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 Platform.

Did you know MariaDB is 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.

MariaDB Platform gives your on-premises ServiceNow deployment the same level of reliability and availability as ServiceNow's renowned cloud offering.

"At our scale and in production with 100,000 MariaDB databases, reliability is what matters most."

- Pat Casey, SVP of Development and Operations, ServiceNow

**WHY MARIA DB?**

MariaDB Platform includes MariaDB Enterprise Server: an enhanced, hardened and secured version of the widely deployed MariaDB Community Server. MariaDB Enterprise Server is engineered specifically for mission-critical production deployments – with special attention paid to ServiceNow’s application and usage patterns.
High Performance & Stability
MariaDB Platform undergoes thorough quality assurance to test performance at scale for heavy production workloads.

• Non-blocking backups
• Fine-grained auditing
• 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
Downtime and data loss are dirty words. That’s why MariaDB Platform includes replication and clustering options for high availability, as well as the MaxScale advanced database proxy to enable automatic failover.

• Automated failover – no ServiceNow service restarts, no service interruptions
• DoS protection
• Options for multi-master clustering, semi-synchronous replication and active standby databases

Security & Compliance
MariaDB software is engineered for security, whether it’s encryption and key management for PCI compliance or pseudonymization (i.e., data masking) for GDPR compliance.

• Encrypted buffers
• Data obfuscation
• Dynamic data masking
• Encryption of data at rest and in motion

More than Just a T-shirt Size
Were you assigned a “T-shirt size” with your ServiceNow package? What happens if you outgrow that shirt? With MariaDB, you can tune your databases (or have us tune them for you) to fit your specific needs, whatever those may be. We’ll make sure your solution is finely tailored.

MariaDB expert support
Our support engineers have 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.

• 30-minute, 24x7 SLA for production outages
• Unlimited consultative support from MariaDB engineers
  • HA/DR best practices
  • Security best practices
  • Replication troubleshooting
  • Performance troubleshooting
**HOW MARIA DB WORKS FOR SERVICENOW CUSTOMERS**

This example topology shows the way many customers are using MariaDB Platform 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.

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](#)