

# 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

- ✓ 7 Days of remote backup retention
- ✓ No Service snapshot included
- ✓ Email support channel
- ✓ 3 days Response Time
- ✓ Proactive monitoring
- ✓ Support : Documentation & community forum
- ✓ Contact your support team directly from the console
- ✓ No SLA
- ✓ Recommended for test environment

Included

### Level 2 Support

- ✓ 14 Days of remote backup retention
- ✓ 2 Services snapshots included
- ✓ Email support channel
- ✓ 24h Response Time (business hours)
- ✓ Proactive monitoring
- ✓ Support : Documentation & community forum
- ✓ Priority Queuing
- ✓ Recommended for staging environment

**\$0.0685** / hour

### Level 3 Support

- ✓ 30 Days of remote backup retention
- ✓ 4 Services snapshots included
- ✓ Email & Phone supports channels
- ✓ 4h Response Time (business hours)
- ✓ Proactive monitoring with email alerts
- ✓ Support : Documentation & community forum
- ✓ Priority Queuing
- ✓ Dedicated Customer Success Manager
- ✓ Recommended for production environment

**\$0.2740** / hour

## 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.