


PERCONA BENEFITS



Real-time, truly responsive support



Industry-best SLAs



On-premises or in the cloud



Simplified support and pricing



Unmeasured server plans

Percona Support for MariaDB is a comprehensive, highly responsive, and cost-flexible way to guarantee application performance and availability for community versions of MariaDB.

Percona offers premium SLAs at standard-rate prices, and our skilled technical staff is available 24x7x365 to help you:

Keep MariaDB 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 hours, not weeks

Perplexing problem? Our MariaDB 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



Features	Advanced	Premium
Hours	24x7	24x7
Support Model	Per server or unmeasured	Per server or unmeasured
Severity 1 Initial Response Time	30 minutes	15 minutes
Severity 2 Initial Response Time	90 minutes	60 minutes
Severity 3 Initial Response Time	4 hours	2 hours
Severity 4 Initial Response Time	24 hours	12 hours
Severity 1 Ongoing Response Time	n/a	1 hour
Severity 2 Ongoing Response Time	n/a	4 hours
Consultative Support	✓	✓
MariaDB Server Support	✓	✓
MariaDB Galera Cluster Support	✓	✓
MariaDB Server Bug Fixes		✓
MariaDB Server Galera Bug Fixes		✓
Community Fixes	✓	✓
ProxySQL Support	✓	✓
Standard High Availability (HA) ²	✓	✓
Advanced High Availability (HA) ²	✓	✓
Support for Percona Enterprise-Ready Tools (Percona Toolkit, Percona XtraBackup, Percona Monitoring and Management, Percona Monitoring Plugins, MySQL Utilities, mysqldump, MyDumper, Hot Backup, Audit, etc.)	✓	✓
Percona Knowledge Base	✓	✓
Web and Email Support	✓	✓
Phone and Chat Support	✓	✓
Installation and Upgrade Consultation	✓	✓
Consultative Support	✓	✓
Screen Sharing (standard tools)	✓	✓
Screen Sharing (custom tools)		✓
Technical Account Manager	Optional	Optional
Consulting Discount	10%	20%
Number of Contacts	10	20

For more information, please visit <https://www.percona.com/services/support/mariadb-support>

You can also contact us directly at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or via email at sales@percona.com.