PERCONA

Industry-leading support

There's a reason Percona has the highest support renewal rates in the database management industry.

We offer the enterprise-level support at rates that won't break your budget.

Our key differentiators include:

The best SLAs in the industry

When you have an issue, you want it addressed now!

Percona SLAs are the best in the business, offering premium SLAs at standard rate prices.

Expert help 24x7x365

Our experts are available by web, email, telephone, and online chat.

Unmeasured server plans

Don't want to count servers? Fine by us. We understand that in today's virtual world, development teams want the flexibility to spin up and take down servers, and sometimes they need support.

Percona is leading the way with unmeasured server support.

Technical Account Manager

Percona offers a different approach to support via optional Technical Account Managers who work with your team on an ongoing basis to ensure the highest levels of performance.

Database support you can count on – designed for the way you do business.

As application use grows, our expectations for those applications also grow. We want applications to be always up, bug-free, easy-to-use, secure, and high-performing.

Database environments can be complicated by poorly optimized queries, slow response times, unlocked security, incorrectly installed software, and improperly configured settings. These problems can lurk in the shadows, waiting to hamper queries, strangle interactions, and frustrate users with slow applications.

Percona Support for MySQL® provides highly responsive, effective, and affordable options to ensure the continuous performance of your deployments. Our support team is accessible 24x7x365 online to help you:

- Ensure optimal database installation
- Increase uptime
- Increase development and operational productivity
- Reduce support costs
- Implement performance related fixes faster

Percona Support provides technical experts 24x7x365, with options for real-time online and phone support access, so it's easy to always reach an expert, not just an answering service.

Working with your own skilled technical staff, Percona Support can help solve issues faster. Nearly every problem our support engineers encounter on a daily basis has been seen before — let Percona handle your support needs while you focus on scaling your environment or developing your applications.

Percona offers two support options:

Advanced

24x7x365 online and phone support with guaranteed 30-minute emergency response times for Percona Server for MySQL and MySQL Community. Includes Percona Server hot fixes, consultative support, advanced high availability and replication, and an assigned Customer Success Manager. An *Unmeasured Server* plan is available so you don't have to count servers.

Premium

24x7x365 online and phone support with guaranteed 15-minute emergency response times and ongoing response time commitments for Percona Server for MySQL and MySQL Community. Includes custom screen sharing services, an assigned Customer Success Manager, and bug fixes for MySQL Community. An *Unmeasured Server* plan is available so you don't have to count servers.

Support service-level features

Support Features	Advanced	Premium
Hours	24x7x365	24x7x365
Unmeasured Servers Available?	Support Based on Number of Servers (Unmeasured Servers Option Available)	Support Based on Number of Servers (Unmeasured Servers Option Available)
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
Percona Server for MySQL Support	✓	✓
Percona XtraDB Cluster Support	✓	✓
Percona Operator for MySQL Support (based on Percona XtraDB or Percona Server)	✓	✓
MySQL Community Support	✓	✓
MySQL Community + Galera Support	✓	✓
Percona Server Hot Fixes	✓	✓
Percona XtraDB Cluster Hot Fixes	✓	✓
MySQL Community Bug Fixes[1]		✓
MySQL Community Galera Bug Fixes[1]		✓
ProxySQL Support	✓	✓
HAProxy Support (with Percona XtraDB Cluster)	✓	✓
Standard High Availability (HA)	✓	✓
Advanced High Availability (HA)[2]	✓	✓
Enterprise-Ready Tools Support (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)[3]	✓	✓
Screen Sharing (Custom Tools)[3]		✓
Use of Percona Standard Contract	✓	✓
Use of Customer Specific Contract	✓	✓
Technical Account Manager	Optional	Optional
Consulting Discount	10%	20%
Number of Contacts	10	20

1 - Community Fixes means that where possible we will report bugs and any Percona-created bug fixes to the upstream software vendor or open source project.

2 -"Standard HA and Replication" refers to all of the basic replication features built into MySQL Server for high availability clustering within a single datacenter. This is the standard log shipping based asynchronous replication, and any included tools to surround it. Within Oracle MySQL, this includes the mysqlfailover utility, and within Amazon RDS, this includes the built-in failover functionality. "Advanced HA and Replication" refers to all other supported replication features and technologies. This includes, but isn't limited to, Percona XtraDB Cluster and Galera, MySQL Group Replication, InnoDB Cluster, the semi-synchronous replication plugin in MySQL 5.7, multi-master replication, multiple datacenter, or multiple availability zone replication, and MHA clustering.

3 - Screen Sharing is an optional service available to customers who explicitly request it.

For more information, please contact us at **+1-888-316-9775** (USA), **+44 203 608 6727** (Europe), or via email at **sales@percona.com.**

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