

The new standard for flexible, affordable optimization and support of business critical data environments

With Percona Care, Your Data Environment is:

- **Fully optimized**
- **Always available**
- **Completely protected**
- **Easily affordable**
- **Totally supported by the most trusted experts in the business**

Bringing immediate, noticeable and long lasting benefits at a price matched to meet your budget and needs



PERCONA

CARE

Percona Care

Percona Care is a cost-effective services bundle that:

- Optimizes your critical database systems through a comprehensive performance audit and environment tuning
- Supports your critical data environments with flexible options that leverage Percona's broad array of consultants, developers and DBA's without expensive and irritating agreement modifications
- Protects your data and business with a robust combination of clustering, backup and emergency break/fix services

As data becomes a more critical component of success, businesses are finding that high performance databases are hard to build and keep tuned as requirements change. In addition, database administrators (DBAs) are hard to find—and even harder to keep. With Percona Care, no matter how big your website or embedded applications are, and no matter what your price point is, you can ensure that your database environment is fully optimized, always available, and supported by the most trusted team of developers and DBAs in the business.

Your choice of service level and flexible options ensure that Percona Care can deliver what you need now, as well as into the future as your needs and requirements change. The benefits of Percona Care are immediate, noticeable and long lasting—and they come at a price that is customized for you, affordable, easily justified and matched to your budget and needs.

Percona Care provides you immediate performance gains for your business-critical systems through problem diagnosis and optimized tuning. This ensures your systems remain running at peak performance with ongoing technical Support, Consulting and Managed Services options. You also have the added benefit of leveraging Percona Consulting and Managed Services solutions to augment and scale your current resources as new projects are added to support your own growing business or data management needs.

Percona Care Service Level Description

Percona Care

Provides a comprehensive Performance Audit and Health Check of your business-critical MySQL and hybrid applications and systems to advise you on specific corrective actions for problems and tuning opportunities within your environment. The result is a complete diagnostic report with best practices you can implement to ensure your systems are tuned and running at the highest levels of performance, security and availability. In addition, you'll receive a scheduled follow-up review of your covered applications and systems.

You will have access to Percona's 24x7 Technical Support service during the duration of your agreement. This can be used to answer questions regarding your audit, help with the follow up action plan, or any other issues with which you need our help.

Percona Care includes an ongoing relationship with Percona Consulting for more advanced application and system planning, deployment and operational requirements. You will get a Percona expert as a key member of your team on a part-time or full-time basis, depending on your needs. We will spend time with you onsite to understand your unique requirements and challenges.

Percona Care Ultimate

Includes the benefits of the Percona Care, plus around-the-clock DBA coverage for business-critical applications and systems. You get Percona's complete suite of unlimited 24x7 Technical Support, Consulting services for predefined, structured projects, and Remote DBA and Backup Services for your most business-critical applications and systems.

Service Features

Features	Percona Care	Percona Care Ultimate
Initial Performance Audit	✓	✓
Follow-up System Checkup	✓	✓
24x7 Support	✓	✓
24x7 Consultative Support	✓	✓
Percona Backup Service		Duration
Onsite Kickoff	2 Days	4 Days
Negotiated Ongoing Hours Per Week with a Dedicated Expert	✓	✓
Ongoing Access to Percona Architects	✓	✓
Fully Managed MySQL Servers 24x7		✓
Percona Cluster Support	Call	Call

Contact Us Now

To learn about how Percona Care can help you and for pricing information, please contact us at (208) 473-2904 or +44 (203) 608-6727 in Europe or sales@percona.com.