PERCONA

PERCONA SUPPORT

Percona Support for MongoDB

24x7x365 MongoDB support for technical challenges and performance optimizations

Benefits

- Real-time, truly responsive support
- Industry-best SLAs
- On-premises, hybrid, or in the cloud
- Flexible, customizable subscriptions
- Freedom from vendor lock-in

Percona Support for MongoDB is a comprehensive, highly responsive, and flexible way to ensure the continuous performance of your MongoDB deployments whether they're on-premises or in the cloud.

We offer premium SLAs at standard-rate prices, and our skilled technical staff is accessible 24x7x365 to help you:

Keep your MongoDB installation running at peak performance

We'll help you overcome issues that negatively impact performance like:

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

Implement fixes in less time

Perplexing problem? Our MongoDB support engineers have seen it. We'll help you diagnose and fix any issue — fast.

Accelerate development and operational productivity

We'll handle your support needs so you can focus on more pressing matters.

Reduce application downtime

Increase uptime, restore service, and implement performance improvements.

Percona Support is trusted by

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Support that fits your unique business needs

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Percona Support for MongoDB is available in Advanced and Premium tiers.

Features	**Advanced** | production environments	**Premium** | mission-critical environments
Hours	24x7x365	24x7x365
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
Consultative support*	✓	✓
Live sessions per year	Unlimited for P1/P2, 4 (four) for P3/P4	Unlimited for P1/P2, 12 (twelve) for P3/P4
Users	10	50
EOL software support	Advisory or Diagnostic Support for 1 year past EOL date for supported upstream software	Advisory or Diagnostic Support for 2 years past EOL date or until the next major version is deprecated
Percona Knowledge Base	✓	✓
Web and email support	✓	✓
Phone and chat support	✓	✓
Screen sharing	Zoom	Zoom, Webex, Teams
Software bug handling	Community fixes, bug fixes (for Percona software)	Community fixes, bug fixes (for Percona software), hotfixes
"Sticky Engineer" availability	✗	✓
"Fast Track" ticket response	✗	P1 Treatment for five (5) tickets per year***
Customizable support options	✗	✓
Liability and copyright indemnity options	✗	✓
Consulting discount	10%	20%

Covered Software	**Advanced** | production environments	**Premium** | mission-critical environments
Percona Server for MongoDB	✓	✓
Percona Backup for MongoDB	✓	✓
Percona Monitoring and Management	✓	✓
MongoDB Community	✓	✓
Percona Everest	Available as an add-on	Available as an add-on
Percona Operator for MongoDB (Percona's Kubernetes operator)	Available as an add-on	✓
LDAP integration support	Available as an add-on	✓

Add-ons, such as EOL support, general consulting, and the addition of a Technical Account Manager, are available. Talk with the Percona team to discuss your options.

** Mon-Fri*

*** Consultative support is a proactive approach to support that is designed to help you prevent outages and ensure systems are performant.*

**** Eligibility for the priority treatment is subject to contract terms.*

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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