MinervaDB

MinervaDB Enterprise-Class 24*7 Support for MariaDB

Why does MinervaDB Enterprise-Class MariaDB Support work well for customers globally?

MinervaDB support is the most cost-effective MariaDB support saving upto 90% cost of hiring a full-time Sr. MariaDB DBA. Our MariaDB support team proactively measures your MariaDB performance matrices and troubleshoot before the issue impacts the business. Our MariaDB support operates 24*7*365 with strict SLA so you can focus completely on

growing business and we will manage your data. Even when you have a resident DBA our expert MariaDB support team can solve the same issue more proactively and faster, This enables maximum reliability of your database infrastructure operations.

MinervaDB MariaDB Enterprise-Class Support (24*7)

- Recommendations for optimal MariaDB installation and configuration – Do it right the first time !!
- MariaDB Bug fixing (Community Fixes) and patching.
    - *Community Fixes means that where possible we will report bugs and any MinervaDB-created bug fixes to the upstream software vendor or open source project.*
- You can report unlimited support incidents from 12 logins.
- **Proactive MariaDB support – Recommendations for custom MariaDB installation, configuration, schema development, SQL engineering, optimal indexing, performance tuning, building fault tolerant & self healing replication solutions and database security.**
- Recommendations for optimal schema design, indexing and SQL engineering – Building high performance MariaDB applications.
- Recommendation for capacity planning and sizing – We guide you in optimally sizing CPU, memory, disk and network for application performance, scalability and reliability.

- Recommendations and guidance for high database availability and disaster recovery – We support customers in building highly available and reliable applications.
- Recommendations and guidance for database sharding and clustering solutions – Horizontal scalability and reliable web-scale database infrastructure operations.
- Recommendations and guidance for scale-out and replication solutions – We support both synchronous and asynchronous replication.
- Recommendations and guidance for database security – Database transaction audit, password control, firewall implementation and privacy management.
- Recommendations and guidance for database systems upgrades and migration – Optimal MariaDB upgrades and migration in zero down time.
- Technical support — 30 minute response time (S1)
  - Support -levels – We have very well defined support infrastructure operations function:
    - **Severity 1**– Immediate attention needed, The customer's business is severely impacted and database infrastructure is unavailable.
      - *Response time (**SLA**) – 30 minutes.*
    - **Severity 2**– Customer database infrastructure is available (up and running) but performance / scalability issues are directly impacting business.
      - *Response time (**SLA**) – 12 hours.*
    - **Severity 3**– Low impact situation, Customer business and production infrastructure is functioning normally, but the problem is impacting the development ecosystems, also causing delay in production deployment.
      - *Response time (**SLA**) – 24 hours.*
    - **Severity 4**– Low to no impact situation, It is more about knowing the features and capability of components before considering the adoption.
      - *Response time (**SLA**) – 48 hours.*
- Our Remote DBA team collaborates with MinervaDB MariaDB Support, creating a diverse cadre of experts that provide proactive advice and reactive response to your issues during development, deployment and operation.
- MinervaDB support channels – Email, Google Hangouts, Skype, IRC, ticketing systems and consultative support services.

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Technology focus - Vendor neutral and independent

Technology focus	Tools and Technologies
Linux	Ubuntu, Debian, CentOS, Red Hat Linux, Oracle Linux and SUSE Linux.
MySQL	MySQL GA, MySQL Enterprise, InnoDB, MySQL Enterprise Backup, MySQL Cluster CGE, MySQL Enterprise Monitor, MySQL Utilities, MySQL Enterprise Audit, MySQL Enterprise Firewall and MySQL Router.
Percona	Percona Server for MySQL, XtraDB, TokuDB, RocksDB, Percona Toolkit, Percona XtraBackup and PMM(Percona Monitoring & Management).
MariaDB	MariaDB Server, RocksDB, MariaDB MaxScale and MariaDB ColumnStore.
Cloud DBA Services	IaaS and DBaaS including: Oracle Cloud, Google CloudSQL, Amazon Aurora, AWS RDS®, EC2®, Microsoft Azure® and Rackspace® Cloud
Performance Monitoring and Trending Platforms	MySQL Enterprise Monitor, Icinga, Zabbix, Prometheus and Grafana.
High Availability, Scale-Out, Replication and Load Balancer	MySQL Group Replication, MySQL Cluster CGE, InnoDB Cluster, Galera Cluster, Percona XtraDB Cluster, MariaDB MaxScale, Continuent Tungsten Replicator, MHA (Master High Availability Manager and tools for MySQL), HAProxy, ProxySQL, MySQL Router and Vitess.
Columnar Database Systems	ClickHouse, MariaDB ColumnStore
DevOps. and Automation	Vagrant, Docker, Kubernetes, Jenkins, Ganglia, Chef, Puppet, Ansible, Consul, JIRA, Graylog and Grafana.

