Percona Managed Services for MySQL

24x7x365 hands-on database monitoring and management for (a lot) less than you'd think

Percona Managed Services for MySQL gives you the peace of mind of knowing that technical experts are monitoring and managing your databases 24x7x365. You'll free your team to focus on strategic priorities while benefiting from deep expertise across your MySQL environments, whether they're on-premises, in the cloud, or in a hybrid setup.

Percona Managed Services for MySQL includes:

- 24x7x365 proactive monitoring and alerting
- Automated weekly and monthly reports
- Incident management and root cause analysis (RCA)
- Robust change management
- Expert DBA hands-on support
- Dedicated blocks of DBA hours
- Named service delivery manager (SDM)
- Federated login availability

If you're running more than MySQL, you can extend Percona Managed Services across your database environments — including PostgreSQL, MongoDB; the cloud platforms of Amazon AWS, Microsoft Azure, and Google Compute Engine; and Amazon's DBaaS offering of RDS and Aurora.

Benefits of Percona Managed Services for MySQL

24x7x365 proactive monitoring and support
Proactive, hands-on monitoring and support to keep your database running at peak performance.

Industry-best SLAs
Up to 15-minute service-level agreements

Always-on emergency support
Around-the-clock availability to ensure problems are resolved quickly.

Reduced costs
Our experts are an extension of your team, giving you 24x7x365 coverage without having to hire additional on-staff DBAs.

Percona Managed Services is trusted by

duolingo

COUPON CABIN

TOOLSTATION

Managed Services that fit your unique business needs

Percona Managed Services for MySQL is available in Advanced and Premium tiers.

Features	Managed Services Advanced (production environments)	Managed Services Premium (mission-critical environments)
24x7x365 hands-on support	✓	✓
Proactive monitoring and alerting	✓	✓
Proactive maintenance	10 flexible hours for improvements/maintenance	20 flexible hours for improvements/maintenance; Eight (8) hours per month of query tuning; Minor upgrades included
Robust change management	✓	✓
Live communication	Slack-based; up to 20 users	Slack-based; up to 50 users
Percona Knowledge Base	✓	✓
Dedicated Service Delivery Manager	✓	Yes, plus "Sticky Engineer" availability
Remote connectivity	Secure remote access (Tailscale)	Expanded remote access options (Tailscale, VPN, other Zero Trust solutions, etc.)
Federated login	✗	✓
Severity 1 initial response time	30 minutes	15 minutes
Severity 2 initial response time	90 minutes	60 minutes
Severity 3 initial response time	24 hours (weekdays)*	4 hours
Severity 4 initial response time	48 hours (weekdays)*	24 hours
Severity 1 ongoing response time	✗	1 hour
Severity 2 ongoing response time	✗	4 hours
Software bug handling	Community fixes, bug fixes (for Percona software)	Community fixes, bug fixes (for Percona software), hotfixes
EOL software support	Advisory or Diagnostic Support for one (1)year past EOL date for supported upstream software	Support for non-EOL software; Operational Support until the next major version is deprecated
Liability and copyright indemnity options	✗	✓
Proactive deliverables**	Yearly	Quarterly

Covered Software	Managed Services Advanced (production environments)	Managed Services Premium (mission-critical environments)
Percona Server for MySQL	✓	✓
Percona XtraDB Cluster	✓	✓
Percona XtraBackup	✓	✓
MySQL Community	✓	✓
Percona Monitoring and Management	✓	✓
MySQL + Galera	✓	✓
Orchestrator	✓	✓
ProxySQL	✓	✓
MySQL Router	Available as an add-on	✓
HAProxy	Available as an add-on	✓
Percona Everest	Available as an add-on	Available as an add-on
Percona Operator for MySQL (Percona's Kubernetes operator)	Available as an add-on	✓

* Mon–Fri

Proactive deliverables include: Business continuity review; top query review; in-depth performance review.

Discuss your needs with our team

Or contact us directly at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or via email at sales@percona.com.

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