeframe.*