

# Leading German Retailer Experiences Added Stability and Performance with Percona MySQL Software and Support



## About the company

**Otto Office** is one of the largest business-to-business distance retailers for office supplies in Germany. The business specializes in mail-order sales, communications equipment, and office furniture for businesses and consumers.

Otto Office is owned by Printus, a mail-order company headquartered in Germany that provides office supplies, promotional products, and consumer electronics.

## The challenge

Otto Office's main goal is to be fast and reliable, ensuring an efficient customer order and delivery process. Users expect a quick process chain and 24-hour delivery to support their work and life demands. Achieving this requires stable, scalable, and speedy technology.

Their database cluster was the central point of Otto Office's online sales system. It was essential Otto Office had a fast and reliable system architecture in place, so they turned to Percona consultants to help them identify the right solution from multiple options.

## The solution

Otto Office had been using MySQL databases since 1999 and had been reasonably satisfied with the reliability and performance of the databases.

More recently, Otto Office added cluster functionality via Percona XtraDB Cluster to provide fast data synchronization over different data centers. They then turned to Percona to improve database latency and architecture.

Percona delivers support for Otto Office's main database cluster, which supports the company's online shops. The shops run across two data centers, and the cluster is stretched over two geographical regions.

*Percona consultants are database experts who focus on stable solutions. The expertise of the Percona consultants fitted perfectly with our team and led to good exchanges that found fast solutions.*

**Sven Jacobsen,**

Director IT & eCommerce, Otto Office

## The solution (continued)

Given the criticality of the system, especially during peak hours, Otto Office partnered with Percona to:

- Review their database environment in detail to ensure correct configuration and suggest possible improvements related to stability and performance.
- Review their entire database architecture and provide clear recommendations on making the cluster more stable and highly available, including the tolerance of datacentre failure.

Following this consulting engagement, Otto Office chose Percona to provide database support in case of emergency.

## Working with Percona

Otto Office is pleased to contract Percona for support services, as it ensures peace of mind in case of unforeseen issues.

Sven Jacobsen, Otto Office Director IT and eCommerce, commented: “The support contract is insurance in case of emergency. We will be happy if we don’t use it, but it is good to have a knowledgeable partner in our contact list.”

As well as providing Support and Consulting services to Otto Office, Percona also provides support services for MySQL to Otto Office’s market-leading parent company, Printus.

**Otto Office and Printus rely on Percona market-leading MySQL knowledge, responsive support, and expert consulting services.**

### Benefits include:

- Marketing-leading Percona open source database software and tools.
  - **Percona XtraDB Cluster**
- 24x7x365 expert and responsive MySQL database **Support**.
- Percona **Consulting** experts, who have decades of experience solving complex database performance issues and design challenges.