



Percona Expert Support

WHEN DATABASE PROBLEMS GET SERIOUS, REAL EXPERTISE MATTERS.

Percona Expert Support delivers 24x7x365 reactive support and expert advisory guidance for teams that operate MySQL and MariaDB, PostgreSQL, MongoDB, and Valkey/Redis databases. Designed for fast escalation, and accurate diagnosis during production outages and critical incidents.

"Percona are the MySQL experts and the support their team can provide is invaluable during times of crisis."

- PagerDuty



Learn more at percona.com/support

► Fast escalation, clear SLAs

Percona provides 24x7 coverage with defined SLAs and a structured escalation path. During incidents, Percona engineers work with customer-provided logs, metrics, query data, replication state, and runtime information to isolate failure modes such as performance regressions, replication breakage, failover instability, or resource contention. Guidance focuses on safe containment and recovery actions, followed by documented recommendations to reduce repeat incidents.

► Upstream database expertise

Percona Support connects customers directly with engineers who contribute to and deeply understand upstream database code and ecosystems. This expertise is critical when issues involve optimizer behavior, replication edge cases, crash recovery, storage engines, or complex upgrade interactions. Rather than defaulting to scale-based mitigations, Percona engineers help determine whether issues stem from configuration, workload patterns, or underlying engine behavior, and recommend technically appropriate next steps based on evidence.

► Plan and change validation

Expert Support helps teams reduce risk during planned changes by reviewing configurations and proposed execution paths before changes reach production. Common review scenarios include version upgrades, topology changes, replication and failover readiness, backup and restore workflows, and performance-impacting configuration adjustments.

Support remains advisory: customers own execution, while Percona provides validation, risk identification, and guidance to improve confidence and reduce change-related incidents.

► Multi-engine, multi-environment

For organizations operating multiple database engines, Percona Expert Support provides a single escalation path across MySQL and MariaDB, PostgreSQL, MongoDB, and Valkey/Redis, whether deployments run on-prem, in cloud infrastructure, or on Kubernetes. This consistent support model helps teams standardize how incidents are handled, how changes are reviewed, and how operational risk is assessed, without forcing a platform change or introducing vendor lock-in.

Percona Expert Support is 24x7 escalation: we diagnose and advise inside your environment, and your team executes the changes.

When you page us	Planned-change review
<ul style="list-style-type: none">• Percona helps you contain impact fast and restore service safely• We diagnose from evidence (logs, metrics, queries, configs, replication state) and recommend next steps with risk notes• You execute the recovery steps in your environment	<ul style="list-style-type: none">• We validate upgrade and migration plans (steps, rollback, success criteria)• We review HA/DR, backup and restore, and configuration risks (durability, timeouts, replication, memory)• You execute changes with a clearer plan and lower risk of change-related incidents
Who does what	Multi-environment support
<ul style="list-style-type: none">• Percona: diagnose, recommend next steps, and stay engaged through resolution• You: run commands, apply changes, and approve access and risk decisions• If you need hands-on ops use Percona ExpertOps, for project delivery use Percona Expert Consulting and Services	<ul style="list-style-type: none">• Support across on-prem, cloud, hybrid, and Kubernetes deployments• Keep one escalation path even as architecture evolves• Work with mixed estates (multiple engines, multiple environments)
What we'll ask for (we'll walk you through it)	You keep operational control
<ul style="list-style-type: none">• We walk you through what to capture (versions, topology, changes, logs, metrics, query samples)• We coordinate case workflow and artifact exchange through SEP (Percona internal support tooling)• Getting the right evidence early makes diagnosis faster and recommendations more precise	<ul style="list-style-type: none">• You control access, tooling, and execution in your environment• Percona provides diagnosis, recommendations, and risk notes based on evidence• You get expert escalation without giving up ownership

Support and Services

Expert Support

Expert Support is reactive, 24x7 support for troubleshooting, incidents, and performance issues across PostgreSQL, MySQL, MongoDB, and Valkey/Redis.

- Fast issue resolution that minimizes downtime impact
- Deep performance tuning that prevents unnecessary scaling
- Post-incident guidance that reduces repeat failures and cost drift

ExpertOps

ExpertOps Proactive Database Management is hands-on, ongoing database operations for teams that want expert-level daily management without hiring expert DBAs.

- Continuous tuning & rightsizing reduce cloud waste
- Replica, storage, & configuration cleanup prevent environment sprawl
- Operational coverage for staffing gaps

Expert Consulting & Services

Expert Consulting and Services offer project-based expertise for architecture, migrations, EOL upgrades, hardening, and modernization efforts.

- Architecture reviews that identify unnecessary replicas and HA overhead
- Migrations and EOL upgrades that avoid costly rework
- Health checks to uncover I/O waste, sizing issues, and configuration drift