

Percona Support for MySQL

24x7x365 MySQL support for technical challenges and performance optimizations

Percona Support for MySQL is a comprehensive, highly responsive, and flexible way to ensure the continuous performance of your MySQL 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 MySQL 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 MySQL 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



Support that fits your unique business needs

PERCONA SUPPORT

Percona Support for MySQL 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	X	1 hour
Severity 2 ongoing response time	X	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
Fixes for software bugs	Community fixes, bug fixes (for Percona software)	Community fixes, bug fixes (for Percona software), hotfixes
"Sticky Engineer" availability	X	✓
"Fast Track" ticket response	X	P1 Treatment for five (5) tickets per year***
Customizable support options	X	✓
Liability and copyright indemnity options	X	✓
Consulting discount	10%	20%

Covered Software	Advanced production environments	Premium mission-critical environments
Percona Server for MySQL	✓	✓
Percona XtraDB Cluster	✓	✓
Percona XtraBackup	✓	✓
MySQL Community	✓	✓
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	✓
Percona Monitoring and Management	✓	✓
MySQL + Galera	✓	✓
MySQL Router	Available as an add-on	✓
HAProxy	Available as an add-on	✓
ProxySQL	Available as an add-on	✓
Orchestrator	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.

