

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.

What if I already have DBaaS vendor support?

Percona Support augments your DBaaS vendor support with expert database service that goes well beyond the infrastructure itself. DBaaS radically simplifies server provisioning but has not removed the challenges of successfully deploying and utilizing modern database technologies.

Which DBaaS databases do you support?

Percona Support is available for MySQL, MariaDB, PostgreSQL, and MongoDB in Amazon RDS and Aurora, Google Cloud SQL, Microsoft Azure Database, Heroku Postgres, and MongoDB Atlas.

Key differentiators:

- The best SLAs in the industry
- Guaranteed technical support available 24x7x365
- Single vendor support for multiple databases
- Unmeasured server options
- Flexible payment models

Database support you can count on – wherever you deploy your workloads.

As the complexity of modern database deployments increases, more and more enterprises are deploying MySQL, MariaDB, MongoDB, and PostgreSQL within Database as a Service (DBaaS) environments like Amazon RDS and Aurora, Google Cloud SQL, Microsoft Azure Database, and MongoDB Atlas – but DBaaS environments require support and expertise to guarantee the best performance.

Percona Support helps you successfully navigate that complexity even within the cloud.

In the cloud, it is easier than ever to chase reliability and performance by scaling up to more powerful instances. However, this can simply delay resolution of underlying problems, while dramatically increasing your costs.

Percona Support helps you maximize resources while minimizing costs. Our user-friendly support team is accessible 24x7x365 online or by phone to:

- Ensure a safe and optimal database configuration.
- Assist in using new features and technologies.
- Help identify and resolve performance problems caused by queries, schema definitions, and indexing strategies.
- Implement best practices for high availability, performance, and security.
- Successfully use and deploy best-of-breed open source software beyond just the database server.
- Augment your existing team so your resources can be focused on other initiatives.

Percona offers two support options:

Advanced

24x7x365 support with 30-minute emergency response time, consultative support, Multi-AZ high availability, and failover support, with optional Technical Account Manager

Premium

24x7x365 support with guaranteed 15-minute emergency response time and ongoing response time commitments. Includes custom login and screen-sharing services and an assigned Customer Success Manager

The Percona team of worldwide database experts is available 24x7x365 to help. Whatever your database and platform you choose, Percona Support is here to help your Database-as-a-Service deployments succeed.

Support service-level features

Support Features	Advanced	Premium
Hours	24x7x365	24x7x365
Unmeasured Servers 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
Amazon RDS (MySQL, MariaDB, PostgreSQL)	✓	✓
Amazon Aurora (MySQL, PostgreSQL)	✓	✓
Google Cloud SQL (MySQL, PostgreSQL)	✓	✓
Microsoft Azure Database (MySQL, PostgreSQL)	✓	✓
Heroku Postgres	✓	✓
MongoDB Atlas	✓	✓
ProxySQL Support	✓	✓
HAProxy Support with PostgreSQL	✓	✓
Enterprise-Ready Tools Support (Percona Toolkit, Percona XtraBackup, Percona Monitoring and Management, Percona Monitoring Plugins, MongoDB Utilities, MongoDBdump, MyDumper, Hot Backup, Audit, etc.)	✓	✓
Percona Knowledge Base	✓	✓
Web and Email Support	✓	✓
Phone and Chat Support	✓	✓
Installation and Upgrade Consultation	✓	✓
Consultative Support	✓	✓
Login Support (Custom Access Methods)		✓
Screen Sharing (Standard Tools)	✓	✓
Screen Sharing (Custom Tools)		✓
Use of Percona Standard Contract	✓	✓
Use of Customer Specific Contract	✓	✓
Technical Account Manager	Optional	Optional
Consulting Discount	10%	20%
Number of Contacts	10	20