



Percona for PostgreSQL

Percona ExpertOps for PostgreSQL



Hands-on PostgreSQL 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 PostgreSQL DBaaS (AWS RDS, Azure PostgreSQL, Cloud SQL) | Percona ExpertOps Advanced | Percona 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 (typically 30-60 minutes); 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 |
| Deployment | Provider-hosted DBaaS scope | Each provider supports its own DBaaS in its own cloud | n/a | n/a |
| Deployment | Percona coverage (self-hosted + DBaaS) | n/a | 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) |
| 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 |
| 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 |
| Tooling | Knowledge base | Provider documentation | ✓ | ✓ |
| Collaboration | Dedicated Service Delivery Manager | Higher-tier plans may include TAM/CSM services (provider 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 |
| SLA | Severity 2 initial response time | Defined by provider support plan and case priority | 90 minutes | 60 minutes |

Take control of your PostgreSQL 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.



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|------------------|---|--|---|--|
| 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 | n/a | 1 hour |
| SLA | Severity 2 ongoing response time | Support-plan dependent | n/a | 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 | Indemnity options | Plan and contract dependent | n/a | ✓ |
| Deliverables | Proactive deliverables | Not specified as a standard deliverable set in DBaaS docs | Yearly** | Quarterly** |
| Covered software | Percona Distribution for PostgreSQL | n/a | ✓ | ✓ |
| Covered software | PostgreSQL Community | n/a | ✓ | ✓ |
| Covered software | Percona Monitoring and Management | n/a | ✓ | ✓ |
| Covered software | Percona Operator for PostgreSQL (Percona's Kubernetes operator) | n/a | Available as an add-on | ✓ |
| Covered software | PostGIS | n/a | ✓ | ✓ |
| Covered software | pgvector, barman, repmgr | n/a | 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 times.

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