CHOOSING THE BEST DATABASE FOR YOUR SERVICENOW SELF-HOSTED DEPLOYMENT

When sensitive data demands that you self-host ServiceNow (running it on premises rather than in the ServiceNow cloud), you have an important decision to make: What database should you use? **Doesn't it make sense to choose the same database for your organization that ServiceNow chose for its own?** That's MariaDB.

Did you know MariaDB databases are the backbone of ServiceNow's cloud infrastructure?

- ServiceNow has 100,000+ MariaDB instances deployed, with 99.996% uptime.
- ServiceNow processes over 85 billion queries per hour – all powered by MariaDB.
- MariaDB continually implements new features to satisfy the needs of ServiceNow and its customers.

> *At our scale and in production with 100,000 MariaDB databases, reliability is what matters most.*
>
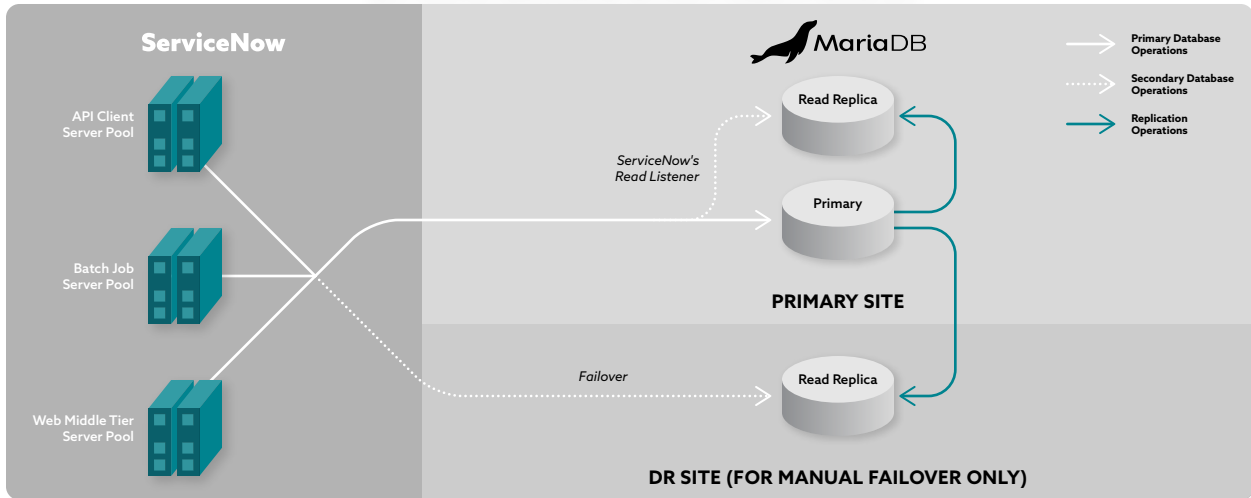> **– Pat Casey, SVP of Development and Operations, ServiceNow**

