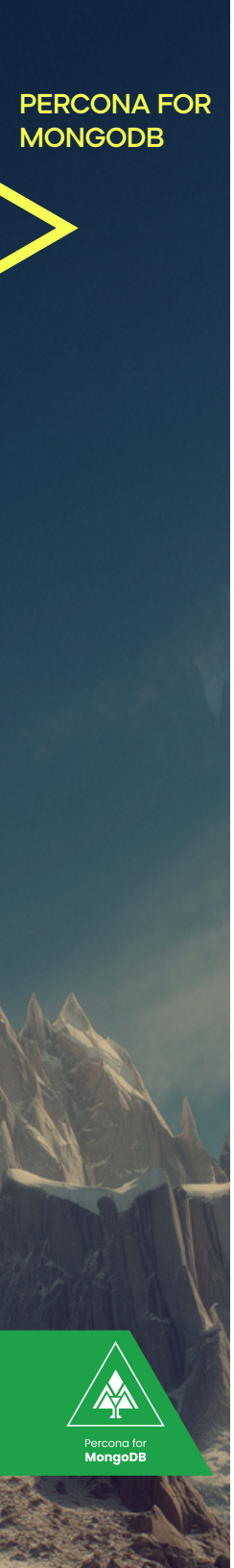
PERCONA FOR MONGODB

Percona Expert Support for MongoDB

Percona Support for MongoDB is available in Advanced and Premium tiers.

PERCONA

Features	**Advanced** (production enviroments)	**Premium** (mission-critical enviroments)
Hours	24x7x365	24x7x365
Severity 1 initial response time	30 minutes	15 minutes
Severity 2 initial response time	90 minutes	60 minutes
Severity 3 initial response time	24 hours (weekdays)*	4 hours
Severity 4 initial response time	48 hours (weekdays)*	24 hours
Severity 1 ongoing response time	✗	1 hour
Severity 2 ongoing response time	✗	4 hours
Consultative support**	✓	✓
Live sessions per year	Unlimited for P1/P2, 4 (four) for P3/P4	Unlimited for P1/P2, 12 (twelve) for P3/P4
Users	10	50
EOL software support	Advisory or Diagnostic Support for 1 year past EOL date for supported upstream software	Advisory or Diagnostic Support for 2 years past EOL date or until the next major version is deprecated
Percona Knowledge Base	✓	✓
Web and email support	✓	✓
Phone and chat support	✓	✓
Screen sharing	Zoom	Zoom, Webex, Teams
Software bug handling	Community fixes, bug fixes (for Percona software)	Community fixes, bug fixes (for Percona software), hotfixes
"Sticky Engineer" availability	✗	✓
"Fast Track" ticket response	✗	P1 Treatment for five (5) tickets per year***
Customizable support options	✗	✓
Liability and copyright indemnity options	✗	✓
Consulting discount	10%	20%



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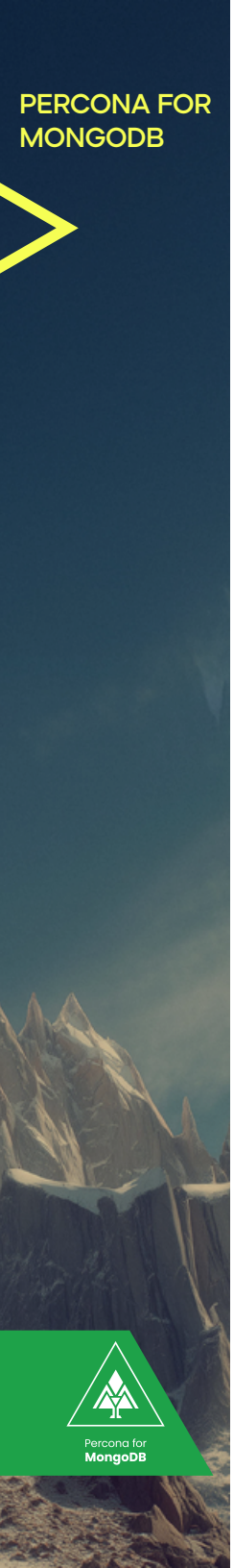
Features	**Advanced** (production enviroments)	**Premium** (mission-critical enviroments)
Percona Server for MongoDB	✓	✓
Percona Backup for MongoDB	✓	✓
Percona Monitoring and Management	✓	✓
MongoDB Community	✓	✓
Percona Operator for MongoDB (Percona's Kubernetes operator)	Available as an add-on	✓

Add-ons, such as EOL support, general consulting, and the addition of a Technical Account Manager, are available. Talk with the Percona team to discuss your options.

* Mon-Fri

** Consultative support is a ticket-based, reactive approach to support that is designed to help you prevent outages and ensure systems are performant.

*** Eligibility for the priority treatment is subject to contract terms.



PERCONA®

Discuss your needs with our team

Or contact us directly at +1-888-316-9775 (USA), +44 203 608 6727 (Europe),
or via email at sales@percona.com

Learn more at **percona.com**