

Percona Support for MongoDB

24x7x365 MongoDB support for technical challenges and performance optimizations

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.

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 is trusted by







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

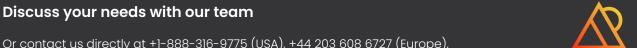
Features	Advanced production environments	Premium mission-critical environments
Hours	24x7x365	24x7x365
Severity 1 initial response time	30 minutes	15 minutes
Severity 2 initial response time	90 minutes	60 minutes
Severity 3 initial response time	24 hours (weekdays)*	4 hours
Severity 4 initial response time	48 hours (weekdays)*	24 hours
Severity I ongoing response time	х	1 hour
Severity 2 ongoing response time	х	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), hotfixes	Community fixes, bug fixes (for Percona software), hotfixes
"Sticky Engineer" availability	х	✓
"Fast Track" ticket response	х	P1 Treatment for five (5) tickets per year***
Customizable support options	х	✓
Liability and copyright indemnity options	х	/
Consulting discount	10%	20%

Covered Software	Advanced production environments	Premium mission-critical environments
Percona Server for MongoDB	✓	1
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.

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





^{*} Mon-Fri

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