



**PERCONA**

# Emergency Outage and Critical Issue Resolution

Return to peak operational efficiency fast with Percona Emergency Support. Available for MySQL, PostgreSQL, MongoDB, and MariaDB.

## What if you could:

- Get rapid-fire support for critical issues and outages, 24x7x365?
- Restore your databases to a healthy state sooner than you thought possible?
- Avoid future performance issues and database outages?

Available around the clock, the Percona Emergency Support team offers immediate assistance for database outages and urgent performance issues.

Our team will quickly work to return your database to a healthy state. Then, with performance restored, we'll review your deployments and identify any systemic issues that could lead to future performance degradations or unexpected downtime.

You'll benefit from rapid issue resolution, root-cause analysis, and expert-backed recommendations to ensure future database resiliency. Implement our recommendations on your own, or let our experts handle it for you.

## Why choose Percona?

- ✓ **Real-time, truly responsive support**  
We're always ready to help. You'll never be directed to an answering service. Never.
- ✓ **Industry-best SLAs**  
24x7x365 consultative support with up to 15-minute guaranteed SLAs.
- ✓ **Multi-database expertise**  
Our team is composed of MySQL, PostgreSQL, MongoDB, and MariaDB experts who are well-prepared to tackle any challenge.



**Be prepared. Bookmark us now before an emergency.**

For more information, contact us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe) or via email at [sales@percona.com](mailto:sales@percona.com)