



# MySQL Network

*All-in-One Enterprise-Grade Database, Support and Services*

*“MySQL Network leverages the cost and performance benefits of MySQL while addressing key business requirements such as production-level support, vendor accountability and software certification. PriceGrabber.com has been using MySQL in business-critical systems since 1999, and MySQL Network will help us maximize developer productivity.”*

**Tamim Mourad**

Founder and Chief Product Officer,  
PriceGrabber.com

## Achieve the Highest Levels of Reliability, Security and Uptime at an Affordable Price

MySQL Network is a comprehensive set of proactive services that saves enterprise developers and DBAs time and effort. It includes everything an enterprise needs to be successful using MySQL including:

- Certified Software that meets the highest level of quality testing for maximum uptime and fast performance
- MySQL Advisors that proactively eliminate problems before they occur
- Production Support directly from MySQL support engineers worldwide

MySQL Network is a single, unified offering to successfully develop and deploy business-critical applications using MySQL. Only MySQL Network enables you to:

- Improve application reliability and uptime by using certified software
- Save time and effort by eliminating problems before they occur
- Find tips and answers to common questions faster using a comprehensive Knowledge Base of technical articles written by MySQL developers

- Solve your unique application issues quickly with direct access to MySQL production support and seasoned MySQL developers
- Automatically receive software updates and alerts customized to your particular needs
- Rest assured that MySQL covers you on IP Issues including patents, copyrights, trademarks, and trade secrets
- Resolve multi-vendor support issues through MySQL's membership in the Technical Support Alliance Network (TSANet)

## Direct from the Developers of MySQL

MySQL Network is a simple, cost-effective way for enterprise customers to maximize all the benefits available from MySQL to successfully deploy business-critical applications.

MySQL Network saves you time and effort by continually providing you with new certified product releases, alerts, technical articles and production support directly from the developers of MySQL.





## 24x7 Production Support

MySQL Network includes 24x7 technical support services that are designed to ensure that your production database applications are continuously available. MySQL Network gives you the flexibility to choose the service level offerings to match your requirements through its Silver, Gold and Platinum offerings.

MySQL Network Platinum provides enterprise organizations:

- 24x7 telephone and web access to the MySQL Support Team
- Emergency response times of under 30 minutes, for the most severe problems
- Unlimited number of support incidents
- Consultative support including performance tuning
- Proactive account management

By offering direct access to the MySQL support team, you can be assured that MySQL experts are available when you need them. The MySQL support team is composed of database experts that understand the issues and challenges you face because they've overcome these same challenges themselves. MySQL will find a fix to your problem fast.

*"MySQL has a great support team. When we had a technical concern, they stuck with us day and night to get it resolved. We don't anticipate problems with our MySQL system, but if we have any, we know that the MySQL support engineers will address it quickly and professionally."*

**Jerry Weia**, Netflix

## Certified Software Improves Reliability and Uptime

The MySQL Pro Certified Server enables you to deliver high-performance and scalable business systems. It virtually eliminates the uncertainty of which version of MySQL to deploy and reduces the time-consuming testing process required to verify the most appropriate version. The MySQL Pro Certified Server has gone through rigorous testing using commercial and open source testing tools.

MySQL certified software is designed to meet the business needs of enterprise customers by focusing on stability, reliability and security. It is therefore:

- Ready for enterprise deployment
- Proven to be stable, reliable, and mature
- Tested using extensive test suites for Regression, Benchmark, and Boundary conditions – including third party test suites from Coverity and Klocwork
- Tested for known security vulnerabilities
- Distributed using Native Package Managers on over 10 platforms

## Update Advisor

The MySQL Update Advisor keeps you informed of MySQL product updates to help you quickly determine which version to use. As a MySQL Network customer you will automatically receive all MySQL maintenance, updates, and major upgrades so you can always run the most current version of MySQL.

In addition, the Update Advisor notifies you of bugs and security alerts before they impact your system. The Update Advisor is customizable so that you will receive alerts based on platform, software used, and more.

## Technical Alert Advisor

The MySQL Technical Alert Advisor keeps you informed of security alerts or other issues that can impact your MySQL production servers. The Technical Alert Advisor helps you easily maintain a secure and reliable MySQL infrastructure. Alerts can be sent to you via email, pager, or SMS messages.

