PERCONA BENEFITS

24x7x365 proactive monitoring and support
Proactive, hands-on monitoring and support to keep your database running at peak performance.

Industry-best SLAs
15-minute service-level agreements

Always-on emergency support
Around-the-clock availability to ensure problems are resolved as quickly as possible.

Technology-agnostic expertise
Get unbiased, deep operational knowledge of the most popular databases.

Reduced costs
Our experts are an extension of your team, giving you 24x7x365 coverage without having to hire on-staff DBAs.

Percona Managed Services give you the peace of mind of knowing that technical experts are monitoring and managing your database 24x7x365. That constant attentiveness — at a fraction of the cost of a full-time DBA — frees your team to focus on strategic priorities.

With Percona Managed Services, you get unbiased, deep expertise across high-performance enterprise database environments, including MySQL, PostgreSQL, and MongoDB; the cloud platforms of Amazon AWS, Microsoft Azure, and Google Compute Engine; and Amazon's DBaaS offering of RDS and Aurora.

Our services — for on-premises, cloud, and hybrid setups — include:

- 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 recommendations

- Named Service Delivery Manager (SDM)
  - Monthly call and report card

- Automated reports
  - Monthly security assessment
  - Weekly health check

Percona Managed Services is trusted by

Coverage that fits your unique business objectives

Percona Managed Services are available in Standard and Premium tiers.

Standard
Ideal for production database environments

- 24×7 hands-on support, monitoring, alerting, and issue resolution via a Slack channel

- 15-minute SLA guarantee

- Proactive deliverables installed by Percona yearly

- Operational changes via a robust change management process

- Dedicated Service Delivery Manager

- Advanced, fully managed high availability topologies

- Patching, upgrades, updates, scaling, backups, and other maintenance operations

- Advanced Percona Advisors

- Database infrastructure prep for seasonal traffic spikes

- Best practices and self-service guidance for database optimization

- Project-based work (upgrades, migrations, architecture changes, etc.)

Premium
Ideal for mission-critical database environments

- Advanced Percona Advisors

- 24×7 hands-on support, monitoring and alerting, and issue resolution via a Slack channel

- 15-minute SLA guarantee

- Proactive Percona deliverables include: quarterly business continuity review; quarterly top query review; quarterly in-depth performance review; ongoing query review; monthly security assessment; real-time critical issue advisory; real-time known bug alerts; weekly health status report

- 8 hours of monthly query reviews

- Operational changes via a robust change management process

- Dedicated Service Delivery Manager

- Advanced, fully managed high availability topologies

- Patching, upgrades, updates, scaling, and backups

- Database infrastructure prep for seasonal traffic spikes

- Project-based work (upgrades, migrations, architecture changes, etc.)

- Best practices and self-service guidance for database optimization

Contact us

For more information about Percona Managed Services, visit us at www.percona.com/services/managed-services
Or contact us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or via email at sales@percona.com.