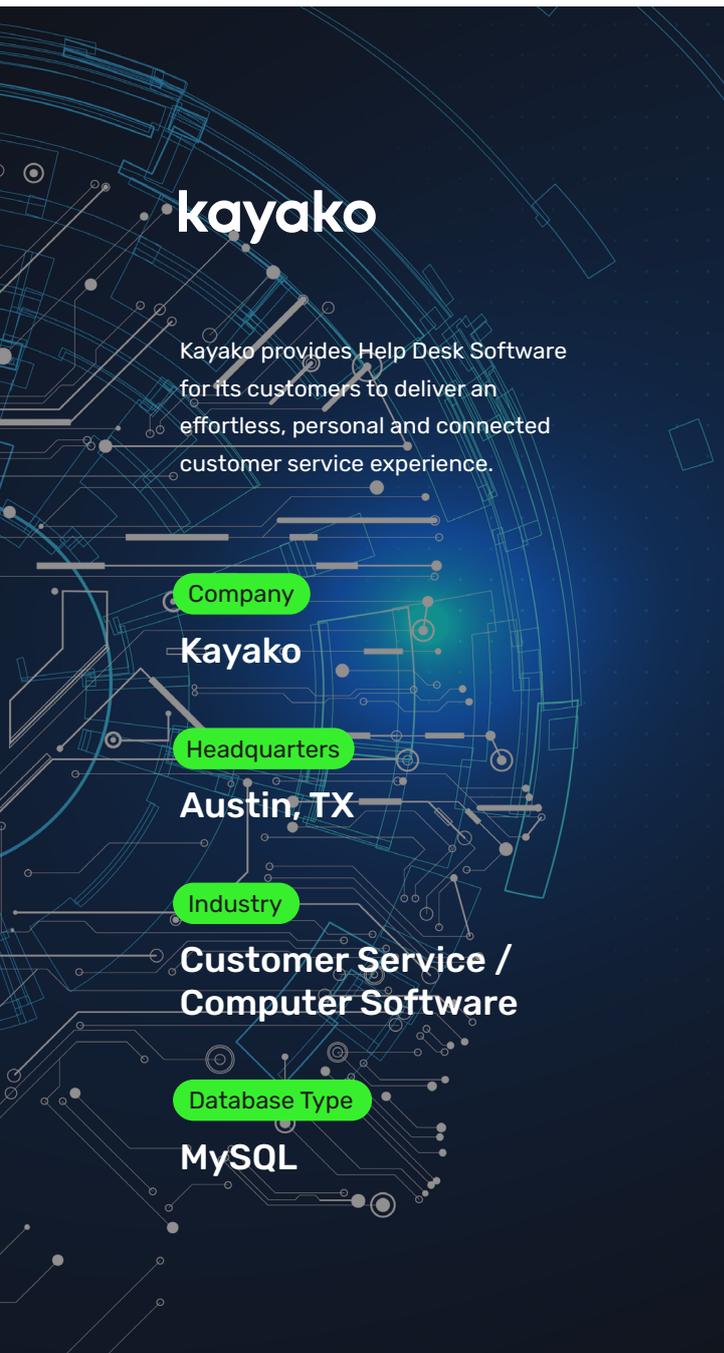


# Kayako Consolidates 2,000+ Databases into One with ScaleArc

Kayako had 5 TB of data that needed to be migrated into a single cloud-based location, a seemingly impossible task. ScaleArc delivered.



## Background

Kayako delivers a unified customer service platform, allowing companies of all sizes - startups to Fortune 100 - to ensure an effortless customer service experience. Unlike other help desk software, Kayako gives a complete picture of customers' journeys to track their experiences, providing visibility into each customer interaction and the issues they are facing even before they reach out for support. Their internal and external help desk software provides out-of-the-box personal and connected customer service in multiple languages using live chat, email, Facebook and Twitter. The fully integrated, cloud-hosted solution allows for immediate implementation.

## Challenge

Kayako managed more than 2,400 individual client databases - a total of 5 terabytes - on on-premise servers. Administration was a nightmare, as any update to one database needed to be rolled out to all the rest. Furthermore, 2,400 different databases meant an enormous threat surface, putting every client as well as Kayako at risk. And, of course, all the servers needed to be maintained and secured.

The Kayako IT team wanted to consolidate the individual MySQL databases into one master cloud-based database. Consolidation would reduce costs, strengthen security, simplify administration, and ensure long-term resilience and scalability.

