Percona Support for MariaDB

24x7x365 MariaDB support for technical challenges and performance optimizations

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:

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 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

BlaBlaCar

M|E|C
Mortgage Educators
and Compliance

ScienceLogic

Support that fits your unique business needs
Percona Support for MariaDB is available in Advanced and Premium tiers.

PERCONA SUPPORT

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	8 business hours	4 hours
Severity 4 initial response time	16 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; 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	Support Advanced | production environments	Support Premium | mission-critical environments
MariaDB Server	✓	✓
MariaDB + Galera	✓	✓
Mariabackup (community versions)	✓	✓
Percona Monitoring and Management	✓	✓
ProxySQL	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.

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.*

For more information, please visit our MariaDB support page.

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

PERCONA