Industry-leading Support

There's a reason Percona is one of the fastest growing companies and has the highest support renewal rates in the database management industry.

We offer the highest level of support at rates that won't break your budget.

What if I have Amazon Support?

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

Which RDS databases do you support?

Percona Support is available for Amazon Aurora MySQL, Amazon Aurora PostgreSQL, Amazon RDS for MySQL, Amazon RDS for MariaDB, and Amazon RDS for PostgreSQL..

Our key differentiators include:

- The Best SLAs in the Industry
- Guaranteed Technical Support Available 24x7x365
- Single Vendor Support for Multiple Databases
- Unlimited Server Options
- Flexible Payment Models

Percona Support for
Amazon RDS Deployments

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 and PostgreSQL using Amazon RDS and Aurora – but DBaaS environments require support and expert know-how 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 you have a safe and optimal database configuration**
- **Assist you with using new features and technologies**
- **Work with you to identify and resolve performance problems caused by your 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, including Percona Monitoring and Management and ProxySQL**
- **Augment your existing team so you can focus resources on business-oriented initiatives**

You don't have to go it alone, and with Percona you don't have to question whether support is worth the cost – we'll prove that it is.

Percona offers three support options:

- **Essentials –** 24x7x365 support for MySQL, MariaDB, and PostgreSQL on Amazon RDS
- **Advanced –** 24x7x365 support with 30-minute emergency response time, consultative support, Multi-AZ high availability and failover support, including MySQL and PostgreSQL on Amazon Aurora
- **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

More than simply a break/fix "insurance policy", Percona's team of worldwide database experts are available 24x7x365 to help. Whatever your deployment specifics, Percona Support is here to help your Amazon RDS and Aurora database environment succeed.

Support Service Level Features

Support Features	Standard	Enterprise	Premier
Hours	24x7x365	24x7x365	24x7x365
Unlimited Servers Available?		✓	✓
SLA Money Back Guarantee[1]			✓
Severity 1 Initial Response Time	1 hour	30 minutes	15 minutes
Severity 2 Initial Response Time	4 hours	90 minutes	60 minutes
Severity 3 Initial Response Time	8 hours	4 hours	2 hours
Severity 4 Initial Response Time	48 hours	24 hours	12 hours
Severity 1 Ongoing Response Time	n/a	n/a	1 hour
Severity 2 Ongoing Response Time	n/a	n/a	2 hours
Amazon RDS (MySQL, MariaDB, PostgreSQL)	✓	✓	✓
Amazon Aurora (MySQL, PostgreSQL)		✓	✓
ProxySQL Support		✓	✓
HAProxy Support with PostgreSQL		✓	✓
Enterprise Ready Tools Support (Percona Toolkit, Percona XtraBackup, Percona Monitoring and Management, MySQL Utilities, mysqldump, and MyDumper, hot backup, audit, etc.)	✓	✓	✓
Percona Knowledge Base	✓	✓	✓
Web and Email Support	✓	✓	✓
Phone Support		✓	✓
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		✓	✓
Copyright Indemnification			✓
Technical Account Manager		Optional	Optional
Custom Liability Options			Optional
Emergency Onsite Visit			Optional
Consulting Discount		10%	20%
Number of Contacts	5	10	20

Contact Us Now

To determine which Percona Support option is right for your business, please call us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or email us at sales@percona.com.

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[1] Customers' accounts will be credited a service credit for 1/10th of the monthly amount of the contract for each SLA violation, up to the monthly support cost.