

Case Study

It's Game Over for Lacking Data Access with Datavail's New MongoDB Backup Solution



One of Datavail's existing customers was caught in a backup programming dilemma. The online gaming company had thousands of loyal users and was gaining new users all the time. Many of the new users wanted access to older games and older versions of currently popular games, so they needed reliable and easy access to all game data, regardless of when it was created or where it was stored.

While the gaming company managed its primary databases in MongoDB with great success, it also knew it needed improved backup capabilities — its then-current MongoDB backup programming was unsupported, which was unnerving.

The company, however, was alarmed at the expenditure required to back up those extensive data reservoirs using MongoDB's Operations Manager or Cloud Manager.

Making things more complicated, the organization wanted to change its third-party DB provider but was also unwilling to change its coding as an aspect of that condition. Its leaders came to Datavail to see if they could find a solution to all these problems.

From the Datavail side, the only hesitation was that the MongoDB Backup Tool didn't work in sharded clusters. Fortunately, this didn't pose a problem to the gamer people.

Datavail Customized the Solution into a Backup Tool for Everyone

Almost immediately, the gaming corporation was satisfied. Datavail's solution responded to all of its needs, with added bonuses it hadn't contemplated.

The Backup Process

The backup process proceeded uneventfully, except for its astonishing success:

- Because fewer instances were needed, it required just a single server.
- It reduced the storage from Head Database for opsmanager backup.
- The backups were 47% smaller than the expected mongodump.
- The company could now use cold storage for its older backups.
- The backup freed senior resources for use on other projects.

The customer was pleased by the multiple levels of compression available and by the flexible point-in-time recovery dating. Additionally, backup data can be pulled from a secondary server if it's a replica of the main server. This feature prevents interruption with main server processing. And even when there's only one available server holding backup data, there's no need to lock that database while the backup proceeds.



The customer experienced no downtime because of the backup, which took less than three hours on the WiredTiger database, and seven and a half hours on the MMAPV1 database.

The Backup Support Services

In addition to accomplishing the backup process itself, the customer also signed on for Datavail's MongoDB managed support services. These include:



Complete oversight of the backup process and programming



24x7 alert management



Patching and upgrades



Reports and trend reporting



Storage management



Restore functions for development/testing needs



Assurances of compliance with required retention policies

By accessing Datavail's support services, the gaming organization reduced the demands made on its in-house IT teams, freeing their efforts to attend to more critical business functions. It also eliminated the need for a "vendor lock-in" with MongoDB. While MongoDB provides an exceptional product suite, having an expert IT team available to offer comparable services at much less cost (by eliminating the expense of MongoDB's licensing and infrastructure fees) was an opportunity that was too good to let go by.

Datavail's support services don't end there, however. Standard Managed Service Solutions by Datavail include:

- Inventorying
- Access controls
- Size analysis
- Customized retention, cold storage, and tailing of oplogs
- Reporting and trending reports per customer requirements
- Ongoing 24x7 support
- Disaster and recovery testing

Now the organization's systems are appropriately and reliably backed up, and it has the backup support it needs to be assured that its data — and its customer data — will remain safe. The gaming company is again creating fun online experiences for thousands of fans. Using Datavail's MongoDB Backup Tool instead of another MongoDB resource, the gamers were able to save money, retain their customer's goodwill, and improve their processes and programs.



If you've got a MongoDB backup concern, connect with Datavail's MongoDB experts today.



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