# PERCONA MANAGED DATABASE SERVICES

## Percona Managed Services

Data drives every aspect of your business. Your database needs to deliver optimum performance and availability to keep you competitive.

Not all companies want (or can afford) to maintain a full-time team of DBAs to keep their databases operating at the highest level. **Percona Managed Services** can help by providing database support at a fraction of the cost of a dedicated, full-time DBA.

Percona Managed Services provides tailored managed database services for your business, and helps you lower costs and manage your database complexity.

Our Managed Services team provides deep operational knowledge of MySQL®, MongoDB®, MariaDB®, Amazon AWS, Amazon Aurora and Amazon RDS®, Microsoft Azure, and Google Cloud Platform to ensure your database performs at the highest level.

Finding and retaining qualified database administrators (DBAs) to manage your mission-critical database environments can represent a significant business challenge.

Your experts need to spend time keeping track of the latest technology innovations, and your business requires 24x7x365 coverage regardless of sick days and holidays.

Keeping your database stable, performant, and optimized is crucial to your business success.

Percona is ideally placed to help you meet these challenges.

## The Benefit of Percona Managed Database Services

Percona Managed Database Services (PMDS) is a flexible managed database service that delivers exceptional, enterprise-grade expertise across a variety of high-performance enterprise database environments.

Percona's experts keep your database running at peak performance, whether on premises or in the cloud, so that your engineering team can focus on your core business.

With PMDS, you can feel confident that your database performance is being proactively monitored around the clock. This helps reduce critical incidents and ensures that your database is meeting business goals.

PMDS gives you affordable in-depth technical expertise on demand.

## Key Features of Percona Managed Database Services

- 24x7x365 proactive monitoring and alert/response for your databases
- Robust change management system to ensure standardized procedures are used for database modifications
- Incident management and root cause analysis (RCA) services for when problems occur
- Block of DBA hours so you can immediately start implementing Percona's recommendations
- Named service delivery manager (SDM)
  - Monthly call and report card
- Automated reports
  - Monthly security assessment
  - Weekly health check

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## Percona Advanced Managed Database Service

Percona Advanced Managed Database Service (PAMDS) is an enhanced Percona service which offers your business additional, specific and in-depth database analysis and reporting. This service is ideal for businesses with volatile, complex, or rapidly-expanding database environments.

The service includes a starter block of 10 support hours (rolling over if unused) and the following in-depth entitlements:

**Weekly:**
- Health Status Check

**Monthly:**
- Pre-Release New Application Query Review
- Post-Release New Application Review

**Quarterly:**
- Top Query Review
- Performance Review
- Business Continuity Review

**Bi-Annually:**
- Business Review
- Growth Forecast

You can add PAMDS at any point in your engagement with Percona. Please contact us directly to discuss this additional service in more detail.

## PERCONA MANAGED DATABASE SERVICES

### On-boarding

When you sign up for PMDS we first conduct a one-time on-boarding process. This involves configuring platform alerts that align with your business and technical requirements, as well as conducting a thorough technical review of your database environment. The review includes a performance review, a query review, a business continuity review, and a business review. It provides Percona with a baseline snapshot of your environment, combined with a deep understanding of your future needs.

### Percona Monitoring and Management

As part of our PMDS services we utilize Percona Monitoring and Management (PMM). PMM is an award-winning, free, open source platform for managing and monitoring the performance of your database environment.

PMM allows you to visualize query performance for MySQL, PostgreSQL, and MongoDB environments and is used by 1,000's of organizations worldwide. With PMM you can monitor multiple databases, multiple technologies, and data from multiple providers easily and quickly, regardless of location.

### Why Partner with Percona?

- We provide 24x7x365 proactive monitoring and support for your databases
- Our team of expert DBAs offer unbiased, deep operational knowledge of the most popular databases in the market
- We follow established best practices for database operations
- We offer guaranteed SLA's to ensure we meet your business objectives
- Emergency support is available to ensure that problems are resolved as quickly as possible.
- We have extensive expertise working with databases on major cloud providers: AWS, Azure, and Google.

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