

Solution Brief

Do I Need Support, Managed Services, or Consulting?

Choosing the right fit for your
unique business needs

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The performance of your database environment, whether on-premises or in the cloud, is a crucial component of your database operations.

But maintaining performant databases is a tall order, and you might not have the on-staff expertise to go it alone. At the same time, you can't afford a full-time database administrator. Additionally, business objectives change. You need options, but you want to avoid an inflexible, multi-year contract.

At Percona, we provide those options — and flexibility. Whether you run MySQL, MongoDB, PostgreSQL, or MariaDB, and wherever these are deployed, we can provide you with high-value database services. We also make it easy for you to move between, and combine, the benefits of our Support, Managed Services, and Consulting services.

However, when you initially engage with Percona, choosing the right service might seem confusing. To help you make the right choice, we have broken down each service and what it includes. This Solution Brief gives you an overview of the options and reasons for choosing them.



Common challenges and how Percona can help

Here are some of the more common reasons people seek our services:

- **Moving to the cloud**
- **Running database as a service (DBaaS)**
- **Experiencing performance issues**
- **Experiencing unplanned downtime**
- **Seeking open source savings**
- **Avoiding vendor lock-in**

While people tend to be definitive about their challenges, they're typically more uncertain about what solutions they're seeking. They often ask us which service is the right fit, now and in the future. One of the great things about Percona is that we make it easy for you to move between our different services as different needs arise. Many of our customers use multiple service offerings, which include:



Percona Support

You can resolve issues quicker and ensure the continuous performance of your deployments with 24x7x365 consultative support. This is well-suited for addressing issues on-demand, as they arise.



Percona Managed Services

Free your team to focus on strategic priorities with proactive, round-the-clock database management at a fraction of the cost of a dedicated, full-time DBA. Managed Services give you the peace of mind knowing that technical experts are monitoring and managing your database 24x7x365.



Percona Consulting

Call on Percona experts to help solve your complex database performance issues and design challenges. This can be an ideal option for addressing specific tasks like architecture and designs, deployments, tuning, and big one-off projects.

Looking under the hood of the Percona service options

To illustrate the different options, we've referenced something many of us are familiar with: changing the oil in a car.



Percona Support

You realize you're overdue for an oil change. The good news is that you understand most of what is going on under the hood of your car, so you decide to take on the task yourself. You open the hood, use a pan to catch the old oil, and start work.

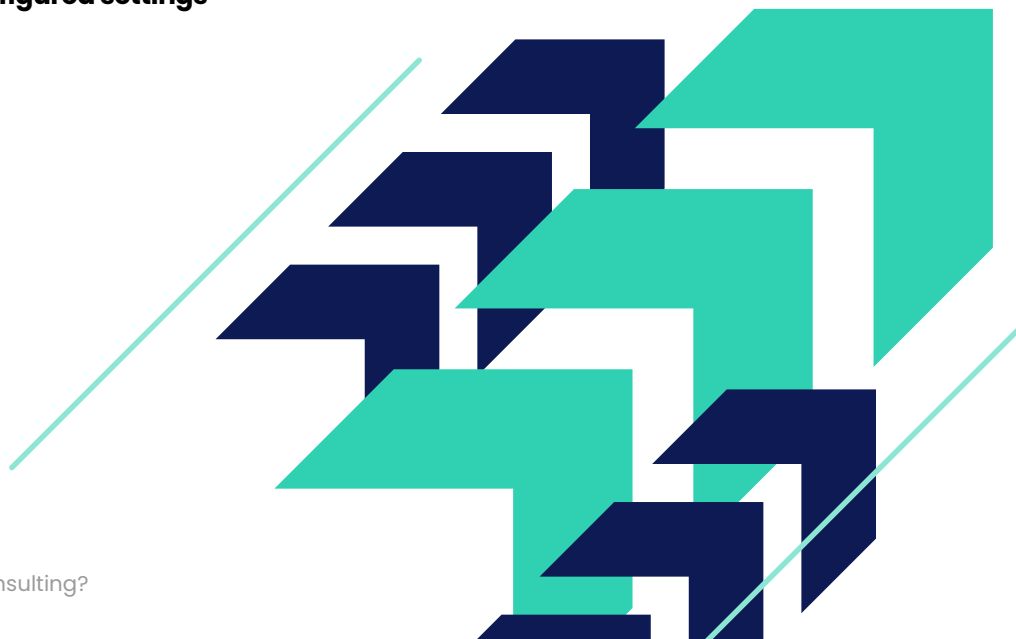
As you're going through this process, you might have a few questions, and you think: "It'd be great if there was someone I could talk to, to get some help and advice about some of these fiddly bits."

