

# Managed DB Overview

- [Global](#)

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Elestio offers comprehensive services, including various support plans, support for multiple database types, and robust backup retention policies.

## Support Plans

Elestio provides three levels of support to cater to different user needs:

- **Level 1:** Included for free with all deployed services, this plan is suitable for testing environments. It offers access to guides and community support.
- **Level 2:** Priced at \$0.0685 per service per hour, this plan is ideal for growth and staging environments. It includes service snapshots and priority queuing.
- **Level 3:** At \$0.2740 per service per hour, this plan is recommended for enterprise and production environments. It offers custom configurations, resilience and backups testing.

**WARNING** You can change only one time per month

Level 1 Support	Level 2 Support	Level 3 Support
<ul style="list-style-type: none"><li>✓ 7 Days of remote backup retention</li><li>✓ No Service snapshot included</li><li>✓ Email support channel</li><li>✓ 3 days Response Time</li><li>✓ Proactive monitoring</li><li>✓ Support : Documentation &amp; community forum</li><li>✓ Contact your support team directly from the console</li><li>✓ No SLA</li><li>✓ Recommended for test environment</li></ul>	<ul style="list-style-type: none"><li>✓ 14 Days of remote backup retention</li><li>✓ 2 Services snapshots included</li><li>✓ Email support channel</li><li>✓ 24h Response Time (business hours)</li><li>✓ Proactive monitoring</li><li>✓ Support : Documentation &amp; community forum</li><li>✓ Priority Queuing</li><li>✓ Recommended for staging environment</li></ul>	<ul style="list-style-type: none"><li>✓ 30 Days of remote backup retention</li><li>✓ 4 Services snapshots included</li><li>✓ Email &amp; Phone supports channels</li><li>✓ 4h Response Time (business hours)</li><li>✓ Proactive monitoring with email alerts</li><li>✓ Support : Documentation &amp; community forum</li><li>✓ Priority Queuing</li><li>✓ Dedicated Customer Success Manager</li><li>✓ Recommended for production environment</li></ul>
Included	<b>\$0.0685 / hour</b>	<b>\$0.2740 / hour</b>

## Database Types

Elestio supports a wide array of databases, each tailored to meet specific application needs:

- **Relational Databases:**
  - **MySQL:** A widely used open-source relational database management system.
  - **PostgreSQL:** An advanced, enterprise-class open-source relational database.
  - **MariaDB:** A community-developed fork of MySQL, offering enhanced features.
  - **TimescaleDB:** A time-series database optimized for complex queries.

- **NoSQL Databases:**
  - **Redis:** An open-source, in-memory key-value data store, used as a database, cache, and message broker.
  - **KeyDB:** A high-performance fork of Redis, offering multi-threading capabilities.
  - **MongoDB:** A document-oriented NoSQL database known for its scalability and flexibility.
  - **Cassandra:** An open-source NoSQL distributed database management system.
- **Specialized Databases:**
  - **ClickHouse:** An open-source, columnar database management system for online analytical processing.
  - **Neo4j:** A graph database management system, optimized for connected data.
  - **Milvus:** A vector database for embedding similarity search.
  - **Weaviate:** An open-source vector search engine.

# Backup Retention Policy

Elestio implements robust backup strategies to safeguard your data:

- **Manual Local Backups:** Quick backups of small datasets stored locally.
- **Automated Remote Backups (Borg):** Backups sent to another datacenter on the same continent as your service, ensuring data redundancy.
- **Automated External Backups (S3):** Backups stored in your S3 bucket, compatible with AWS S3 and any S3-compatible provider.

Retention periods depend on your support plan:

- **Level 1:** 7 days retention.
- **Level 2:** 14 days retention.
- **Level 3:** 30 days retention.

For more details on backup strategies and retention policies, consult Elestio's backup documentation.