

PERCONA BENEFITS



Real-time, truly responsive on-demand and consultative support



Self-service knowledge base



Industry-best SLAs



On-premises or in the cloud



Simplified support and pricing



Unmeasured server plans

Solve issues quicker and ensure the continuous performance of your PostgreSQL deployment with comprehensive, responsive, and cost-flexible PostgreSQL support from Percona.

We offer premium SLAs at standard-rate prices, and our skilled technical staff is accessible 24x7x365 to help you:

Ensure your PostgreSQL installation is running optimally

We'll help you overcome issues that negatively impact performance like:

- Poorly optimized queries
- Slow response times
- Incorrectly installed software
- Improperly configured settings

Implement fixes in hours, not weeks

Perplexing problem? Our PostgreSQL support engineers have seen it. We'll help you diagnose and fix any issue — fast.

Accelerate development and operational productivity

We'll handle your support needs so you can focus on more pressing matters.

Reduce application downtime

Increase uptime, restore service, and implement performance improvements.

Percona Support is trusted by:





Features	Advanced	Premium
Operating Hours	24x7	24x7
Support Model	Per server or flexible	Per server or flexible
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
Consultative Support	☑	☑
PostgreSQL Server Support	☑	
Percona Operator for PostgreSQL* Support	☑	☑
Community fixes, bug, and hot fixes for Percona Software for PostgreSQL	☑	☑
Standard High Availability (HA) ¹	☑	☑
Advanced High Availability (HA) ²	☑	☑
Percona Monitoring and Management	☑	☑
Percona Knowledge Base	☑	☑
Web and Email Support	☑	☑
Phone and Chat Support	☑	☑
Installation and Upgrade Consultation	☑	☑
Screen Sharing (standard tools)	☑	☑
Screen Sharing (custom tools)	N/A	☑
Technical Account Manager	Optional	Optional
Consulting Discount	10%	20%
Number of Contacts	10	20

Supported components: PostgreSQL Commons, Patroni, PostGIS, pg_stat_monitor, pg_repack, pgaudit, pgaudit_set_user, pgBackRest, pgbadger, PgBouncer, wal2json, Postgres Contrib Modules, Postgres Client/Server Utilities, pgPool-II, repmgr, barman, HA Proxy, Keepalived, plProfiler, WAL-e/WAL-g, pgadmin 4, pg_partman, dblink, Oracle_fdw, pg_cron, pg_hint_plan

*Percona's Kubernetes Operator

¹ Standard HA and Replication[™] refers to the streaming replication feature built into PostgreSQL within a single datacenter.

² Advanced HA and Replication[™] refers to all other supported replication features and technologies. This includes, but isn't limited to, logical replication, and geographically distributed datacenters or availability zones

For more information, please visit <https://www.percona.com/services/support/postgresql-support>
 You can also contact us directly at +1-888-316-9775 (USA), +44 203 608 6727 (Europe),
 or via email at sales@percona.com.