



CUSTOMER SUCCESS STORIES

AnyDesk Handles Massive Growth and Minimizes Downtime with EDB Postgres® AI





CUSTOMER: ANYDESK

EDB customer since 2022

Dimitrije Ninkovic
Database Administrator, AnyDesk

CHALLENGE: Work-from-home solutions provider experiences explosive growth.

EDB SOLUTIONS: Remote Database Administrator (RDBA) to help ensure high availability and provide real-time monitoring and ongoing technical expertise

RESULTS: With RDBA providing proactive database support, AnyDesk experiences minimal to zero downtime and flexibility to scale and adapt to new workloads.



OVERVIEW

Work-from-home solutions provider relies on EDB for remote database proactive support

By 2025, [36.2 million](#) working Americans—about [22% of the workforce](#)—will do their entire job remotely. As the shift to remote work continues, the remote workplace services market has increased exponentially in value to keep up with rising demand and the need to connect distributed teams. Valued at \$20.1 billion in 2022, the remote work services economy is expected to grow to [\\$138.3 billion by 2031](#).



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As one of the leading global remote desktop software providers, AnyDesk powers seamless remote connections between IT professionals and customer devices to resolve technical issues and allow more people to work from anywhere. Thanks to its exclusive technology, trusted by millions of people and by global Fortune 500 corporations, AnyDesk was growing steadily pre-2020. However, the company wasn’t prepared for the massive increase in customer demand that happened as a result of the coronavirus and the worldwide shift to working at home.



In 2020, the number of European employees working from home grew to 29.4% in France, 22.8% in Germany, 15.1% in Spain, and 13.6% in Italy. In the US, 48.7 million people, about 35% of the employed workforce, reported that they worked from home. That same year, the number of downloads of AnyDesk's software doubled from 150 million to 300 million, and the company knew it needed to adapt its systems and ensure that its database could handle the increasing amounts of data and traffic without sacrificing performance or availability.

24x7x365 global support with EDB

After weighing possible solutions, AnyDesk realized that the ideal would be to have a remote database administrator (RDBA) to help ensure high availability and provide real-time monitoring and ongoing technical expertise. When EnterpriseDB (EDB) turned up in a digital search, AnyDesk saw that it was exactly the partner it needed to optimize Postgres® performance, manage and maintain its database, and prepare for future growth.

For remote backups and disaster recovery of PostgreSQL servers, EDB's RDBA team recommended, installed, and administered the open source administration tool Barman (Backup and Recovery Manager) as part of its RDBA service.

Postgres: Powerhouse for demanding workloads

Dimitrije Ninkovic, AnyDesk's database administrator, explains that the company's intense workloads require a highly transactional and highly available database. This is why most of AnyDesk's infrastructure is on Postgres. "Postgres is an exceptional platform for our needs, and we are using it extensively," says Ninkovic.

As minimal-to-zero downtime is a main priority, Ninkovic appreciates Postgres' streaming and logical replication capabilities and the ease of switching between multiple replications. "Replication works well with Postgres, much better than with other platforms," says Ninkovic. He notes that Postgres expertly handles concurrent reads/writes without locking and blocking issues.

