



Merchant Warrior

Merchant Warrior Counts on Percona for Critical Availability

The challenge

Since 2009, Merchant Warrior has been one of the leading payments processing solution providers covering Australia and New Zealand and other critical markets like the United States, United Kingdom, Singapore and India. The company is at the forefront of the payments sector, supporting more than 100 integrated payment platforms with credit card, debit card and automated clearing house/eCheck processing, as well as providing custom development and integration services for those that need to extend their approach to payments processing.

As a Payment Card Industry Data Security Standard Level 1 accredited company, transaction processing security is paramount. The company works with more than 30,000 customers around the world, processing transactions worth billions of dollars.

Being a company involved in real-time transactions, downtime or loss of service cannot be countenanced. Preventing any potential issues around availability, resilience and security is the foremost priority for the IT team at Merchant Warrior, led by Director Sumeet Pathak. Pathak and his team needed deep expertise around data, databases, and performance to maintain the company's position as the cutting edge provider of the payments sector.

The solution

To get the required support around its vital databases, Pathak and team turned to Percona. Using Percona Support for MySQL, the Merchant Warrior team was able to get assistance and expertise around MySQL at any time. Alongside the service and support, Merchant Warrior chose Percona-built software which is specifically designed for business-critical applications. Percona XtraDB Cluster (PXC) 5.7 is a clustering solution for MySQL and is designed to handle indispensable workloads. PXC preserves, secures, and protects data and revenue streams by providing the highest level of availability for a business's vital applications, no matter where they are deployed.

Merchant Warrior also implemented Percona Monitoring and Management (PMM) for its databases, providing the team with insight into all of the company's databases around health and performance. PMM is an open source database monitoring, observability and management tool that enables teams to spot critical performance issues faster by understanding the root cause to resolve the issue more efficiently.

Working with Percona

Merchant Warrior has collaborated with Percona since 2016, when the team first required help and advice around their database instances. Since then, Percona has provided front-line support and services for Merchant Warrior around its PXC deployments, supporting millions of transactions per month across thousands of brand clients worldwide.

CASE STUDY



Since we started working with Percona, we have had a consistent level of excellent support and service around our open source database deployments. We know we are working with a company that can deliver deep expertise worldwide so we can get support whenever needed. On top of this, implementing PMM has given us an invaluable level of understanding and insight into our database environments. PMM gives us the visibility that our team needs across our database instances into the performance of our environments.



Sumeet Pathak, Director at Merchant Warrior

Merchant Warrior is a global payments processing service provider, supporting more than 30,000 customers around their payments needs. It deals with millions of transactions per month. The team at Merchant Warrior relies on Percona for availability and resilience in its database implementations, as well as getting real-time insight into database performance and operations.

Merchant Warrior benefits from:

- ✓ Percona's worldwide support expertise around database performance and availability
- ✓ Percona PXC for application availability, durability and reliability
- ✓ Percona Monitoring and Management (PMM) for database observability and insight



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About Company

Established in 2009, Merchant Warrior is a privately owned fintech company in Brisbane, Australia. It provides businesses with the tools they need to integrate, receive and manage payments, including direct APIs for processing real-time payments and linking with other payment or billing solutions. Merchant Warrior helps companies support their customers and make transactions easier, faster and more secure.

Contact Us

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