

Percona MySQL Support is a highly responsive, effective, affordable option to ensure the continuous performance of your MySQL deployment. Our user-friendly Support professionals are **accessible 24x7 by phone or online** and our initial **installation or upgrade consultation session** will help ensure that your MySQL installation is running optimally. Our Support service can help you:

- Increase your uptime
- Be more productive
- Fix performance limitations faster
- Reduce your support budget

Percona leverages our deep knowledge of MySQL performance to provide outstanding 24x7 Support for MySQL and versions of MySQL including:

- Oracle MySQL
- Percona Server
- Percona XtraDB Cluster
- MariaDB
- Amazon RDS for MySQL
- Drizzle

We also provide 24x7, highly knowledgeable support for MySQL components and tools including:

- InnoDB
- Percona XtraBackup
- Percona Toolkit
- Percona Monitoring Plugins

Highly Accessible and Experienced Support Professionals

Our Support services are **highly accessible**. We don't require that you report your issues online before we will assist you. Simply pick up the phone and speak to one of our MySQL support professionals anytime and resolve your issue quickly and effectively. Or log your issue online and we will provide support via email for your non-pressing issues. Our support professionals are **highly experienced MySQL experts** with deep technical knowledge who know how to address the vast majority of technical issues.

Our development team is highly experienced in optimizing MySQL performance and stability. With our higher level support options, our developers will address your challenges and rapidly **provide patches to improve performance or remove limitations** for the MySQL platforms and versions we support.

Installation or Upgrade Consultative Support

Percona Support includes **up to four hours of consultative support for an installation or upgrade** during the term of your contract. During this annual review we can analyze your deployment, assist with installation or upgrades, and help you select the optimal monitoring tools for your situation. We can even help you install and configure the recommended monitoring tools so you have deep visibility into the performance of your MySQL installation at all times.

MySQL Cluster Support

Percona offers **MySQL Cluster Support**. MySQL Cluster is based on the NDB Cluster technology. It is popular among MySQL users that require scalability and high availability for mission-critical applications such as telecommunications, online gaming, and look to book applications. Due to our pricing model, we

tend to be highly affordable for MySQL Cluster Support. Software development fixes are not available for NDB limitations. Contact our sales team to review your deployment and learn about pricing options for MySQL Cluster Support.

Support Options

We offer three contract levels designed for small, medium, and large organizations.

Support Level	Silver	Gold	Platinum
Number of Servers Supported	1	Unlimited	Unlimited
Number of Support Incidents	Unlimited	Unlimited	Unlimited
Support Coverage	24x7	24x7	24x7
Response Time SLA	60 Minutes	30 Minutes	30 Minutes
Named Support Contact Persons	5	10	20
Email, Web, & Chat Support	✓	✓	✓
Phone Support	✓	✓	✓
Login Support	✓	✓	✓
Installation or Upgrade Consultation	✓	✓	✓
Percona Monitoring Plugins Installation		✓	✓
Fixes For Verified Bugs		✓	✓
Hot Bug Fixes			✓
Onsite System Audit		Available Option	✓
Covers Old Server Versions			✓
Covers Non-Standard Platforms			Available Option
Covers Custom Code			Available Option
Percona XtraDB Cluster Support		Available Option	Available Option
MySQL Cluster Support		Available Option	Available Option

Contact Us Now

To learn about any of our services, please contact us at (208) 473-2904 or +44 208 133-0309 in Europe or by email at sales@percona.com.