Percona Support for MongoDB

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

As application use grows, our expectations for those applications also grow. We want applications to be always-up, bug-free, easy-to-use, secure and high-performance.

Applications need data, but database environments can be complicated by poorly optimized queries, slow response times, unlocked security, incorrectly installed software and improperly configured settings. These problems can lurk in the shadows, waiting to hamper queries, strangle interactions and frustrate users with slow applications.

You need your database up and running, without fail, to meet your business milestones. Percona Support for 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**

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.

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.

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 to you it is.

Percona offers three support options:

- **Standard –** 24x7x365 support with 30-minute response time for Percona Server for MongoDB® or MongoDB support
- **Enterprise –** 24x7x365 support with 30-minute response time for Percona Server for MongoDB 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 for MongoDB or MongoDB support. Includes Percona Server hot bug fixes, proactive monthly support, advanced high availability support and database tuning reviews. Enterprise-wide options mean you don't have to count servers.

Support Service Level Features

Support Features	Standard	Enterprise	Premier
Hours	24x7x365	24x7x365	24x7x365
SLA Money Back 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 for MongoDB Support	✓	✓	✓
Percona Server for MongoDB Bug Fixes	✓	✓	✓
MongoDB Community	✓	✓	✓
MongoDB Community Bug Fixes	✓	✓	✓
Standard High Availability (HA)[2]	✓	✓	✓
Enterprise Ready Tools Support (Percona Toolkit, Percona XtraBackup, Percona Monitoring and Management, Percona Monitoring Plugins, 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)		
Phone Support	✓	✓	✓
Chat Support	✓	✓	✓
Email Support	✓	✓	✓
Discount on Project Work		10%	20%
Number of Contacts	10	10	20

Contact Us Now

To determine which Percona Support option is right for your business, please call us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or email us at sales@percona.com.

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[1] Customers' 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.
[2] Standard HA for MongoDB refers to the built-in replication and failover capabilities of a replica set.