They couldn't risk losing any data, as each database belonged to an individual client and losing their data could cause serious disruption to their clients' businesses. They also needed to move everything without having to change code in every application – a task so daunting they wouldn't even consider it.

A single database migration usually takes at least six months; moving 2,400 would have taken years.

First, they tried AWS's Database Migration Service (DMS). It takes a minimalistic approach to data migration, so it doesn't copy the entire scheme structure from source to target.

With DMS, they had two options.

- 1) Manually migrate the schema first using native DB tools or AWS SCT and then start DMS or
- 2) Allow DMS to create schema in target and then manually create the missing DB objects.

Both left a lot of work for the migration team – too much work – so they needed another option.

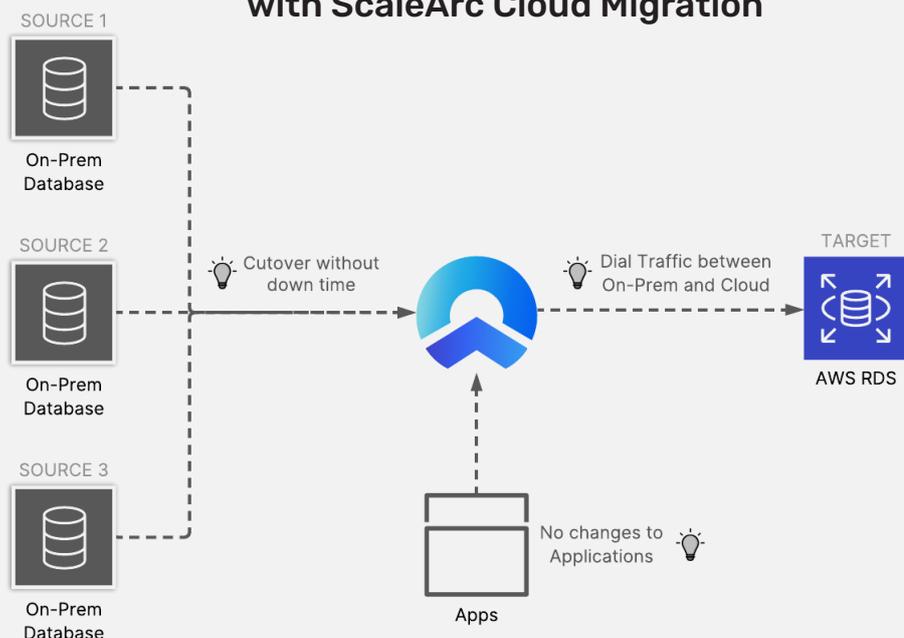
**“Frankly, we were shocked that we were able to do it at all and so quickly.**

**“The ScaleArc Cloud Migration platform simultaneously migrated 5 terabytes of separate databases into a single database without any hassle or downtime.”**

**David Dietz**

Vice President of Engineering, Kayako

## Consolidate On-Prem Databases to AWS with ScaleArc Cloud Migration



## Solution

Kayako conducted extensive due diligence, seeking a technology that could handle all activities simultaneously. Finally, they found ScaleArc.

The ScaleArc Cloud Migration platform allows for database migration, consolidation, and management at scale, no matter the database size. It reduces migration time and costs while ensuring continuous uptime. Its built-in understanding of SQL schema elements ensures smooth migration, resulting in high performance and eliminating disruption to production applications. ScaleArc delivers comprehensive visibility and log management, quickly identifying problem queries.

In addition, ScaleArc performs an entire schema migration, ensuring the migration team doesn't have to worry about any missing database objects.

Setting up the migration was easy. All they had to do was provide the source and targeted database details and set a time for it all to happen. The system performed a pre-migration validation, and the minor errors it identified were easy to fix – versus having to check 2,400 databases for compatibility.

## Results

Consolidation and migration of 5 terabytes of data went smoothly with less than 20 seconds of downtime. Now, more than 2,400 databases are in a single cloud-based database. They now have a cost-unified database, with one unified metric, with the ability to scale up or down seamlessly.

“The ScaleArc Cloud Migration platform paid for itself many times over with this single project.

“We knew this needed to be done but had been putting it off simply due to the resources it would have required – without being sure of a positive result. ScaleArc made it happen.”

### David Dietz

Vice President of Engineering, Kayako

That means any code changes or updates can be done once instead of a few thousand times. It means that the DBA needs only to manage a single database in a single location, saving Kayako significant time, energy, resources, and expense.



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