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MinervaDB Benefits

- Full-stack open source Database Systems operations experts for MySQL, MariaDB, PostgreSQL and ClickHouse addressing performance, scalability and database reliability engineering.
- Everything MySQL – Experts in MySQL performance, scalability and high availability.
- Virtual corporation with a global team of seasoned professionals – We have consultants operating from multiple locations worldwide, All of us work from home and stay connected via email, Google Hangouts, Skype, private IRC, WhatsApp, Telegram and phone. Being a virtual corporation we can hire the best talent from anywhere in the world, This makes a truly 24*7 operational team.
- Competitive pricing – We are a virtual corporation so we don't charge the customers for our infrastructure cost, What you pay us goes purely for our unmatched technology team.
- We operate 24*7 – Our team operates from multiple locations worldwide so we are available 24*7.
- Pay As You Go billing model – You pay us only for the hours worked, We don't ask for advances ever !! We are committed to delivering cost efficient consulting, support and services for our customers globally.
- Transparent ticketing system – We share with you the detailed work report of what we have done for your database infrastructure, This also includes how you will get benefited with change we have done. We love absolute transparency and detailed documentation.
- Emergency support available for you even when you are not our customer, Emergency support channels – Email, Slack, Google Hangouts, Skype and Phone.
- Pay per incident option available – You need our support in just fixing a single incident ? No problem, We have that option available.
- Vacation DBA Service – We can support your database infrastructure operations when the resident DBA is on a holiday / vacation so you can guarantee an optimal work-life balance for your DBA.
- Cloud DBA Support and Services – IaaS and DBaaS including: Oracle Cloud, Google CloudSQL, Amazon Aurora, AWS RDS®, EC2®, Microsoft Azure® and Rackspace® Cloud.

- Transparent billing – We publish our consulting (https://minervadb.com/index.php/mysql-consulting/), support (https://minervadb.com/index.php/mysql-support/) and remote DBA services (https://minervadb.com/index.php/mysql-remote-dba-services-by-minervadb/) rates in the website. YOU WILL NEVER EVER PAY EVEN A SINGLE DIME MORE THAN WHAT IS MENTIONED IN THIS WEBSITE FOR OUR SERVICES, There are no hidden charges in our contracts !

MinervaDB Enterprise-Class Consultative Support Plan

Our Principal-Level MariaDB DBAs deliver enterprise-class MariaDB support 24*7 for a fraction of the cost of hiring a Sr. MariaDB DBA in-house . Our transparent billing model guarantee you the complete control on budget you have for database infrastructure operations management , There are no hidden charges and you only pay what is mentioned below :

Enterprise-class MariaDB Consultative Support (24*7)	Rate (plus GST / Goods and Services Tax where relevant)
Unlimited MariaDB Instances	US $25,000 / Year

★ We deliver Enterprise-Class Consultative Support for MySQL, MariaDB, Percona Server and MyRocks.
★ We don't bill you per instance – Unlimited instances of MySQL, MariaDB, Percona Server and MyRocks supported for Just US $25,000 / year !

To engage MinervaDB for MySQL and MariaDB consulting, support, remote DBA services and training, please book for an appointment here or send email to contact@minervadb.com