OVERVIEW OF MARIADB SERVICES

Services Customized to Your Company's Unique Needs

GET THE MOST FROM YOUR DATABASE WITH THE RIGHT SERVICES AT THE RIGHT TIME

MariaDB is the fastest growing open source database in the world, with more than 12 million global users. MariaDB products include the widely adopted open source MariaDB Server, a relational database, and complementary products including MariaDB MaxScale, a database proxy and MariaDB ColumnStore, an analytic storage engine. MariaDB supports enterprises with services to help you get the most from your databases. We maintain a cadre of experts who can help optimize every facet of your deployment, development and launch, and we'll work with you to discern which service works best for your particular needs. We can help you get the greatest performance and the most ROI from your database deployment.

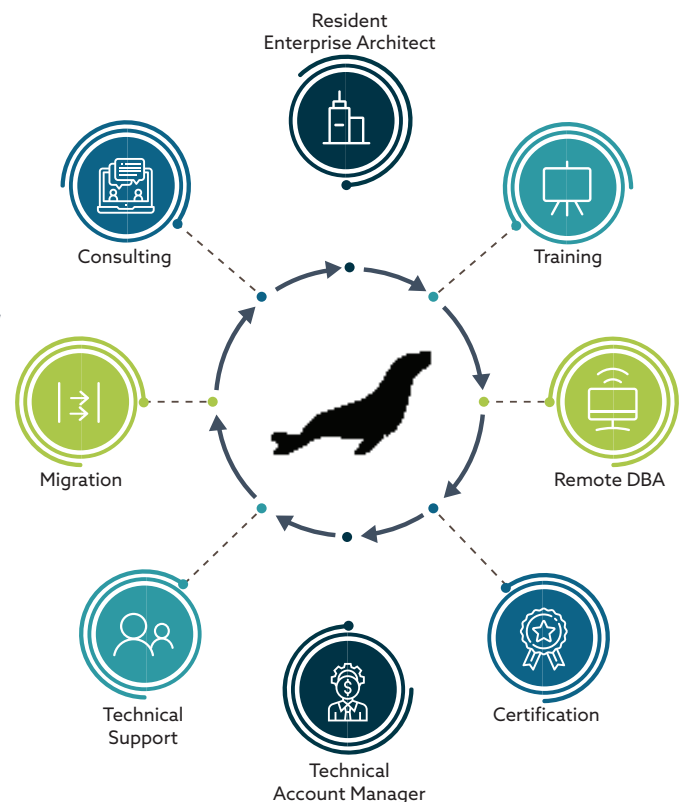### MARIADB SUBSCRIPTION SERVICES

Technical Support

Our technical support engineers are dynamic technology experts deeply integrated into our engineering team and able to offer rapid, intelligent, proactive solutions. They come from DBA and developer backgrounds and are the leading experts in MariaDB and MySQL. They are always available to lend strategic guidance specific to your unique deployment. Technical support includes problem resolution support such as installation, configuration and upgrades as well as engineering support that involves bug fixes, patches and hotfixes. In addition, we offer consultative support to address things like how to tune for performance, high availability, security audits and code review. Their breadth of experience and expertise across products, platforms, languages and tasks enables them to help our customers find innovative solutions to their unique conundrums.

Remote DBA

MariaDB's Remote DBA service manages your MariaDB and MySQL databases from both a proactive and reactive standpoint. You can hire a full-time DBA at a fraction of the cost with round-the-clock coverage and use your resources to benefit your core business. When issues do pop up, or when you need an ad hoc task performed, you can have peace of mind with experts monitoring and resolving issues, and notifying you of the health of your platform 24x7x365.

Technical Account Manager

Our senior technologists, Technical Account Managers (TAMs), can help you adopt best practices for deploying and managing high-performance, flexible, secure solutions and offer you specific advice pertaining to your business. Your TAM will act as your dedicated liaison to our support and engineering teams, ensuring you VIP treatment and one single point of contact to serve as your trusted adviser.

Resident Enterprise Architect · Consulting · Training · Migration · Remote DBA · Technical Support · Technical Account Manager · Certification

Resident Enterprise Architect

For a detailed technical roadmap to convert your blue-sky data ideas into tangible reality, Resident Enterprise Architects act as an extension of your team and central point of contact for your technical needs, applying a deep knowledge of the customer environment to the database options available. These experts coordinate efforts between various MariaDB technical teams and manage escalations, NRE projects and overall architectural guidance. They also host monthly calls with the client to ensure successful usage of MariaDB, as well as quarterly on-site meetings to review current status, the future roadmap and overall best practice recommendations.

MARIADB ON-DEMAND SERVICES

Consulting

Our consultants bring best practices from thousands of engagements. They are world-class experts at solving architecture, design, security and performance problems for MariaDB and MySQL. At critical junctures in your database project, a MariaDB consultant can guide you past obstacles and work on a project to optimize your investment, either remotely or by joining you on site, anywhere in the world. You can hire a MariaDB consultant on a daily basis for short-term needs, or choose from among the following consulting services: health check, performance tuning, architecture and design, high availability, security audit and MariaDB ColumnStore JumpStart.

Migration

For enterprises migrating existing applications to MariaDB from legacy databases, we offer migration services priced on a daily rate. Our experts serve as project managers who take the lead on performing the migration assessment and then provide a detailed project plan, with on-site or remote services to help implement that plan.

Training

We offer a variety of training options to suit your project needs as well as your learning style, and have an established curriculum of courses available both on site and online. Our Live Virtual Classroom courses are scheduled regularly, with online, self-service sign-up classes like MariaDB for DBAs and Enterprise Cluster Administration. We also offer private, customized courses to optimize your customer experience.

Certification

MariaDB certifies database administrators with a solid grasp of the core concepts of the MariaDB Server and related technologies. Candidates for certification must understand relational database concepts as well as the major components, features, functionality and configuration of MariaDB. Certification ensures that database administrators have strong capability in basic MariaDB operational skills.

SPEAK WITH A MARIADB EXPERT ABOUT OUR SERVICES

Not sure what service is right for you? Contact us and we'll help you pinpoint the right support for your database deployment and your vision for its future.

mariadb.com