



## Sitel Group® Runs Crunchy HA Postgres Securely and At Scale



### Industry:

Customer Experience and  
Business Process

### Deployment Country:

United States

As a leading global provider of customer experience (CX) products and solutions, Sitel Group® empowers brands to build stronger relationships with their customers by creating meaningful connections that boost brand value. Inspired by each brands' unique vision and goals, we ask "what if?" applying our expertise to create innovative solutions that reduce customer effort.

With 160,000 people around the globe – working from home or from one of our CX hubs – we securely connect best-loved brands with their customers over 8 million times every day in 50+ languages. Whether digital or voice-based, our solutions deliver a competitive edge across all customer touchpoints. Our award-winning culture is built on 40+ years of industry-leading experience and commitment to improving the employee experience.

### Open Source Partner Wanted

Sitel Group was seeking an open source Postgres solution versus proprietary software. They needed high availability, scalability, security, and to satisfy performance requirements for its Operational Data Store (ODS). The ODS is used for reporting business critical KPIs back to end customers. Sitel's ODS had files from several different service delivery tools running on Postgres.

The company also needed a long term, trusted PostgreSQL service partner to support current and future endeavors. Sitel chose Crunchy Data to help meet these requirements and utilize the Crunchy High Availability Postgres solution which provides enterprises like Sitel Group with the "always on" data requirements critical to business continuity and success.

### Critical Infrastructure on Autopilot

In addition to the need to move away from a proprietary version of HA Postgres that was not meeting its requirements, Sitel Group was facing a major version upgrade from Postgres 9.6. Sitel leveraged newly installed pgBackRest server to take backups of pre-existing PostgreSQL installations with Crunchy Data automated scripts

With Crunchy Data's help, Sitel Group also added critical infrastructure monitoring, which enabled alerts if any issues arise or trends persist. By implementing the Crunchy High Availability PostgreSQL solution, Sitel Group was able to cut down deployment time from weeks to a day. Sitel is now able to run on "autopilot" using automation for infrastructure implementation and maintenance.

*"Given the size and criticality of the services provided on the platform, there was a real concern of how long it would take to restore it - keeping you up at night. The ability to recover and have the resiliency needed to quickly restore failed components in the HA platform means we can sleep well at night."*

- Tim Gombold, Director of IT Infrastructure, Sitel Group®

### Expanding Crunchy Data Across More Sitel Group® Services

With native Postgres replication, Crunchy High Availability Postgres supports the variety of strict requirements Sitel Group faces and provides valuable automation to use across other Sitel Group applications. Today, the use case has expanded beyond reporting and now works with Sitel Group Service Delivery Scheduling system.

*"High Availability of our backend Postgres environments and the automation provided with the Crunchy HA Postgres Platform was exactly what we wanted to rapidly deploy it. The support and guidance Crunchy Data provided in running it securely at scale has been outstanding. Sitel is very pleased with the decision we made to partner with Crunchy Data."*

- Tim Gombold, Director of IT Infrastructure, Sitel Group®

"It's a real partnership. Night and day difference between our former Postgres support provider and Crunchy Data."

### Tim Gombold

Director of IT Infrastructure  
Sitel Group®



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