Global

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

Support Plans

Elestio offers flexible support plans tailored to meet different user needs, ensuring smooth deployment and operation of services.

- **Level 1**: This plan is included for free, and provides 7 days of remote backup retention, an email support channel, a 3-day response time, proactive monitoring, access to documentation & community forums, and direct console support access. However, this plan does not include service snapshots or an SLA (Service Level Agreement), making it most suitable for testing environments.
- **Level 2**: Priced at **$0.0685 per hour**, offers 14 days of remote backup retention, 2 service snapshots, an email support channel, a 24-hour response time (business hours), and proactive monitoring. It also includes priority queuing, ensuring faster support response times compared to Level 1. This plan is recommended for staging environments where higher reliability is required.
- **Level 3**: At **$0.2740 per hour**, is designed for enterprise and production environments, offering 30 days of remote backup retention, 4 service snapshots, access to email & phone support channels, and a 4-hour response time during business hours. Additionally, it includes proactive monitoring with email alerts, priority queuing, and a dedicated Customer Success Manager for personalized assistance.

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 comprehensive range of databases, each tailored to meet specific application requirements. Below is an overview of the supported databases, categorized for clarity:

Relational Databases:

- **MySQL**: A widely adopted open-source relational database management system (RDBMS) renowned for its reliability, flexibility, and speed. It serves as a foundational component for many web applications and operates seamlessly across various platforms, including Linux, UNIX, and Windows.

- **PostgreSQL**: An advanced, enterprise-class open-source relational database known for its extensibility and standards compliance. It supports complex queries and offers robust performance, making it suitable for large-scale applications.

- **MariaDB**: A community-developed fork of MySQL, MariaDB offers enhanced features and improved performance. It ensures high compatibility with MySQL while providing additional storage engines and tools for better scalability.

- **TimescaleDB**: A time-series database built on PostgreSQL, optimized for complex queries and high ingest rates. It is designed to handle time-series data efficiently, making it ideal for applications involving monitoring, IoT, and real-time analytics.

NoSQL Databases:

- **Redis**: An open-source, in-memory key-value data store used as a database, cache, and message broker. It supports various data structures and offers high performance for read and write operations, suitable for real-time applications.

- **KeyDB**: A high-performance fork of Redis, KeyDB introduces multi-threading capabilities, leading to improved efficiency and throughput. It maintains compatibility with Redis protocols while offering enhanced performance.

- **Cassandra**: An open-source NoSQL distributed database management system designed to handle large amounts of data across many commodity servers. It provides high availability with no single point of failure, making it suitable for mission-critical applications.
- **ScyllaDB**: A distributed NoSQL database designed for high performance and low latency. It is compatible with Apache Cassandra and Amazon DynamoDB, offering high throughput and minimal latency for data-intensive applications.

Specialized Databases:

- **ClickHouse**: An open-source, columnar database management system optimized for online analytical processing (OLAP). It allows for real-time data analysis and is capable of processing large volumes of data quickly.
- **Neo4j**: A graph database management system optimized for connected data. It efficiently stores and queries data relationships, making it ideal for applications like social networks, recommendation engines, and fraud detection.
- **Milvus**: A vector database designed for embedding similarity search. It is widely used in AI applications to manage and search large-scale vector data, facilitating tasks like image retrieval, natural language processing, and recommendation systems.
- **Weaviate**: An open-source vector search engine that enables efficient semantic search and data exploration. It leverages machine learning models to provide context-aware search results, enhancing the user experience in information retrieval applications.

Backup Retention Policy

Elestio employs comprehensive backup strategies to ensure the safety and integrity of your data. Below is an expanded overview of each backup method, along with their respective retention policies, tailored to different support plans:

Manual Local Backups: These are user-initiated backups stored directly on the local server. They are particularly useful for quickly safeguarding small datasets or before making significant changes to applications. While they offer immediate access and rapid restoration, it's important to note that they do not provide redundancy against hardware failures or catastrophic events affecting the local environment.

Automated Remote Backups (Borg): Utilizing the Borg backup system, these backups are automatically transmitted to a different datacenter located on the same continent as your service. This approach ensures data redundancy and protection against local failures. The use of Borg allows for efficient, deduplicated, and encrypted backups, optimizing storage usage and enhancing security.

Automated External Backups (S3-Compatible Storage): Elestio offers the capability to store backups in your own S3 bucket, compatible with AWS S3 and any S3-compatible provider. This method provides you with direct ownership and control over your backups, facilitating integration

with existing cloud storage solutions and compliance with organizational policies.

Retention Periods Based on Support Plans:

- **Level 1 (Standard)**: Backups are retained for **7 days**, offering a basic level of data protection suitable for development or testing environments.
- **Level 2 (Premium)**: Backups are retained for **14 days**, providing an extended safety net ideal for staging environments or applications with moderate data volatility.
- **Level 3 (Enterprise)**: Backups are retained for **30 days**, ensuring long-term data availability and compliance, suitable for critical production environments requiring stringent data protection measures.

For more detailed information on Elestio's backup strategies and retention policies, please refer to their official backup documentation.

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