## Comprehensive Knowledge Base Provides Fast Answers

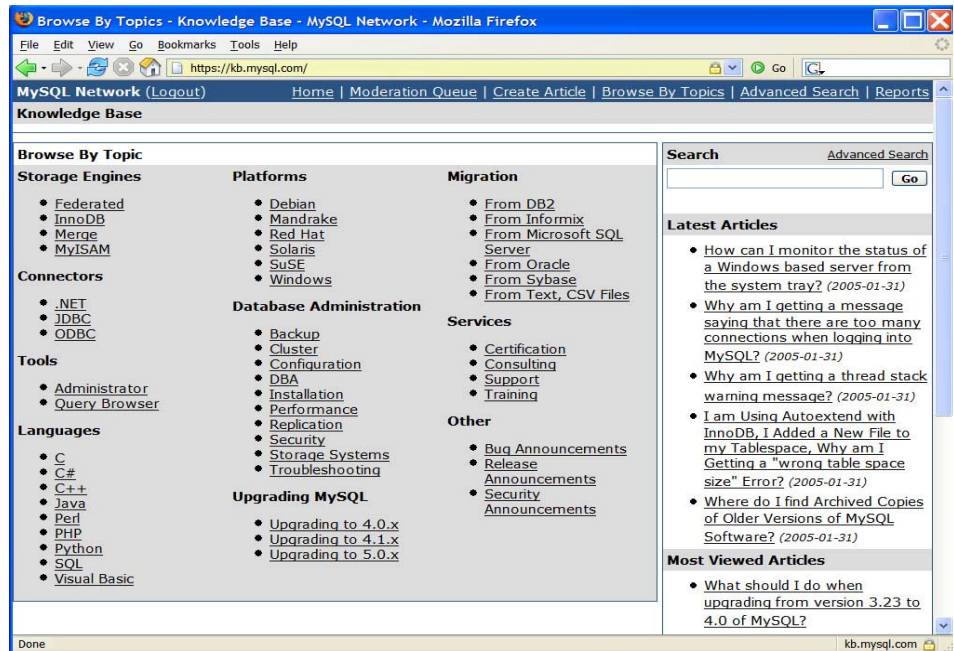
The MySQL Knowledge Base provides a comprehensive library of hundreds of technical articles resolving difficult problems on popular database topics such as performance, replication, and migration. The Knowledge Base is a centralized repository that eliminates time-consuming browsing and reading of often unrelated information in mailing lists and newsgroups.

It provides you:

- Fast, accurate answers when you need them most
- A fully categorized, indexed and searchable repository of technical articles
- Hundreds of articles including information on MyISAM, JDBC, InnoDB, ODBC, Performance, Security, Replication, Migration, and more
- Information on the latest features of MySQL 5.0 such as using stored procedures, triggers and views
- Best practices, problem resolutions, and how-to articles written and reviewed by MySQL engineers
- A fully integrated environment with MySQL production support

## Protection Through Warranties and Indemnification

MySQL protects qualified customers with comprehensive warranties and indemnification at no additional cost. Rest assured that MySQL covers you on intellectual property issues including patents, copyrights, trademarks, and trade secrets.



The MySQL Network Knowledge Base provides a comprehensive library of technical articles resolving difficult problems on popular database topics.

You are protected because:

- MySQL employees have written 100% of the code
- MySQL owns all IP for the code and stands behind it

## MySQL Network: Save Time and Effort

For your business-critical application, MySQL Network helps you save time and effort by eliminating problems before they occur. It provides a comprehensive set of enterprise-grade software, support and proactive services directly from the developers of MySQL to ensure the highest levels of reliability, security and uptime. Once you try MySQL Network, you'll realize that it is the smart choice, for low-cost, highly reliable enterprise database-driven applications.

To learn more about how you can benefit from MySQL Network, go to [www.mysql.com/network](http://www.mysql.com/network).

*"Our engineers have relied on MySQL for several years to help grow our successful business in the mobile communications market. MySQL Network extends our in-house expertise and provides the assurance that our developers and DBAs are as productive as they can be in developing and deploying applications. If we need technical support, we can get help directly from the source – the developers at MySQL AB."*

**Jeff Moore**

Chief Operating Officer,  
Blue Frog Mobile

## Choose the MySQL Network Service Level that Best Meets your Needs

MySQL Network Level	Basic	Silver	Gold	Platinum
<b>SOFTWARE</b>				
MySQL Server	Pro	Pro	Pro	Pro
Certified, Optimized Software	Yes	Yes	Yes	Yes
Maintenance, Updates, Upgrades	Yes	Yes	Yes	Yes
Custom MySQL Builds				Option*
<b>SERVICE ADVISORS</b>				
Technical Alert Advisor	Yes	Yes	Yes	Yes
Update Advisor	Yes	Yes	Yes	Yes
<b>SELF HELP SUPPORT</b>				
Knowledge Base	Yes	Yes	Yes	Yes
<b>PROBLEM RESOLUTION SUPPORT</b>				
Number of Incidents	2	Unlimited	Unlimited	Unlimited
Web Access	Yes	Yes	Yes	Yes
Phone Access		8x5 (M-F)	24x7	24x7
Max Initial Response Time	2 bus. days	4 hours	2 hours	30 min
Emergency Response Time			30 min	30 min
<b>CONSULTATIVE SUPPORT</b>				
Remote Troubleshooting			Yes	Yes
Schema Review				Yes
Query Review				Yes
Performance Tuning				Yes
Customer Code Reviews: MySQL Client APIs				Yes
Customer Code Reviews: MySQL User Defined Functions				Yes
Customer Code Reviews: MySQL Server Extensions				Yes
<b>ACCOUNT MANAGEMENT*</b>				
Technical Account Manager (TAM)				Option*
Proactive Case Management				Option*
Scheduled Status Calls				Option*
Scheduled Onsite Visits				Option*
Scheduled Environment & Performance Review				Option*
<b>INDEMNIFICATION*</b>				
				Option*

\* for details contact MySQL



The World's Most Popular Open Source Database

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