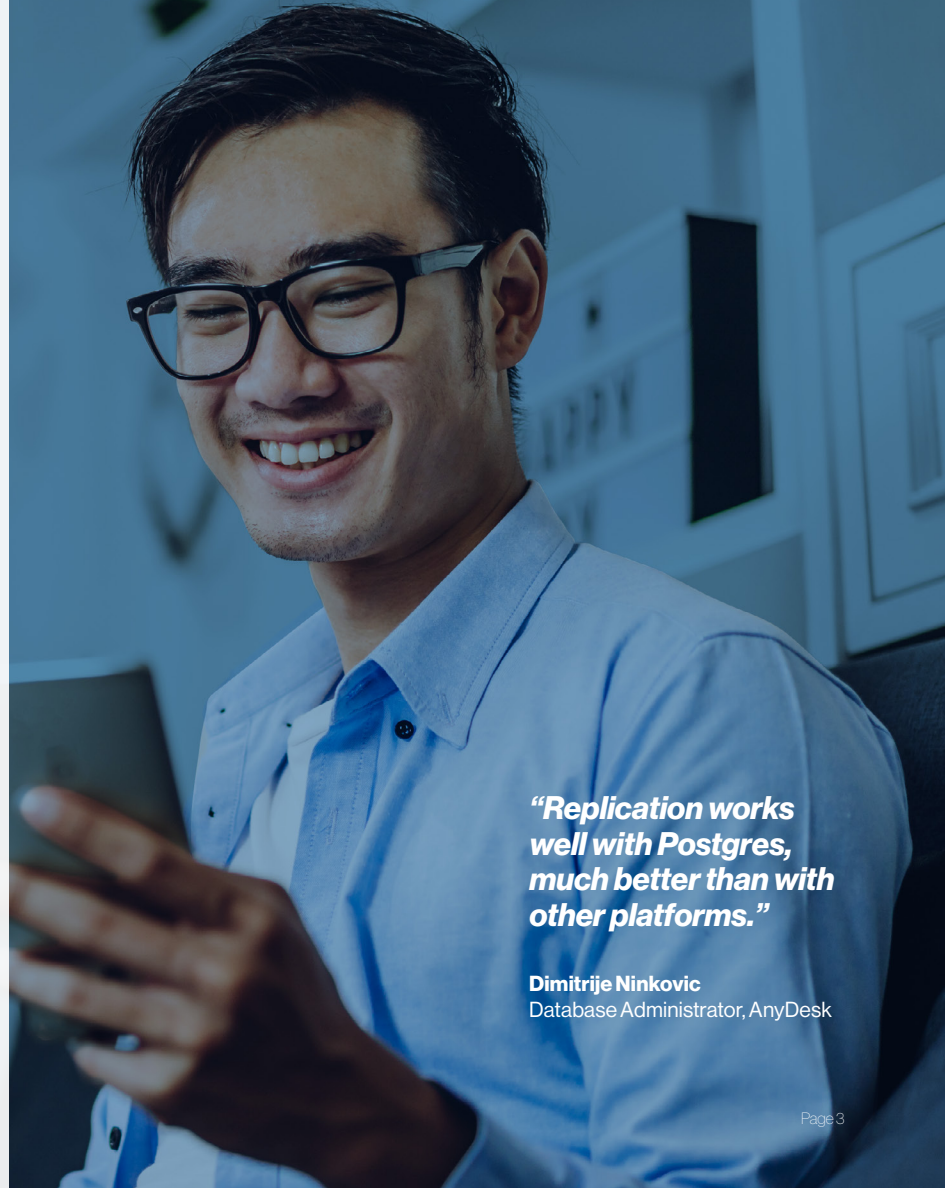
Postgres also enables rapid scaling. "I can't stress enough how great Postgres is for scaling up," Ninkovic says. "If you need to scale up, you can easily do so by just adjusting a few options, and it's like a brand-new server."

In his previous company, Ninkovic had used EDB Postgres and BDR (Bi-Directional Replication) for master-to-master replication, which he says was exceptional. "I don't know if any other database platform can do all this," he says. "That level of master-to-master replication? It's magical."

Upgrading for the ultimate advantage

AnyDesk started using logical replication when it migrated from Postgres 11 to 15. With Postgres 15 and the help of EDB's Technical Lead Afroditi Loukidou and Database Consultant Rafael Castro, the AnyDesk team was able to effortlessly migrate data to their new servers. During this upgrade process, EDB partitioned AnyDesk's most demanding table, instantly resolving a major performance bottleneck. The partitioning of this high-traffic table optimized numerous queries and enabled their faster completion.

"That partitioning actually saved our lives," says Ninkovic. "Partitioning on such a large scale was not as easy on the older version of Postgres. So upgrading to Postgres 15 was the best decision we ever made."



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Minimal costs, maximum value

In addition to easily handling growing workloads, Postgres makes a huge difference when it comes to lowering costs. As Ninkovic explains, "Postgres is basically free if you want to use it without any support. It's scalable, so you can do whatever you want. If you need to build analytical servers, you can build them. If you want to have highly transactional databases, Postgres also covers that. You can use it for any purpose you can imagine," he says.

It's clear that AnyDesk is using Postgres to its fullest capacity. "We are pushing Postgres to the limit," Ninkovic says. "We squeeze every atom out of Postgres. Whatever it's built for, we are using it."

Postgres then and always

Ninkovic recalls that a decade ago, there was a massive migration to Postgres databases in Europe. There was also a concurrent demand for DBAs with expertise in open source Postgres, as a lot of companies were switching from commercial SQL versions such as Oracle. Ninkovic says these companies transitioned to PostgreSQL because, like him, they realized that it was more cost effective, easier to use, and provided almost everything they needed from a database solution.

"I love Postgres and switched to it because it's much easier to work with," says Ninkovic. "You can use it for any purpose you can imagine."



About EDB Postgres AI

EDB Postgres AI is the first open, enterprise-grade sovereign data and AI platform, with a secure, compliant, and fully scalable environment, on premises and across clouds. Supported by a global partner network, EDB Postgres AI unifies transactional, analytical, and AI workloads, enabling organizations to operationalize their data and LLMs where, when, and how they need it. For more information, visit www.enterprisedb.com.