EDB
Postgres® AI

CUSTOMER SUCCESS STORIES

ClickUp Increases Global Performance and Scalability with EDB Postgres® AI

CUSTOMER:
CLICKUP

EDB customer since June 2023

Alex Yurkowski
CTO

CHALLENGE: ClickUp needed to provide consistent performance to global project management software users while scaling up its business in multiple regions.

EDB SOLUTION: EDB Postgres Distributed, EDB Support

RESULTS: ClickUp maximized performance and scalability, efficiently managing massive data volumes across seven nodes while maintaining 99.999% uptime with EDB Postgres Distributed.

OVERVIEW

Delivering consistent and reliable performance for mission-critical workflows

More than two million teams streamline their work and achieve their goals with ClickUp, an all-in-one productivity platform that brings teams, tasks, and tools together in one place. ClickUp scaled its business into a global powerhouse in the saturated product management sector by focusing on casting a wide net and attracting as many users as possible. These customers range from individuals and small businesses to major corporations such as Chick-fil-A, Cartoon Network, Lulu, and more.

ClickUp has been using PostgreSQL as the backbone of its systems since its inception. When the company's rapid growth created scaling challenges, ClickUp turned to a geographically distributed cluster with distributed PostgreSQL databases.

> **"We can certainly attribute help in our growth to EDB Postgres Distributed, since we now have consistent performance globally and are able to grow our business in multiple regions."**

Alex Yurkowski
CTO
ClickUp

Database transformation drives expansion

Initially, when ClickUp attempted to replicate data across regions to serve its international customer base, its engineers encountered issues with write latency and consistency. While engineers spent several hours daily optimizing the system, the ClickUp team began looking for a multi-master solution to overcome performance issues. The team saw that BDR (Bi-Directional Replication) v1 would be ideal for the company's geographically distributed needs. "It was the only real multi-master solution for Postgres databases," explains ClickUp CTO Alex Yurkowski.

As ClickUp continued to expand, its platform required more attention and technical capabilities. Exhausted by the efforts required, it became clear to internal resources that they were hitting the limits of performance and scalability in BDR v1. ClickUp's tech team approached EnterpriseDB (EDB) for a solution. After a thorough analysis, the EDB team recommended that ClickUp move to EDB Postgres Distributed to resolve scalability and performance limitations.

Maintaining optimal performance and peak uptime during a mission-critical upgrade

EDB's team of PostgreSQL experts helped ClickUp upgrade to EDB Postgres Distributed within the planned timeline. Using industry best practices and ClickUp's business requirements, the cluster was optimally configured using EDB Postgres Distributed. This allowed ClickUp to scale its system for exponential growth while consistently delivering peak performance to its customers.

EDB
Postgres AI

Achieving uninterrupted uptime and high availability across the globe

ClickUp's database cluster holds 300 GBs of data distributed over seven nodes. The present configuration, with multiple master nodes, has allowed the company to set up high availability across some regions while the remaining regions transition incrementally. This enabled the platform's 99.999% uptime for a consecutive 12 months.

Acknowledging the importance of having PostgreSQL experts available around the clock, ClickUp also subscribed to EDB's 24/7 support. The combination of EDB Postgres Distributed and consistent support enabled ClickUp to provide an exceptional customer experience, further its expansion goals, and grow its global base to more than 10 million users.

In Yurkowski's words, "EDB's support has helped us to upgrade our PostgreSQL and Bi-Directional Replication version with zero downtime to ensure we are getting the best performance out of our database cluster."

EDB Postgres AI