

Industry-Leading Care and 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 bring immediate, noticeable and long lasting benefits at a price matched to meet your budget and needs

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 24x7x365 Over-the-Phone Technical Support

There is always a database expert to answer the phone 24x7x365.

Enterprise-Wide Options

Don't want to count servers? Fine by us. Spin up servers without changing your contract.

Proactive Technical Advisement

An ounce of prevention is worth a pound of cure. Percona's top support and care services assign one of our experts to work with your team on an ongoing basis to help you ensure the highest levels of performance.

Percona helps your data environment become:

- Fully optimized
- Always available
- Completely protected
- Easily affordable

Flexible Payment Models

"As-a-Service" is becoming a business norm. Percona provides flexible payment models (without pesky third-party financiers) are to advocate your need for support.

Percona Ceph MySQL[®] Health Audit

Get a comprehensive and view of the status of your Ceph MySQL environment for proactive tuning

A **Percona Ceph MySQL Health Audit** is an in-depth review of your database instances running over a Ceph private storage cloud. During a Ceph MySQL Health Audit we review, document and recommend changes to your database instance lifecycle within an elastically provisioned Ceph storage infrastructure, as well as reviewing common schema and queries patterns within the database instances. Our goal is to identify inefficiencies, find problems before they occur, and make sure your databases are in the best condition possible to handle future load.

When a Ceph MySQL Health Audit is purchased as part of a Percona Wellness Plan (semi-annual, quarterly, or monthly), we will compare previous Ceph MySQL Health Audits and help you plan for growth and make recommendations on scaling your system based on your expected growth.

During a Ceph MySQL Health Audit, Percona looks for outliers and anomalies in every aspect of the server's configuration, performance and contents – anything out of the ordinary or out of proportion. Next, Percona looks for things that are NOT easy to catch, and require extra experience and investigation. At the end of the audit, all the findings and recommendations are presented in a detailed report.

Contact Sales for information on building a Percona Wellness Plan for your company. This meets most use cases. If you have more than one slave, you may choose which slave you would like to be reviewed with the master. If you want more than a single slave reviewed, please contact sales.

What is reviewed:

- Hardware
- Operating system
- Server level metrics and statistics
- MySQL configuration
- MySQL level metrics and statistics
- Database schema
- Historical metrics (when available)
- Queries running in the system

Activities performed during a Ceph MySQL health audit:

- Review and tuning of the hardware
- Review and tuning of the Ceph configuration
- Review and tuning Ceph access method
- Review and tuning of KVM tuning for Ceph
- Review and tuning of the MySQL configuration for Ceph
- Benchmarking of the cluster for IOPS baseline
- Optional services
- Rush audit
- Monitoring and alerting setup
- High availability analysis
- One-time backup review
- Replication health check

Note that the list of deliverables may change depending on access, availability, or data restrictions imposed by your organization's internal IT policies.

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 email sales@percona.com.