

iGaming Company SOFTSWISS Bets on Percona and Wins

The Challenge

iGaming software company SOFTSWISS develops innovative products for the online gambling industry (online gaming, sports betting markets, and more). The company's database environment is based on the open source database PostgreSQL.

Prior to partnering with Percona, SOFTSWISS manually supported their databases mainly through in-house teams. The company had difficulty finding enough resources to maintain their database environment and focus on their highest priority – developing new products. The SOFTSWISS team realized they needed to delegate this area, so they turned to Percona Support for PostgreSQL.

The Solution

Percona Support provides a comprehensive, responsive, and cost-effective database support subscription that helps companies guarantee application performance by making sure their databases meet needed performance and uptime requirements. SOFTSWISS engaged Percona to assist with six servers that support their main product, the Game Aggregator, beginning with audits of two important datacenters that were under high load. In just a few months, the SOFTSWISS team's investment in Percona Support paid off – engineers can now quickly deliver solutions to the timeouts they had long struggled with, and the team is freed up to focus on developing and delivering new enhancements.

Working with Percona

Percona Support delivers extensive experience enabling gaming companies to optimize their database environments from design to launch, keeping applications agile, highly available, and performant. By using Percona Support, SOFTSWISS has seen both an improvement in client satisfaction and a boost in their market reputation. The SOFTSWISS team most appreciates that Percona support engineers are meticulous in evaluating, analyzing and documenting their findings.

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Before Percona, we faced a significant challenge with dev resource allocation because the system needed ongoing support, but our team had to focus on new features to ensure market success for our clients.

Percona Support gives us a huge advantage. They free up SOFTSWISS development and DevOps capacity while keeping our databases running efficiently, so our clients have a consistently great experience.

Viachaslau Rymarchyk
Senior Project Manager



SOFTSWISS



SOFTSWISS relies on Percona for our market-leading open source database knowledge and responsive support.

They benefit from:

- **24x7x365 expert and responsive database support for PostgreSQL**

Contact Us

To learn more about Percona's services, contact us at +1-888-401-3401 in North America, +44 (203) 608-6727 in Europe, or sales@percona.com.