Percona Support is that person.

In the database world, you're a smart administrator. You know how to optimize some queries, figure out which indexes are needed (and which are not), and understand the importance of setting proper data types. Basically, you can comfortably cover much of what is needed to keep your database online and running smoothly.

But you might have a nagging suspicion that things could be better than they are, or you might encounter an issue where you're not 100% certain of the best response. In cases like those, being able to reach out and get support can be invaluable. Percona Support is ideally suited for addressing a multitude of problems, including:

- **Poorly optimized queries**
- **Slow response times**
- **Unlocked security**
- **Incorrectly installed software**
- **Improperly configured settings**



And here are the benefits of Percona Support:

Reduced application downtime

Increase uptime, restore service, implement performance improvements, and master the complexity of modern deployments with comprehensive, 24x7x365 support.

Reduced operational costs

Quickly resolve issues that normally take weeks to diagnose, improving mean time to recovery by up to 300%. Plus, leverage our expertise in architecture and optimization to save as much as 80-90% on your hosting bills.

Support across environments

We can help with on-premises, cloud, and hybrid setups. We'll fill the gaps left by cloud provider automated solutions and augment your existing support agreements to ensure maximum performance at a minimum cost.

Support across applications

No matter the complexity, we'll help you configure and tune environments that use more than one database application. That applies to MySQL, MongoDB, and PostgreSQL — on any infrastructure.

Secure and bug-free databases

Get instant access to rapid releases of MySQL, MongoDB, and PostgreSQL enhancements and hot bug fixes.

Companies often turn to Percona Support when they encounter problems that they can't solve themselves. In many cases, they have already invested effort and energy trying to work out a solution themselves. In situations like this, contacting support early can be invaluable, saving you time and money. Our support engineers can explain the optimal way to resolve the issue. They can validate your solution, or come up with an entirely new approach.

While we're helping you, you might have additional questions about the future of your database.

Those questions could include:

“How will upgrading my database version impact my environment?”

“Should I consider migrating to different database software?”

“How can I optimize my database before moving to the cloud?”

“What would be the benefit of moving to a high availability solution?”

While the engineers won't go into detail on the issues that are likely to be faced by your specific environment, they can provide you with guidance to help you make an informed decision. Keeping with our oil change analogy, these sorts of questions are similar to asking: “What would be the benefit of changing the air filter, too?” Or: “Should I also consider replacing the brakes?”

In the case of changing the air filter, you might decide that the task is within your skill set, as our support engineers gave you the confidence to take on the job. However, changing your brake pads is more involved, so you consider hiring an expert instead.

[**LEARN MORE ABOUT PERCONA SUPPORT. >>**](#)



Percona Managed Services

Imagine a situation where your car is always ready for you, running optimally. The engine purrs (or is smoothly quiet if it's electrical), the fuel tank is full (the battery is fully charged), the interior and exterior are clean, and the regular maintenance tasks have been completed. All you have to do is drive. A Percona Managed Services contract delivers this for your business.

With Percona Managed Services, you basically add Percona to your database team. You don't have to worry about hiring and retaining internal staff; Percona always has people available to deal with issues that arise. There's no need to worry about having 24x7x365 coverage (or waking up your DBA in the middle of the night); we are monitoring your environment around the clock.

With a Percona Managed Services agreement, Percona assumes responsibility for monitoring your environment, resolving any issues, and delivering proactive database environment reporting to ensure you are always fully informed.

The Percona team provides monthly, quarterly, and biannual deliverables and performs ongoing optimization work. Problems that come up can often be handled solely by our engineers, or they will work with you to reach an ideal resolution. You can be as hands-on or hands-off as you prefer. Either way, you can feel confident that your database is being constantly monitored and kept available.

As part of the agreement, we set up your environment to match our own best practice environment. This means that high availability is implemented, and a backup strategy that meets or exceeds your business requirements for Recovery Time Objective and Recovery Point Objective is in place. This all ensures that your data is readily available to your application — and perhaps most importantly, that end users are satisfied.

Benefits of Percona Managed Services include:

Reduced staffing costs

Percona experts serve as an extension of your team, giving you round-the-clock coverage without having to hire on-staff database administrators.

Continuous monitoring

Proactive monitoring and alert/response help ensure that your data stays secure and your databases stay performant.

Industry-best SLAs

15-minute service-level agreement (SLA) is a cornerstone of Percona support for your databases.

