

Industry Leading Support

There's a reason Percona is one of the fastest growing companies and has the highest support renewal rates in the database management industry.

We offer the highest level of support at rates that won't break your budget.

Our key differentiators include:

The Best SLA's in the Industry

When you have an issue you want it addressed now!

Percona SLA's are the best in the business, offering premium SLA at standard rate prices.

Guaranteed Over-the-Phone Technical Support, 24x7x365

Unlike our competitors, we publish our phone numbers and there will always be a database expert who will answer the phone 24x7x365.

Enterprise-wide Options

Don't want to count servers? Fine by us. We get that in today's virtual world, developed teams want to spin up servers and sometimes they need support.

Percona is leading the way with Enterprise-wide support.

Flexible Payment Models

"As-a-Service" is becoming the business norm and we get that writing a big check is not always popular. Flexible payment models (without pesky third-party financiers) are another way Percona is helping to advocate your need for support.

Proactive Technical Advisement

Support is often "fire and forget" – an insurance policy that most companies hope to never use. At Percona we take a different approach. With our Premier service, we assign one of our experts to work with your team on an ongoing basis to help you ensure the highest levels of performance. An ounce of prevention is worth a pound of cure.

Database Support for MySQL[®] and MongoDB[®]

Database support you can count on – designed for the way you do business

Percona Support for MySQL and MongoDB provides highly responsive, effective, and affordable options to ensure the continuous performance of your deployments. Our user-friendly support team is accessible 24x7x365 online or by phone to:

- **Ensure your database installation is running optimally**
- **Increase your uptime**
- **Increase development and operational productivity**
- **Reduce your support costs**
- **Implement fixes for performance issues faster**

Unlike other companies who restrict your interactions to non-real time trouble tickets, Percona Support provides you with real-time electronic and phone access to our expert technical team. Our 24x7x365 online and phone access policy ensures that you can always reach one of our technical experts, not an answering service. Our phone and chat lines are served by our amazing technical experts who can immediately engage with you on support requests. It's no wonder that Percona Support gets some of the best reviews and has one of the highest renewal rates in the industry. We care about support and we go the extra mile to ensure our support customers get great value.

Even if you have your own highly skilled technical staff, Percona Support can help you solve issues a lot faster. Nearly every problem our support engineers are asked about has been seen before by at least one of the experts on our team. An issue that could take several weeks for your staff to diagnose and fix can often be solved in just a few hours by our support team.

Responsive, reliable and effective, Percona's database support policy is matched to the way you do business. You don't have to go it alone, and with Percona you don't have to question whether or not support is worth the cost – we'll prove it to you.

Percona offers three support options:

- **Standard** – 24x7x365 support with 30-minute response time for Percona Server[®], MySQL, MariaDB[®] or MongoDB support
- **Enterprise** – 24x7x365 support with 30-minute response time for Percona Server, MySQL, MariaDB or MongoDB support. Includes Percona Server hot bug fixes and advanced high availability support. Offers enterprise-wide options so you don't have to count servers.
- **Premier** – 24x7x365 support with 15-minute response time and 45-minute issue engagement with guaranteed SLAs for Percona Server, MySQL, MariaDB or MongoDB support. Includes Percona Server hot bug fixes, proactive monthly support, advanced high availability support and database tuning reviews and dedicated priority support phone lines. Offers enterprise-wide options so you don't have to count servers.

Support Service Level Features

Support Features	Standard	Enterprise	Premium
Hours	24x7x365	24x7x365	24x7x365
SLA Moneyback Guarantee ¹			✓
Severity 1 Response Time	30 minutes	30 minutes	15 minutes
Severity 2 Response Time	90 minutes	60 minutes	60 minutes
Severity 3 Response Time	8 hours	4 hours	4 hours
Severity 4 Response Time	48 hours	24 hours	12 hours
Percona Server [®] MySQL Support ²	✓	✓	✓
Percona Server Hot Bug Fixes		✓	✓
Percona XtraDB [™] Cluster Support		✓	✓
MariaDB [®] Support ²	✓	✓	✓
MariaDB Bug Fixes			✓
MySQL [®] Support ²	✓	✓	✓
MySQL Community Bug Fixes	✓	✓	✓
Percona TokuDB	✓	✓	✓
Support for Legacy MySQL Releases (pre 5.1)		✓	✓
MongoDB [®] Support / TokuMX / PS for MongoDB Support ²	✓	✓	✓
Percona XtraDB Cluster / MariaDB Galera Cluster / Galera Cluster for MySQL Support		✓	✓
Standard High Availability (HA)	✓	✓	✓
Advanced High Availability (HA)		✓	✓
Enterprise Ready Tools Support (Hot backup, Audit, Etc)	✓	✓	✓
Login Support (Percona Support Access Methods)	✓	✓	✓
Login Support (Customer Specific Access Methods)			✓
Screen Sharing (Percona Standard Screen Tools)	✓	✓	✓
Screen Sharing (Customer Specific Screen Share Tools)			✓
Monthly Status Review			✓
Proactive Support via TAM			✓
Consultative Support		✓	✓
Installation and Upgrade Consultation	✓	✓	✓
Use of Percona Standard Contract	✓	✓	✓
Use of Customer Specific Contract		✓	✓
Copyright Indemnification			✓
Custom Liability Options			✓ (Optional)
Enterprise-Wide License Available?		✓ (Optional)	
TAM Service Add-on Option		✓ (Optional)	
Custom Monitoring Tools/Selection Options		✓ (Optional)	
Special Priority Phone Line			✓
Phone Support	✓	✓	✓
Chat Support	✓	✓	✓
Email Support	✓	✓	✓
Discount on Project Work?		10%	20%
Number of Contacts	10	10	20

MySQL server contract includes Percona Server for MySQL, MariaDB, and MySQL Community. A separate contract is required for MongoDB/ Percona TokuMX and Percona Server for MongoDB

Contact Us Now

To learn about how Percona Support can help you, and for pricing information, please contact us at 1-888-316-9775 or 0-800-051-8984 in Europe or sales@percona.com.

¹Customers' accounts will be credited a service credit for 1/10th of the monthly amount of the contract for each SLA violation, up to the monthly support cost.

²A separate contract is required for each technology you wish supported.