MariaDB Enterprise gives your self-hosted ServiceNow deployment the same level of reliability and availability as ServiceNow's renowned cloud offering. A key component of that stability is MariaDB MaxScale, an advanced database proxy that you don't get access to from ServiceNow directly. The following diagram compares the most common ServiceNow self-hosted architectures with and without MariaDB Enterprise/MaxScale.
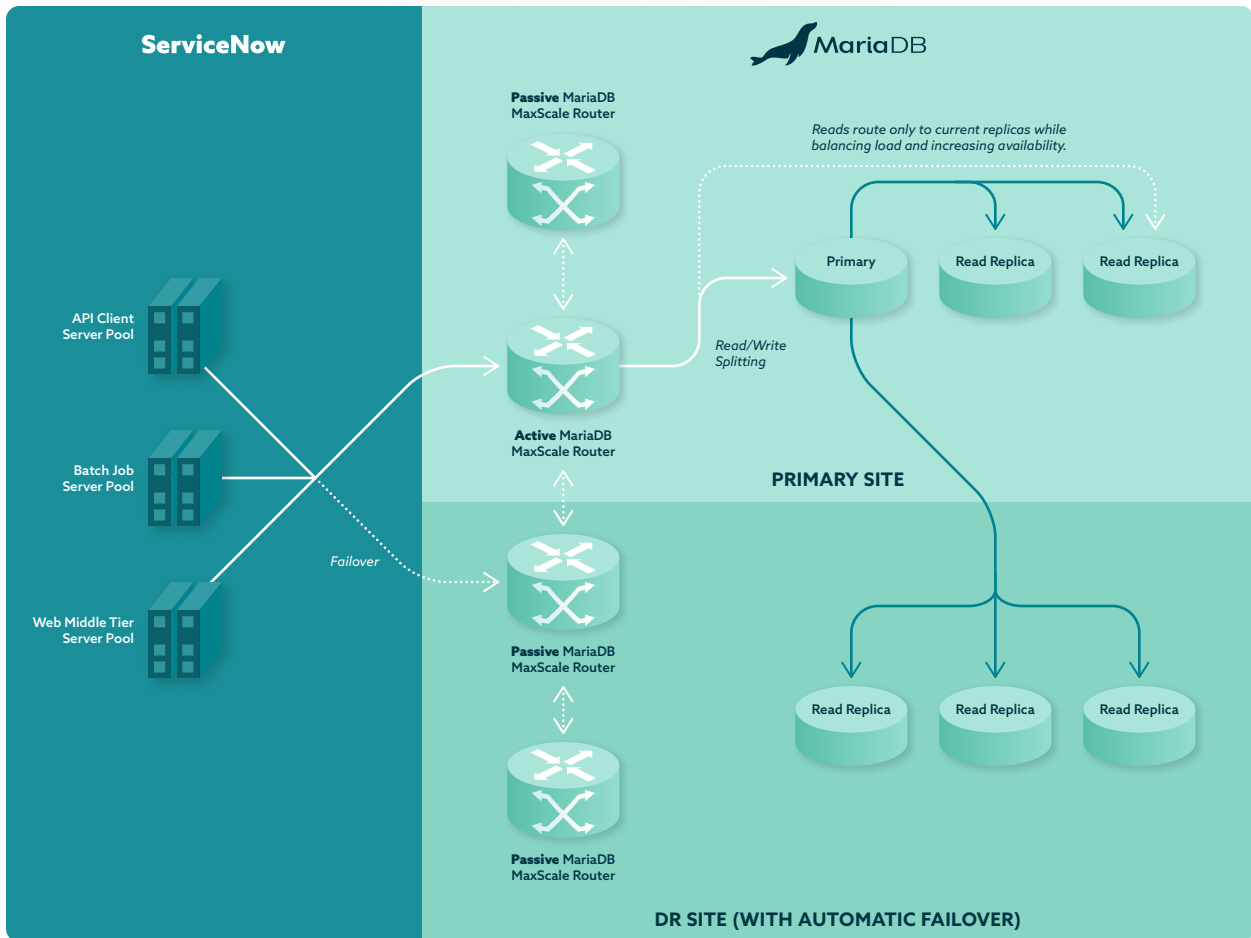
HOW MARIADB WORKS FOR SERVICENOW CUSTOMERS

These example topologies show the way many customers are using MariaDB Enterprise to ensure peak performance and reliability for self-hosted/on-premises ServiceNow deployments. The MaxScale database proxy plays a key role, using read/write splitting to scale reads by routing writes to the primary database and load balancing reads across the secondary databases.

SELF-HOSTED SERVICENOW WITHOUT MARIADB MAXSCALE

SELF-HOSTED SERVICENOW WITH MARIADB MAXSCALE

WHY MARIADB?

High Performance & Stability

With ServiceNow's self-hosted offering, if you need higher performance from your database your only option is to buy a bigger box. Further, you can offload only a small portion of read queries to a single available read replica. MaxScale greatly improves horizontal scalability for ServiceNow customers, allowing you to offload up to 100% of read queries to an unlimited number of read replicas. MariaDB Enterprise with MaxScale offers:

- Unlimited performance scalability
- Non-blocking backups
- Critical bug fixes
- Backporting of critical new features to older stable releases
- Monitoring to help you prevent your ServiceNow instances from becoming sluggish over time

High Availability & Disaster Recovery

The failover/switchover functionality in ServiceNow's self-hosted offering is manual, slow and vulnerable to human error. Without MaxScale you *will* experience occasional outages. With MaxScale, however, you get an array of powerful HA and DR features for continuous uptime – such as clustering, multiple read replicas and automatic failover.

- Automated failover – no ServiceNow service restarts, no service interruptions
- DoS protection
- Point-in-time recovery and rollback – much faster than restoring from backup

Security & Compliance

MariaDB software is engineered for security, with encrypted buffers and encryption of data both at rest and in motion.

MariaDB Expert Support

With MariaDB Enterprise, you'll never have to wonder whether ServiceNow certifies the database release that's the best fit for you. MariaDB supports ServiceNow customers using any version of our database. Our support team has a direct line to the MariaDB engineers who build the software, enabling quick solutions to your toughest problems. Plus, MariaDB support includes proactive, consultative guidance on questions specific to your deployment. With MariaDB Enterprise, you can expect:

- 30-minute, 24x7 SLA for production outages
- Unlimited consultative support from MariaDB engineers
  - HA/DR best practices
  - Security best practices
  - Replication troubleshooting
  - Performance troubleshooting

If ServiceNow is mission-critical to your organization, you need MariaDB. After all, your ServiceNow self-hosted deployment is only as stable as your database.

Contact MariaDB today.