

Percona Support for Redis

Comprehensive, responsive, and flexible support to keep your Redis deployments optimized and reliable, whether on-premises, hybrid, or in the cloud.

Benefits

- 24x7x365 responsive support from Redis specialists
- SLA response times as fast as 15 minutes
- Freedom from vendor lock-in with full support for Redis.
- Tailored plans to fit your unique business needs.

Keep your Redis installation running smoothly



We help resolve issues that negatively impact Redis performance, including:

- Inefficient key-value store configurations
- High-latency operations and response times
- Complex migrations
- Misconfigured or under-optimized settings

Percona Support for Redis 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	9 business hours	4 hours
Severity 4 initial response time	18 business hours	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
Software support	Support for non-EOL software; Operational Support for one (1) year past EOL date for unsupported upstream software	Support for non-EOL software; Operational Support 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 for non-Percona software	Community fixes for non-Percona software
"Sticky Engineer" availability	✗	✓
"Fast Track" ticket response	✗	✓***
Customizable support options	✗	✓
Liability and copyright indemnity options	✗	✓
Consulting discount	10%	20%

Covered Software	Advanced production environments	Premium mission-critical environments
Redis 8 and higher	✓	✓

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

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

** S1 and S2 excluded.

*** Eligibility for priority treatment is subject to availability.



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.

