



Percona ExpertOps:
Proactive Database Management

WHEN UPTIME, COST, AND RECOVERY CAN'T DEPEND ON SPARE CYCLES.

Percona ExpertOps provides proactive, hands-on database operations for MySQL and MariaDB, PostgreSQL, MongoDB-compatible, and Valkey/Redis-compatible databases across on-prem, cloud, and Kubernetes environments. Built for teams that need reliable operations without relying on spare DBA or SRE cycles.

"We've gone from an implementation that would potentially keep us up at night to one where we can sleep like a baby."

- Optimum Instruments



Learn more at percona.com

► Cost-optimized operations

Continuously adjust infrastructure and configuration based on observed workload demand, reducing waste without compromising reliability or compliance. Engineers actively:

- Right-size infrastructure to real usage
- Reduce unused replicas and excess HA components that do not contribute to availability goals
- Tune queries and indexes to lower resource demand
- Enforce storage and backup retention policies

Changes are guided by PMM telemetry and applied incrementally by Percona experts.

► Performance and reliability

ExpertOps manages performance and reliability as ongoing operational work. Engineers:

- Monitor query latency, replication health, and resource saturation
- Tune schemas, indexes, caching, and connection behavior
- Validate backups through scheduled restore testing
- Test recovery paths against customer-defined thresholds

When problems recur, Percona experts perform deeper workload analysis and apply durable fixes safely and incrementally.

► Security, sovereignty, and compliance

Risks increase when controls become inconsistent or difficult to verify. ExpertOps operationalizes security best practices, so can be checked and proven continuously, not assumed at audit time. ExpertOps engineers:

- Enforce encryption in transit and at rest
- Apply access controls with customer IAM policies
- Maintain patch cadence and configuration consistency
- Integrate with customer key management (cloud KMS, Vault, KMIP where applicable)

ExpertOps produces the operational evidence to support compliance reviews, without relying on opaque vendor-managed layers.

► Operate at scale

As database estates grow across engines and platforms, the risk comes from inconsistent change execution. ExpertOps focuses on making routine database changes predictable, testable, and repeatable. ExpertOps engineers:

- Execute tuning, patching, and maintenance using versioned, customer-approved runbooks
- Apply the same operational patterns across MySQL, PostgreSQL, MongoDB-compatible, and Valkey/Redis environments
- Use Kubernetes Operators where applicable, and equivalent workflows elsewhere
- Validate outcomes after changes, including performance impact and recovery readiness

ExpertOps layers onto existing database environments without replacing platforms or adding proprietary control planes. Operations are executed using open tooling and customer-approved runbooks, with Percona experts performing the work. Core components:

- PMM for query analytics and system health
- Runbooks for tuning, patching, backups, and recovery
- Kubernetes Operators where applicable

Transparency, portability, and customer control are preserved.

Operational cadence and outputs	Fits into your platform
<p>ExpertOps follows a continuous operating rhythm focused on prevention, validation, and accountability. Operational rhythm:</p> <ul style="list-style-type: none"> • Ongoing alert and anomaly review • Regular performance and capacity checks • Verified backup restore testing • Customers receive confirmation of changes applied and risks identified. 	<p>ExpertOps integrates into existing operational environments rather than replacing them. Integration points include:</p> <ul style="list-style-type: none"> • Alerting and incident tools (e.g., PagerDuty, Slack) • Ticketing systems (e.g., Jira) • GitOps workflows where used • Key-management systems based on engine and environment <p>The same operational standards apply across deployment strategies.</p>
What Percona ExpertOps does	What customer teams retain
<p>Percona ExpertOps executes defined day-2 database operational tasks across supported engines and environments. ExpertOps responsibilities:</p> <ul style="list-style-type: none"> • Perform approved tuning, patching, and backup validation • Apply changes consistently across engines and deployments • Operate across self-managed, cloud-managed, and Kubernetes environments 	<p>Customer teams retain ownership of architecture and technical decisions. Customers:</p> <ul style="list-style-type: none"> • Own architecture, topology, and technology choices • Approve operational changes and set priorities • Define compliance, risk, and availability constraints
When projects are required	

For major migrations, upgrades, or architectural redesigns, Percona Expert Consulting and Services can lead defined project work. ExpertOps then assumes steady-state operations to ensure improvements persist.

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