

MariaDB Onboarding MariaDB Platform

Katia Konina

Customer Success Manager
MariaDB Corporation



Your guide on how to be successful with your **MariaDB Platform Subscription** and work with the **MariaDB Team**

The Parties

Who is involved and what do they do?

The involved parties

- MariaDB Sales
 - Managing contracts and commercial aspects
- Technical Support
 - Providing technical support and managing issues
- Customer Success
 - Your guide and contact point when working with MariaDB for any other matter

MariaDB Account Team

- Magnus Stenberg - Account Manager
- Katia Konina, Customer Success Manager

Technical Support

Technical Support is accessed through our **Customer Support Portal**.

- We use ServiceNow as our **CSM** for you to use when opening a ticket for the MariaDB Technical Support Team
- Our Technical Support Team uses the **follow-the-sun** model and is available 365 days a year, 24hr per day (for production down cases only)

MariaDB Customer Success

- Your Customer Success Team is here to support you with **any other matters**
 - If you are unsure of **who to contact** with a MariaDB question? Contact us!
 - Do you want to give **credit** or **criticism**? Contact me!
 - Do you need to update the **technical contacts** that have access to Technical Support? Open a case or contact me!
- MariaDB Customer Success conducts **regular status calls** with you
- I am your guide for anything MariaDB related

TA9 LTD

- You have a subscription for:

MariaDB Enterprise + Galera Cluster 3x

- Contract Term: 07/12/2023 - 06/12/2026
- The following are the **registered contacts** for MariaDB Technical Support:

Oren Lugashi

MariaDB Software and Supporting Tools

Getting started with the MariaDB Software and
Tools included with your MariaDB Subscription

MariaDB Platform

- **MariaDB Platform** includes support for:
 - MariaDB Enterprise Server
 - MariaDB Backup
 - MariaDB Connectors
 - MariaDB Plugins

MariaDB Services

- **MariaDB Technical Support**
 - Comes with a 30 minute **Response time SLA** for Priority 1 (P1) cases
 - Backed by MariaDB Engineering Support
- **MariaDB Consultative Support**
- **MariaDB Notification Service**
 - Provides you with important upgrade information
 - Covers **CVE (Common Vulnerabilities and Exposures)** updates and notifications, new releases and more

Working with Technical Support

How to get the most out of your MariaDB Subscription

[MariaDB Platform](#)[Cloud](#)[apt/yum](#)[Connectors](#)[Tools](#)[MariaDB Community Server](#)[MariaDB Enterprise !\[\]\(0aff635c4179ba9e710b00f4b01d3b20_img.jpg\)](#)[MariaDB Xpand](#)[MariaDB ColumnStore](#)[MariaDB MaxScale](#)

MariaDB Enterprise Server: Enhanced, hardened and secured for mission-critical applications

MariaDB Enterprise Server is a hardened version of MariaDB Server built for production deployments, and the foundation of MariaDB Platform. It undergoes extensive QA, is configured for production by default and includes enterprise features to improve operating efficiency at scale and support the most secure environments. MariaDB Enterprise Server is available to all subscription customers.

Product

MariaDB Enterprise Server



Version

10.5.8-5-GA

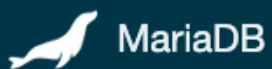


OS

RHEL 7 (x86-64)

[Show All Files](#)[Enterprise
Documentation](#)[Request Source](#)

MariaDB Customer Portal



Ryan Sellers ▾



Customer Portal

Come visit our [MariaDB YouTube channel](#) for helpful tips, tricks and resources!

Dashboard

Migration Assistant

Product Notifications

Enterprise Documentation

Downloads

Recent Issues

Please visit our new customer portal at csm.mariadb.com to access your support issues.

[Access CSM](#)

Product Notifications

MariaDB Connector/Node.js 2.5.0 now available

2020-10-22

MariaDB ColumnStore Engine 5.4.1 now available

2020-10-22

MariaDB MaxScale 2.5.5 now available

2020-10-22

MariaDB Connector/ODBC 3.1.10 now available

2020-10-21


MariaDB MaxScale 2.4.13 now available

2020-10-21

[View All Notifications](#)

[Manage Notifications](#)



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Find Answers, Faster

Find the answers you need when you need them



Knowledge

Browse and search for articles, rate or submit feedback.



All cases

View a list of all cases.



Get help

Contact support to make a request, or report a problem.

My Surveys

You have no surveys to take

My Open Cases

[CS0096966](#)

Test Ticket - Please Ignore

Entitlements

[MariaDB Enterprise \(Advanced\)](#)

Admin Test Account • MariaDB Enterprise (Advanced) •
Server Count: 2, Weblog: yes, Zmanda: yes

[MariaDB Platform \(Distributed\)](#)

Admin Test Account • Xpand • Server Count: 1

[MariaDB TX](#)

Admin Test Account • MariaDB TX • Server Count: 1

[View all records](#)

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22 Views • 5mo ago • ★★★★★



[Can Support log in to my system?](#)

17 Views • 15d ago • ★★★★★

 Knowledge Documentation Case ▾

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Create Case

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Categories

[Support](#)

Support



Item	Description	Price
Create a Case - RDBA	Create a new case to submit a request or report an issue regarding your RemoteDBA product.	
Create a Case - Support	Create a new case to submit a request or report an issue.	

Create a Case - Support

Create a new case to submit a request or report an issue.

*CONTRACT

CO-201501-01947 | Admin testing

*SHORT DESCRIPTION

ADDITIONAL INFORMATION

PRODUCT

-- None --

PRODUCT VERSION

ENVIRONMENT

Development

IS THE DATABASE RUNNING?

