



# Percona ExpertOps: Proactive Database Management



Hands-on database 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	Cloud DBaaS (AWS RDS, Azure Database, Google Cloud SQL)	Percona ExpertOps Advanced	Percona ExpertOps Premium
Service model	What is it	Provider-managed database platform	Proactive, hands-on database operations: monitoring, tuning, patching, backup validation, routine tasks	Advanced + more hours, faster SLAs, named engineer, expanded software coverage
Service model	Who it is for	Teams delegating database operations to a cloud provider	Teams needing 24x7 operational coverage, limited DBA staff, or multi-engine operational consistency	Teams needing closer partnership, faster escalation, cross-engine consistency across environments
Service model	Operational model	Provider automates platform ops (failover, patching, scaling); customer owns query tuning, schema design, cross-engine coordination	Percona engineers perform work directly using PMM (Percona Monitoring and Management), Operators, and automation	Advanced + more proactive hours, query tuning, minor upgrades included
Service model	Multi-engine coverage	One support plan per cloud provider covers all engines within that provider; no cross-provider operations	Single vendor for MySQL, PostgreSQL, MongoDB (ExpertOps); Valkey/Redis under Expert Support (reactive)	Same
Service model	Expertise depth	Cloud providers have database specialists; support scope is the managed service	Percona engineers contribute to and maintain upstream code for MySQL, PostgreSQL, MongoDB	Same
Service model	Not in scope (Percona)	×	OS, Kubernetes platform, application layer, AI/ML, non-open-source software bugs	Same
Service model	Not in scope (DBaaS)	Limited config flexibility; no underlying OS/storage access; extensions limited to provider's supported set	×	×
SLA	Sev 1 initial response	Defined by provider support plan	30 min	15 min
SLA	Sev 2 initial response	Typically 2-4 hrs at top-tier plans	90 min	60 min
SLA	Sev 3 initial response	Defined by provider support plan	24 hrs (weekdays)*	4 hrs
SLA	Sev 4 initial response	Defined by provider support plan	48 hrs (weekdays)*	24 hrs
SLA	Sev 1 ongoing response	Not typically published	×	1 hr
SLA	Sev 2 ongoing response	Not typically published	×	4 hrs
SLA	Resolution goals	Not typically published	×	P1 ≤24h, P2 ≤48h (restoration of service; RCA separate)
SLA	Context note	Cloud SLAs cover reactive support tickets; most DBaaS operational events (failover, patching, scaling) are automated and do not require a support case	ExpertOps SLAs cover proactive, hands-on operations	Same
Operations	24x7x365 hands-on operations	Automated platform ops; support is plan-dependent	✓	✓
Operations	Proactive monitoring	Provider monitoring (CloudWatch, Azure Monitor, Cloud Monitoring) covers infra metrics across services within one cloud; limited query-level depth	✓ PMM: query analytics + system metrics across MySQL, PostgreSQL, MongoDB, Valkey/Redis	✓

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](mailto:sales@percona.com).



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<b>Operations</b>	Incident management + RCA (root cause analysis)	Provider handles platform incidents; app/query RCA is customer-owned	✓	✓
<b>Operations</b>	Maintenance windows	Provider-defined; scheduling controls vary	Customer-defined (self-hosted); within provider windows (DBaaS)	Same
<b>Operations</b>	Change management	Within provider guardrails	✓	✓
<b>Operations</b>	Proactive maintenance	Provider handles platform maintenance; no dedicated DBA hours	10 flexible hrs/mo for improvements, maintenance, acting on review recommendations	20 flexible hrs/mo + 8 hrs/mo query tuning + minor upgrades
<b>Deliverables</b>	Scheduled reports	Not specified as standard deliverables	Monthly: Health/Security Report, Report Card	Weekly: Health Check. Monthly: Report Card, SDM (Service Delivery Manager) call, Security Assessment
<b>Deliverables</b>	Periodic reviews	Top-tier plans include TAM-delivered reviews (quarterly or as scheduled)	Annually: BCR (Business Continuity Review), Performance Review, Top Query Review	Quarterly: BCR, Performance Review, Top Query Review
<b>Deliverables</b>	Ongoing alerts	Not specified as standard deliverables	Bug alerts, critical advisories	Same
<b>Onboarding</b>	Initial environment review	Top-tier plans include TAM-led reviews (AWS Well-Architected, GCP Operational Health); scope varies by plan	Full environment review on join; performance, scalability, resilience assessment; onboarding reports with recommendations	Same
<b>Onboarding</b>	Improvement roadmap	n/a	Roadmap built during onboarding; time included for Percona or customer to execute; reviewed yearly	Reviewed quarterly; more hours for Percona to execute
<b>Deployment</b>	Cloud DBaaS scope	Each provider's DBaaS in its own cloud; no cross-cloud portability	✗	✗
<b>Deployment</b>	Percona coverage	n/a	Self-hosted + DBaaS; AWS, Azure, GCP, on-prem	Same
<b>Deployment</b>	Kubernetes	No managed database-on-K8s offering; database and K8s are separate cloud services	Percona Operators for MySQL, PostgreSQL, MongoDB on any CNCF-conformant K8s (add-on)	Operators included
<b>Backup/DR</b>	Backup and recovery	Automated backups + PITR (point-in-time recovery); retention/mechanics vary by provider	Percona validates backup strategy; engine-specific tooling: XtraBackup, pgBackRest/barman, Percona Backup for MongoDB	Same
<b>Support</b>	Bug handling	Provider support process; scope varies	Community + bug fixes (Percona software)	Community + bug fixes + hotfixes
<b>Support</b>	EOL support	Plan-dependent	1 yr past EOL (advisory/diagnostic)	2 yrs past EOL or until next major version deprecated; TODO: MySQL PDF wording differs, confirm
<b>Collaboration</b>	Communication	Support portal; chat/phone depend on plan	Slack; up to 20 users	Slack; up to 50 users
<b>Collaboration</b>	Service Delivery Manager	Plan-dependent; top tiers include TAM/CSM	✓	✓ + "Sticky Engineer"
<b>Access</b>	Remote connectivity	Console/IAM/network controls	Tailscale	Tailscale, VPN, other Zero Trust options
<b>Access</b>	Federated login	Provider IAM/SSO	✗	✓
<b>Legal</b>	Indemnity options	Plan-dependent	✗	✓

\*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 times.