Percona Support for AWS

Database support you can count on – wherever you deploy your workloads

As application use grows, our expectations for those applications also grow. You want applications to be always up, bug-free, easy-to-use, secure, and high-performance.

As the complexity of modern database deployments increase, you have many more choices regarding what, how and where to deploy it. More and more enterprises are turning to AWS to support their database workloads -- but these AWS environments still require support and expert know-how to guarantee the best performance.

Percona Support helps you successfully navigate that complexity even within the cloud.

In the cloud, it is easier than ever to chase reliability and performance by scaling up to more powerful instances. However, this can simply delay resolution of underlying problems, while dramatically increasing your costs.

Percona Support helps you maximize resources while minimizing costs. Our user-friendly support team is accessible 24x7x365 online or by phone to:

- Ensure you have a safe and optimal database configuration
- Assist you with using new features and technologies
- Work with you to identify and resolve performance problems caused by your queries, schema definitions, and indexing strategies
- Implement best practices for high availability, performance, and security
- Provide workarounds and bug fixes for servers running under EC2
- Successfully use and deploy best-of-breed open source software beyond just the database server, including Percona XtraBackup, Percona Monitoring and Management and ProxySQL
- Augment your existing team so you can focus resources on business-oriented initiatives

You don’t have to go it alone, and with Percona you don’t have to question whether support is worth the cost – we’ll prove that it is.

Percona offers three support options:

- **Standard** – 24x7x365 support with 30-minute response time for AWS support
- **Enterprise** – 24x7x365 support with 30-minute response time for Percona Server for AWS support. Includes Percona Server hot bug fixes and advanced high availability support.
- **Premier** – 24x7x365 support with 15-minute response time and 45-minute issue engagement with guaranteed SLAs for AWS support. Includes Percona Server hot bug fixes, proactive monthly support, advanced high availability support and database tuning reviews.

More than simply a break/fix “insurance policy”, Percona’s team of worldwide database experts are available 24x7x365 to help. Whatever your deployment specifics, Percona Support is here to help your AWS database environment succeed.
### Support Service Level Features

<table>
<thead>
<tr>
<th>Support Features</th>
<th>Standard</th>
<th>Enterprise</th>
<th>Premier</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours</strong></td>
<td>24x7x365</td>
<td>24x7x365</td>
<td>24x7x365</td>
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<tr>
<td><strong>SLA Money Back Guarantee</strong></td>
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<td>✓</td>
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<tr>
<td><strong>Severity 1 Response Time</strong></td>
<td>30 minutes</td>
<td>30 minutes</td>
<td>15 minutes</td>
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<tr>
<td><strong>Severity 2 Response Time</strong></td>
<td>90 minutes</td>
<td>60 minutes</td>
<td>60 minutes</td>
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<tr>
<td><strong>Severity 3 Response Time</strong></td>
<td>8 hours</td>
<td>4 hours</td>
<td>4 hours</td>
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<tr>
<td><strong>Severity 4 Response Time</strong></td>
<td>48 hours</td>
<td>24 hours</td>
<td>12 hours</td>
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- **Percona Server MySQL Support**
  - Percona Server Hot Bug Fixes
  - MariaDB Support
  - MariaDB Bug Fixes
  - MySQL Support
  - MySQL Community Bug Fixes
  - Percona XtraDB Cluster
  - Percona XtraDB Cluster Hot Bug Fixes
  - ProxySQL Support (when using Percona XtraDB Cluster)
  - HAProxy Support (when using Percona XtraDB Cluster)
  - MariaDB Galera Cluster
  - MariaDB Galera Cluster Bug Fixes
  - MySQL Community + Galera
  - MySQL Community Galera Bug Fixes
  - Standard High Availability (HA)¹
  - Advanced High Availability (HA)²
  - Enterprise-Ready Tools Support (Percona Toolkit, Percona XtraBackup, Percona Monitoring and Management, Percona Monitoring Plugins, MySQL Utilities, mysqldump, MyDumper, Hot Backup, Audit, etc.)
  - Login Support (Percona Support Access Methods)
  - Login Support (Customer Specific Access Methods)
  - Screen Sharing (Percona Standard Screen Tools)
  - Screen Sharing (Customer Specific Screen Share Tools)
  - Monthly Status Review
  - Proactive Support via TAM
  - Consultative Support
  - Installation and Upgrade Consultation
  - Use of Percona Standard Contract
  - Use of Customer Specific Contract
  - Copyright Indemnification
  - Custom Liability Options
  - Enterprise-Wide License Available?
  - TAM Service Add-on Option
  - Custom Monitoring Tools/Selection Options
  - Phone Support
  - Chat Support
  - Email Support
  - Discount on Project Work
  - Number of Contacts

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**Contact Us Now**

To determine which Percona Support option is right for your business, please call us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or email us at sales@percona.com.

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¹ Customers’ accounts will be credited a service credit for 1/10th of the monthly amount of the contract for each SLA violation, up to the monthly support cost.

² “Standard HA” at Percona refers to all the basic replication features built into the MySQL Server for high availability clustering. This is the standard log shipping based asynchronous replication, and any included tools to surround it. Within Oracle MySQL this includes the mysqlfailover utility, and within Amazon RDS this includes the built-in failover functionality. Within Amazon RDS this includes using Multiple Availability Zone failover.

"Advanced HA" at Percona refers to all other supported replication features and technologies, many of which require specific plugins or other additions to the MySQL Server to work. This includes, but isn’t limited to, Percona XtraDB Cluster and Galera, MySQL Group Replication, the semi-synchronous replication plugin in MySQL 5.7, and MHA clustering.