Yes

CATEGORY

General

SUBCATEGORY

General SQL & Usage

DEPLOYMENT

-- None --

PLATFORM

-- None --

PLATFORM DETAILS

 ADD ATTACHMENTS

Submit

Required information

SHORT DESCRIPTION



Severity Levels in MariaDB CSM v2

Priority (SLA)	ENVIRONMENT	IS THE DATABASE RUNNING?
P1	Production	No
P2	Production	Degraded
P3	Production	Yes
P3	Development	No
P4	Development	Yes/Degraded

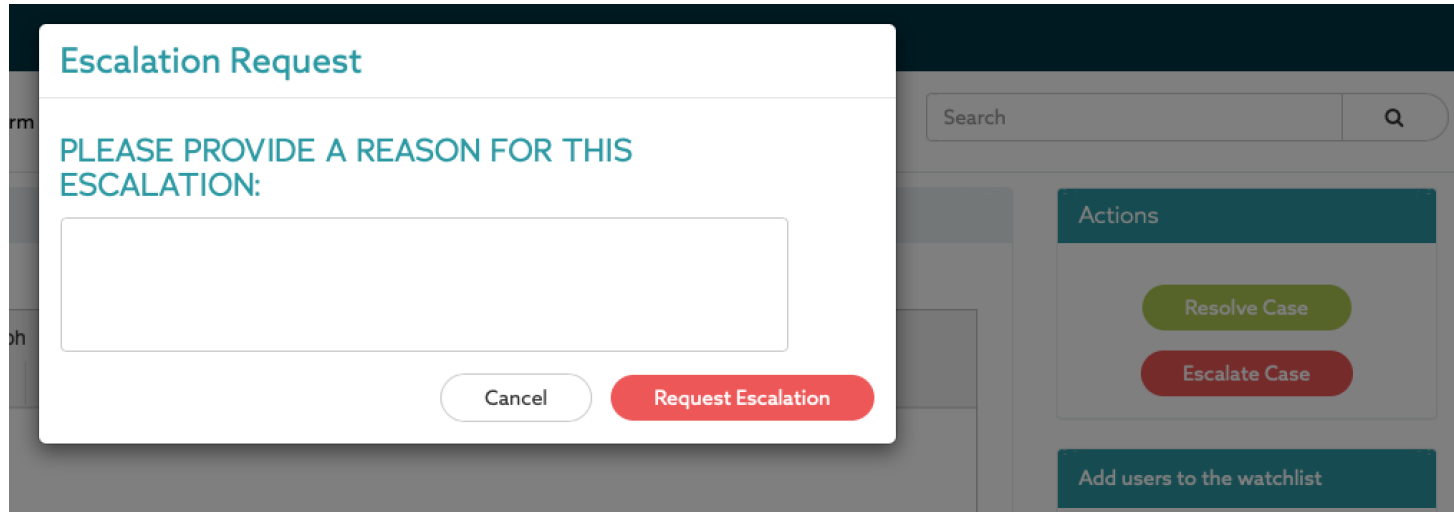
Reporting a case with MariaDB Technical Support

- Report the issue through the ServiceNow customer support portal at csn.mariadb.com
- Please, provide as much information as possible
- **Priority**, P1 – P4, is very important and determines the urgency with which the issue is handled

Severity Level	Response time	Support hours	Description:
Priority 1 (P1)	30 Minutes	24 x 7	Catastrophic issue severely impacting production. Production operations are down. No workaround.
Priority 2 (P2)	2 hours	24 x 5	High impact issue impacting production operations, workaround available.
Priority 3 (P3)	4 hours	24 x 5	Medium or lower impact problem that involves partial loss of non-critical functionality.
Priority 4 (P4)	8 hours	24 x 5	Low level problem that does not significantly affect system function or operations.

Progressing with an issue

- Further communication between MariaDB Technical Support and your team is through ServiceNow CSM and email
- For every status change on the case an **email** is sent from ServiceNow to you -support@mariadb.com
 - A number is assigned to a case when it is created
 - Once created, the **case number** is in the top left corner of the ServiceNow CSM page
 - To **escalate** a case, use the “Escalation Case” button under the “Actions” section
 - You may request a **call back** for Priority 1 (P1) issues



The screenshot displays the ServiceNow CSM interface. A modal window titled "Escalation Request" is open, prompting the user to "PLEASE PROVIDE A REASON FOR THIS ESCALATION:" with a text input field. Below the input field are two buttons: "Cancel" and "Request Escalation". In the background, the "Actions" section of the case record is visible, featuring buttons for "Resolve Case" and "Escalate Case". A search bar is also present at the top of the interface.

Interacting with Engineering Support

- If an issue is determined to require the support of **MariaDB Engineering / Development**, a separate system is used for this
 - **MariaDB Jira** is used to track MariaDB development
 - Customer issues working with engineering must have an open support ticket
 - When an issue needs MariaDB Engineering support an entry is created in Jira
 - The **State** of the case is set to “waiting” and the **Reason** is set appropriately, for example:
 - Waiting on Engineering
 - Waiting on Bug Fix
 - Waiting on Build
 - MariaDB Technical Support handles the interaction with MariaDB Engineering
 - Your customer-support ID will be cross-referenced on the Jira ticket
-

Consultative Support

- Consultative Support covers questions that are specific to a customer's deployment, such as
 - Performance tuning
 - Best practice recommendations
 - Limited Code reviews
 - SQL Syntax questions



THANK YOU