Industry Leading Support

There's a reason Percona has the highest support renewal rates in the database management industry: we offer unparalleled support at rates that won't break your budget.

Our key differentiators include:

The Best SLAs in the Industry

When you have an issue, you want it addressed now!

Percona's service level agreements are the best in the business, offering premium SLAs at standard rates.

Guaranteed Over-the-Phone Technical Support, 24x7x365

There will always be a database expert who will answer the phone 24x7x365.

Enterprise-Wide Options

Don't want to count servers? No problem. We understand that in today's virtual world, development teams want the flexibility to spin up and take down servers. Percona's Enterprise-Wide support agreements let you do just that.

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 financers) 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.

Move Your MongoDB® Support to Percona

You're approaching the end of your company's MongoDB Professional or MongoDB Enterprise Advanced contract, and you just received the price quote for renewal. You might be asking yourself, "How am I supposed to keep Engineering happy and keep costs under control?"

Don't worry! Percona can help you break free from the vicious cycle of overpaying.

Why would I want Percona to support my MongoDB servers when MongoDB, Inc. created the software?

- **Customer care:** Percona's only sources of revenue are from support and consulting services—so we're highly motivated to provide the best quality of service possible.
- **Only pay for what you need:** Are you really using the MongoDB BI connector? Do you *need* commercial licenses? You need world-class support, and pay for world-class support. Don't pay for all the extra stuff if you don't need it.
- **Ask Percona for a quote:** Once you receive your renewal quote from MongoDB, Inc., we encourage you to contact Percona for a support quote. We think you'll be pleasantly surprised by the savings.

Do I have to use Percona Server for MongoDB to buy support from Percona?

Percona gladly supports MongoDB Community Edition, MongoDB Atlas, and Percona Server for MongoDB.

How do I move from MongoDB Community Edition to Percona Server for MongoDB?

Migrating from MongoDB Community Edition to Percona Server for MongoDB is a simple four-step process:
1. Stop the mongod process
2. Check for installed MongoDB packages
3. Remove those installed packages
4. Install Percona Server for MongoDB using apt or yum, depending on your operating system

Complete instructions are located on our website.

What features do I gain moving from MongoDB Community Edition to Percona Server for MongoDB?

- Percona Memory Engine—extremely high performance and reduced costs for application cache, sophisticated data manipulation, session management, etc.
- Hot backup for WiredTiger
- LDAP authentication
- Auditing
- Log redaction
- Bug fixes

Can I move from MongoDB Enterprise to Percona Server for MongoDB?

You can move from MongoDB Enterprise to Percona Server for MongoDB, but please note that if you are using encrypted WiredTiger (a.k.a. "database encryption") or LDAP integration, the transition requires configuration changes. If you are interested in exploring a move from MongoDB Enterprise to Percona Server for MongoDB, please contact us to ensure a smooth transition.

What are the differences between MongoDB Enterprise and Percona Server for MongoDB?

We continually strive to make Percona Server for MongoDB a world-class, enterprise-grade document database solution. That said, MongoDB Enterprise does include some features that aren't available in Percona Server for MongoDB. We want to make sure you're aware of these features, as well as some alternatives (when available), so that you can make an informed decision about moving to Percona for MongoDB support.

- **Ops Manager / Cloud Manager**
  Alternative: Try **ClusterControl for MongoDB**, from Percona's trusted partner SeveralNines
- **Compass**
  Alternative: Try **Compass Community**, the free version of MongoDB Compass that works with MongoDB Community Edition and Percona Server for MongoDB
- **Point-in-Time Backup/Restore**
  Alternative: Percona Server for MongoDB includes an integrated open-source hot backup system. It creates a physical data backup on a running PSMDB server without notable performance and operating degradation. If you need to take a consistent backup across shards, you could use mongo-consistent-backup from Percona Labs. PLEASE NOTE: Because it resides in Percona Labs and is not an official Percona product, mongodb-consistent-backup support falls under reasonable effort and Community Support.

- **Encrypted storage engine**
  Alternative: Percona Server for MongoDB does not currently offer an encrypted storage engine. PCI compliance requires disk-level encryption, which can be achieved using standard disk encryption tools from the operating system.
- **Red hat identity management certification**
- **Kerberos authentication**
- **SNMP support**
- **Commercial licenses, warranty, and indemnification**
- **Platform certifications:** Windows, RedHat/CentOS, Ubuntu, Amazon Linux
- **MongoDB Connector for BI**
- **MongoDB Connector for Spark**

Percona Support for MongoDB

Percona Support for MongoDB is a highly-responsive, effective, affordable service built to ensure the continuous performance of your MongoDB deployments. Our world-class team of support engineers is accessible 24x7x365, online or by phone, to ensure that your entire database environment and architecture are running optimally. We can help you increase your uptime, be more productive, reduce your support budget, and implement fixes for performance issues faster.

Percona Support for MongoDB is available in three tiers: Standard, Enterprise, and Premier. If you're also running MySQL or MariaDB, ask about our Enterprise-Wide Support plan.

Contact Us Now

To learn more about Percona's MongoDB support services, or to receive a support estimate, contact us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe) or sales@percona.com.