



## FromDual Support for MySQL

The FromDual Support for MySQL is interesting for you when you need support for problems related to MySQL or Percona Server. Our Support staff helps you quickly and target-oriented with all 1<sup>st</sup> to 3<sup>rd</sup> level problems related to MySQL and Percona Server.

### Support requests

For support cases our ticket system accepts your request and alerts the engineers. Depending on the Level of your support contract we ensure faster initial response times and offer you different possibilities how to support you (remote over ssh, telephone support, e-mail support or Skype).

### FromDual Support for MySQL is interesting for you because...

- You do NOT YET have a MySQL support contract but nevertheless would like to get our help in an emergency.
- You are not happy with the response times or the service quality of other suppliers.
- Your employees are not sufficiently trained to solve 1<sup>st</sup> and 2<sup>nd</sup> level problems themselves.
- The MySQL Support is too expensive for you or does not offer you, what you need.
- You do not want to be bound to a contract with a big supplier.
- You would like to have a support organization with European service quality which is located in your time zone.



### Support contracts

We offer you the following four support contracts:

Support type		Support Level	Initial response time	Products	Support
<b>Best Effort</b>	<b>BES</b>	1 <sup>st</sup> and 2 <sup>nd</sup>	2 working days	MySQL, Percona Server, MariaDB	Email
<b>Business Hour</b>	<b>BHS</b>	1 <sup>st</sup> and 2 <sup>nd</sup> 5 x 9	4 hours	MySQL, Percona Server, MariaDB	Email, ssh, Telefon, etc.
<b>Business Hour Plus</b>	<b>BHS+</b>	1 <sup>st</sup> to 3 <sup>rd</sup> 5 x 9	4 hours	MySQL, Percona Server	Email, ssh, Telefon, etc.
<b>Galera Cluster</b>	<b>Galera</b>	1 <sup>st</sup> to 3 <sup>rd</sup> 7 x 24	4 hours	Galera Cluster	Email, ssh, Telefon, etc.

For further information we would be happy to get in contact with you. You can reach us by e-mail on [contact@fromdual.com](mailto:contact@fromdual.com) or by phone on +41 79 830 09 33.