



Percona Expert Support for Valkey and Redis | Available in Advanced and Premium tiers

Comprehensive, responsive, and flexible support to keep your Valkey and Redis deployments optimized and reliable, whether on-premises, hybrid, or in the cloud.

Features	Advanced production environments	Premium mission-critical environments
Hours	24x7x365	24x7x365
Severity 1 initial response time	30 min	15 min
Severity 2 initial response time	90 min	60 min
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
Software support	Support for non-EOL software; Operational Support for one (1) year past EOL date for unsupported upstream software	Support for non-EOL software; Operational Support 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	×	✓****
Customizable support options	×	✓
Liability and copyright indemnity options	×	✓
Consulting discount	10%	20%
Open Source Redis starting with 7.2	✓	✓
Valkey 7.2 and higher	✓	✓

Add-ons, such as 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. *** S1 and S2 excluded. **** Eligibility for priority treatment is subject to availability.

Take control of your database future. Talk to Percona today.

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