



Percona for  
MongoDB

# Percona ExpertOps for MongoDB



Hands-on MongoDB operations by expert DBAs. 24x7x365 monitoring, incident response, change management, and proactive improvement work, delivered on the infrastructure you choose (cloud, on-prem, or hybrid).

Category	Item	Managed MongoDB DBaaS (MongoDB Atlas, AWS DocumentDB, Azure Cosmos DB for MongoDB)	Percona Managed Services (ExpertOps) Advanced	Percona Managed Services (ExpertOps) Premium
Operations	24x7x365 hands-on support	Provider-managed platform; support is support-plan dependent	✓	✓
Operations	Proactive monitoring and alerting	Provider dashboards/metrics and alerting	✓	✓
Operations	Incident management + RCA	Provider support for service/platform incidents; application/query RCA is customer-owned	✓	✓
Operations	Maintenance windows	Provider-defined maintenance windows; scheduling controls vary by provider	Customer-defined windows (self-hosted) via change management; DBaaS within provider windows	Customer-defined windows (self-hosted) via change management; DBaaS within provider windows
Operations	Robust change management	Maintenance windows + configuration changes within provider guardrails	✓	✓
Deployment	Provider-hosted DBaaS scope	Each provider supports its own MongoDB-compatible DBaaS in its own cloud	✗	✗
Deployment	Percona coverage (self-hosted + DBaaS)	✗	Self-hosted on-prem and across clouds; DBaaS supported within provider guardrails	Self-hosted on-prem and across clouds; DBaaS supported within provider guardrails
Backup/DR	Backup and recovery (scope)	Automated backups + point-in-time restore (retention and mechanics vary by provider/edition)	Included (backup and recovery guidance; deployment-dependent)	Included (backup and recovery guidance; deployment-dependent)
Backup/DR	Advanced backup options	Provider-specific capabilities and constraints	Deployment-dependent (self-hosted vs DBaaS)	Deployment-dependent (self-hosted vs DBaaS)
Service	Proactive maintenance	Provider performs platform maintenance (no dedicated DBA-hour allotment in DBaaS docs)	10 flexible hours for improvements/maintenance	20 flexible hours for improvements/maintenance; Eight (8) hours per month of query tuning; Minor upgrades included
Tooling	Knowledge base	Provider documentation	✓	✓
Collaboration	Live communication	Provider support portal; chat/phone channels depend on provider plan	Slack-based; up to 20 users	Slack-based; up to 50 users
Collaboration	Dedicated Service Delivery Manager	Plan and contract dependent	✓	Yes, plus "Sticky Engineer" availability
Access	Remote connectivity	Provider-managed access model (console/IAM/network controls)	Secure remote access (Tailscale)	Expanded remote access options (Tailscale, VPN, other Zero Trust solutions, etc.)
Access	Federated login	Provider IAM/SSO	✗	✓
SLA	Severity 1 initial response time	Defined by provider support plan and case priority	30 minutes	15 minutes

Take control of your MongoDB 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](mailto:sales@percona.com).



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SLA	Severity 2 initial response time	Defined by provider support plan and case priority	90 minutes	60 minutes
SLA	Severity 3 initial response time	Defined by provider support plan and case priority	24 hours (weekdays)*	4 hours
SLA	Severity 4 initial response time	Defined by provider support plan and case priority	48 hours (weekdays)*	24 hours
SLA	Severity 1 ongoing response time	Support-plan dependent	×	1 hour
SLA	Severity 2 ongoing response time	Support-plan dependent	×	4 hours
Support	Software bug handling	Provider support process; scope depends on offering and plan	Community fixes, bug fixes (for Percona software)	Community fixes, bug fixes (for Percona software), hotfixes
Support	EOL software support	Offering and plan dependent	Advisory or Diagnostic Support for one (1) year past EOL date for supported upstream software	Advisory or Diagnostic Support for two (2) years past EOL date or until the next major version is deprecated
Legal	Liability and copyright indemnity options	Plan and contract dependent	×	✓
Deliverables	Proactive deliverables**	Not specified as a standard deliverable set in DBaaS docs	Yearly	Quarterly
Covered software	Percona Server for MongoDB	×	✓	✓
Covered software	Percona Backup for MongoDB	×	✓	✓
Covered software	MongoDB Community	×	✓	✓
Covered software	Percona Monitoring and Management	×	✓	✓
Covered software	Percona Operator for MongoDB (Percona's Kubernetes operator)	×	Available as an add-on	✓
Covered software	LDAP integration support	×	Available as an add-on	✓

\*Weekdays definition: Mon-Fri

\*\*Proactive deliverables include business continuity reviews, top query review, and in-depth performance review

Always refer to provider documentation for current features, limits, and support response

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