



PREDICTABLE PERFORMANCE, WITHOUT LOCK-IN

Layer7 achieved zero unplanned downtime with 24x7 ExpertOps Proactive Database Management (previously Managed Services).

Latency creep and preventable downtime become business risk when operations sprawl and visibility breaks.

Percona provides database software and services for running open source databases in production.

Latency Risk

100ms added latency can reduce conversion rates by 7% (Akamai)

- Latency impacts revenue. Small regressions compound fast.
- Fast once isn't enough. It has to stay fast as you scale.
- Predictable performance means fixing bottlenecks before users feel them.

Incident Response

15 min Severity-1 response time on Premium Support

- When a Severity-1 hits, minutes matter. Slow escalation turns issues into outages.
- The goal isn't heroics — it's a clear path to the right expertise, with defined response times.
- Fast response only matters if it leads to fast recovery, clear root cause, and prevention.

Unplanned Downtime

0 unplanned downtime with 24x7 ExpertOps (Layer7)

- Most downtime is preventable, but only if reliability is treated like an ongoing practice, not a quarterly project.
- "Reliable" means backups are verified, failover is tested, and changes are executed without guesswork.
- The goal is boring operations: stable service through peak load, maintenance, and failure."



Learn more at percona.com



STOP ACCEPTING "GOOD ENOUGH" PERFORMANCE

As environments grow, latency creeps in, reliability falters, and operational debt compounds. Fragmented tools, manual backups, and untested failover turn routine change into preventable incidents.

How Percona Keeps You Fast and Online

► Software (Open Source, Upstream-Compatible)

- Replace paid database subscriptions
- **Percona Monitoring and Management** exposes I/O waste and oversizing
- **Percona Operators** deliver features vendors usually charge for

► Expert Support

Expert Support is reactive, 24x7 help for incidents and performance issues.

- Fast resolution to minimize downtime
- Deep performance tuning to prevent overscaling
- Clear post-incident recommendations

► ExpertOps

ExpertOps Proactive Database Management is hands-on, ongoing ops support.

- Continuous tuning and rightsizing
- Cleanup of replicas, storage, and configuration drift
- Operational coverage for staffing gaps

► Expert Consulting & Services

Expert Consulting and Services offer project-based expertise for complex database work.

- Architecture reviews
- Migrations and EOL upgrades
- Targeted assessments for performance, sizing, and configuration



MySQL, PostgreSQL, MongoDB, Valkey, and Redis. Operated with experts across on-prem, cloud, Kubernetes, and hybrid environments. No lock-in.