Technology-agnostic expertise

Percona experts provide unbiased, deep operational knowledge of the most popular databases in the market.

Reduced storage costs

Our backup procedures help you trim storage costs and minimize your management responsibilities.

Accessible applications

Potential problems are averted and actual problems are resolved quickly so that critical business processes are always available.

Data protection

Reliable and automated database backup and recovery keep your data safe in the event of an emergency/disaster.

Proven problem-solving procedures

Percona provides incident management and root cause analysis (RCA) services.

Robust change management system

We ensure that standardized procedures are used for database modifications

[LEARN MORE ABOUT PERCONA MANAGED SERVICES. >>](#)



Percona Consulting

A consulting engagement is like bringing your car to a mechanic with an issue, and trusting the mechanic to fix it. You drop the car off with an identified problem, and that problem is resolved. The car is returned to you, sometimes even washed and cleaned to make it a little nicer for your drive home.

Occasionally, while performing the work, additional issues are identified. They may not be resolved during the initial engagement and instead require a new project and scope of work.

This is what would happen if your mechanic noticed that you needed a new exhaust system while replacing the brakes. They don't do the work without consent; instead, they put together a quote and time estimate for the additional work and present it to you. This also happens with consulting engagements.

Like the trusted mechanic, Percona Consultants are trusted advisors with decades of experience solving complex database performance issues and design challenges. They provide the best solution for your database environment, without bias, so that you can reach your business objectives.

Custom-scoped consulting services for PostgreSQL include:

Architecture and design

- New deployments, cloud deployments, etc.
- Migration planning from Oracle (or any other proprietary database)
- Proof of concepts
- High availability and disaster recovery
- Scaling / sharding

Deployment

- Setup and configurations
- Implement redesigns
- Competitive migrations

Tuning

- Database audits and health checks
- Performance tuning

Maintenance

- Version upgrades
- Troubleshooting
- Backup and recovery
- Monitoring and alerting

When you contact Percona with a project that is consulting-based, such as designing a new high availability environment, we will meet with you to identify your exact needs and goals. From these meetings, a scope-of-work document is created. This outlines the current and required state of the database, along with the scope of the project. This scoping document is presented to you along with the cost of the project. You then decide whether you want to move ahead.

If you decide to proceed, your consultation(s) will be scheduled for mutually convenient times. In some projects, there might be tasks that are more easily accomplished together. On other tasks, the consultant might work alone. It's often better having the consultant work on portions of the project alone because the consultant can do this at times when there is less user traffic (and you are more likely to be sleeping).

For many projects, your involvement is needed primarily at the beginning and end. At the start, it is helpful to get questions answered, provide project planning, and work out access details. At the end, the consultant presents results and is available for questions.

Projects can be done remotely, or the consultant can come to your site. Because many companies now run in cloud environments, engagements are far less bound to specific locations.

Scheduling a remote engagement is usually quicker and easier, as there is no need to plan for travel. A remote engagement is often set up as a series of half-day engagements, allowing more scheduling flexibility.

For on-site engagements, we base these on an 8-hour day. On-site engagements are recommended for activities like architecture and design planning. Additionally, multi-phased consulting might require a combination of on-site and remote work.

Benefits of Percona Consulting include:

Multi-database expertise

Percona Consultants are recognized experts in MySQL, PostgreSQL, and MongoDB; the cloud platforms of Amazon AWS, Microsoft Azure, and Google Compute Engine; and Amazon RDS and Aurora.

Maximum application performance

Improve open source database configuration to optimize the performance of your business-critical applications and websites.

Troubleshooting and diagnosis of performance problems

Quickly find and remediate data issues so your DBAs can focus on more strategic, high-value initiatives.

Enhanced architecture and design

Get design recommendations for performance, availability, functionality, resilience, and future capacity.

High availability

Transform your database into an always-on, always-available business asset, on-premises or in the cloud.

Easy updating and migration

Upgrade and migrate your systems and data with the least amount of effort, risk, and cost.

[LEARN MORE ABOUT PERCONA CONSULTING. >>](#)



Percona Training

There are times where you want to do a job yourself, be it an oil change or knowing how to optimize queries, but you don't have the necessary knowledge or skills required to accomplish the task. Percona Training can give you the skills and guidance you need.

Percona Training is an ideal way to level up your teams' skills related to MySQL, PostgreSQL, and MongoDB databases. We deliver instructor-led, hands-on training designed to maximize comprehension, knowledge, and skill retention. We'll conduct the training on-site, online, or in blended classrooms, whatever works best for your company.

