

# 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:

## Benefits

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

## 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**



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), hotfixes	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](mailto:sales@percona.com).

