

Global

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.

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