IXARIS GROWS COMPANY WITH PYTHIAN’S EXPERT DATA INFRASTRUCTURE SUPPORT

Since 2002, Ixaris has developed innovative, global payment applications based on open-loop (Visa and MasterCard) prepaid card systems. The company’s payment services are accepted at millions of merchants worldwide, spanning a spectrum of industries. With over $15 million in transactions per month, Ixaris engaged Pythian to manage their growing MySQL database.

BUSINESS NEED

The increasing popularity of Ixaris’ financial services required a dedicated team to provide 24x7 monitoring for their database system. While searching for the best option to increase manpower, Ixaris’ DBA left the company, leaving them without the in-house expertise to optimize queries and create backup procedures. Instead of recruiting multiple people to fill the roles, Ixaris decided to outsource its DBA requirements.

SOLUTION

Ixaris turned to Pythian for database administration expertise and 24x7 support and emergency services.

RESULT

Reduced application downtime from 4-6 hours to 15 minutes; increased the scalability, reliability, performance, and availability of its MySQL database.

“I would recommend Pythian to any company that either does not have the manpower or the skills internally to handle their database operations. For rapidly growing start-ups, like Ixaris, Pythian’s skills and round-the-clock support were invaluable and helped us meet the resource demands we needed.”

— Andre Vella, Head of Data Management, Ixaris
SOLUTION
Pythian was recommended to Ixaris by a trusted associate and initially engaged to provide 24x7 monitoring and emergency support. Impressed with Pythian’s expertise, Ixaris expanded the scope of service to include creating replication setups and performing MySQL version updates to provide scalability and reliability. Pythian also executed and optimized queries to improve performance, created backup procedures for high availability, and handled release scripts to assist with data integration. Application release downtime was also impacting Ixaris’ database, limiting their client’s ability to access services. This was due to large data tables which required 4-6 hours to update.

RESULT
Throughout the course of their ongoing partnership, Pythian has provided a range of database services for Ixaris, helping them develop a scalable database system capable of supporting a rapidly growing company. Thanks to Pythian’s MySQL expertise and experience, Ixaris was able to enhance the scalability, reliability, performance, and availability of its MySQL database.

Pythian DBAs decreased application downtime from 4-6 hours to 15 minutes per update by creating a shadow table. With the database system running smoothly, Ixaris was able to hire an on-staff DBA to maintain the environment, retaining Pythian for 24x7 emergency support.

ABOUT PYTHIAN
Pythian is a global leader in data consulting and managed services. Since 1997, we have specialized in planning, deploying, and managing business-critical data systems for large and mid-market enterprises. Learn more about Pythian and its elite teams of data experts at www.pythian.com.