Regardless of delivery method, there are hands-on exercises to complete and instructors available to answer questions that arise during the session.

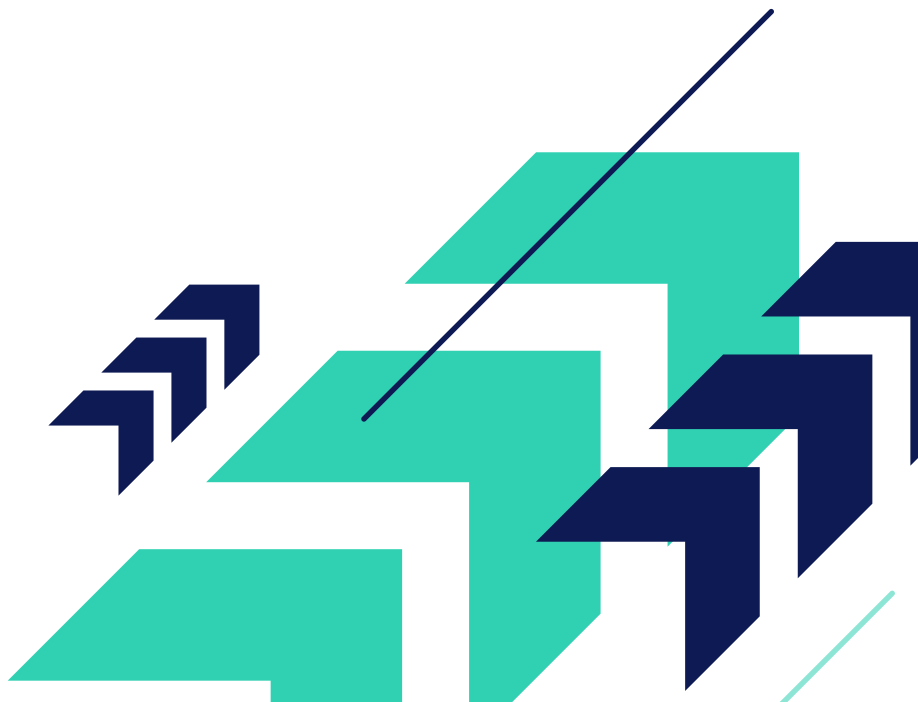
Training for operation specialists covers:

- Basic administration
- Replication
- Security
- Backup and recovery
- High availability
- Monitoring
- Troubleshooting

Training for developers covers:

- Architecture and design
- Constructs
- Command basics
- Indexes
- Sharding
- Security basics

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Engagement Details



Percona Support is provided via a contract, with a defined duration. Percona offers Advanced Support (for complex business and technical needs in demanding environments) and Premium Support (for uncompromising, financially sensitive, mission-critical environments). You can choose the support agreement that best fits your needs.



Percona Managed Services are based on an annual contract. Percona offers Advanced Managed Services (ideal for production database environments) and Premium Managed Services (ideal for mission-critical environments). Monitoring and response are included, as are numerous monthly, quarterly, and annual reports.



Percona Consulting is performed as part of a scoped agreement. The team provides a scope of work, outlining the work to be done, giving an estimate of the number of days that it entails, and providing a price for the project. If during the engagement your consultant spots another issue, the consultant flags the issue and a quote for the new work is prepared.



Percona Training — often for 1, 2, or 3 days — comes at a set price, depending on several factors. The classes include hands-on exercises to ensure you try out what you are learning, and you can ask questions as you go along.

Conclusion

Whether changing the oil in your car or improving your database performance, it is important you understand all the elements of the job you need to do and all your available options.

If you seek a trusted partner for guidance and assistance, [Percona Support](#) might be the best fit. But if you prefer to take a hands-off approach to your database (have someone else keep it running smoothly and highly available), [Percona Managed Services](#) is probably what you seek. If you just want a specific task accomplished or have a big one-off project, [Percona Consulting](#) might be the best option.

And [Percona Training](#), of course, is an excellent option when you want to improve your skills, or learn about a new technology or feature set.

Many of our customers start with a Percona Support agreement, then add a Percona Consulting engagement for a specific project. Some move to Percona Managed Services on a temporary or permanent basis due to changing team structure, and many use Percona Training to bolster specific database software skills among team members.

We can work closely with you to determine the best fit for your business.



Contact us

For more information about Percona Support, Managed Services, and Consulting, contact us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or via email at sales@percona.com.