



MARIADB MANAGED DATABASE (MMD)

MariaDB Managed Database (MMD) delivers a **fully managed service** for deploying and operating MariaDB Enterprise Platform in cloud environments (AWS, Azure and Google Cloud Platform). MMD unifies **expert-driven database management**, bundled **MariaDB Enterprise software**, and **robust high availability/disaster recovery** options, ensuring a resilient and performant database infrastructure. This solution is engineered to optimize operational efficiency, while providing a strategic platform for scalable and secure data management.

I. CORE MANAGED SERVICE CAPABILITIES

MMD's core managed services provide a complete operational wrapper around your MariaDB deployments, ensuring continuous availability and optimal performance.

Fully Managed Database

- **Managed deployment:** Expedited provisioning of MariaDB database topologies via template configurations, accelerating deployment cycles for development and production environments.
- **24x7 monitoring:** Proactive, continuous surveillance of database health and underlying infrastructure, identifying potential issues before they impact operations.
- **Scalability:** Designed for flexible growth, allowing seamless scaling of resources to accommodate evolving workload demands.
- **Availability handling:** Expert teams provide vigilant alerting and rapid resolution of database events and incidents, minimizing downtime and ensuring service continuity.
- **Configuration management:** Systematic management of database configuration updates, ensuring consistency and adherence to best practices.
- **Proactive maintenance:** Automated handling of database version updates and security patching, reducing administrative overhead and mitigating vulnerabilities.
- **Security and compliance:** Integrated, robust security practices and adherence to relevant industry standards.

Expert-Driven Management

Leverage MariaDB's expertise for optimized database operations and strategic guidance.

- **World-class service:** Access to dedicated technical leads and 24/5 expert engineer support (24/7 for severity 1 cases), providing rapid response and in-depth problem resolution.
- **Full database product engineering support:** Direct access to MariaDB's core engineering knowledge base, ensuring optimal configurations, efficient troubleshooting and expedited bug fixes.
- **Cloud expertise:** Application of MariaDB best practices for high availability and performance deployments across **AWS, Azure and GCP**, maximizing cloud-native advantages.
- **Day-to-day operations support:** Expert assistance for routine database administration tasks, freeing internal teams to



focus on strategic initiatives.

II. DATABASE SOFTWARE & LICENSING

MMD simplifies software procurement and licensing, bundling essential MariaDB Enterprise components for a streamlined experience.

- **MariaDB Enterprise Platform:** The service offering integrates the full **MariaDB Enterprise Platform**, providing access to advanced features designed for mission-critical deployments, including **MariaDB Enterprise Cluster, Powered by Galera**, for synchronous multi-master high availability and **MariaDB MaxScale** for intelligent routing, load balancing and enhanced security.
- **No hidden licensing costs:** All Enterprise features are an integral part of the service, eliminating unexpected licensing fees and simplifying budget forecasting for your database infrastructure.

III. HIGH AVAILABILITY & DISASTER RECOVERY

MMD is engineered with **robust high availability (HA)** and **disaster recovery (DR)** capabilities to ensure business continuity and data integrity for your critical applications.

- **Flexible database backup:** Customizable backup scheduling and retention with **point-in-time restore (PITR)**, including secure storage and encryption to protect your data and align with specific availability goals.
- **Architecture options:** Tailored configurations for various environments, including:
 - **Dev/Test & UAT:** Options like Standalone Node, Asynchronous Replication and Virtually Synchronous Replication (Galera).
 - **Production:** High-resilience setups such as **Asynchronous Replication (Multi-AZ)** and **Virtually Synchronous Replication (Multi-AZ cluster)** for enhanced redundancy and zero data loss.
- **Proactive monitoring:** Continuous monitoring of backups and database replication to detect failures and potential risks to availability, ensuring timely intervention.

IV. OPTIONAL ADD-ONS & ADDITIONAL SERVICES

MMD offers a comprehensive suite of optional add-ons and additional services, designed to extend core capabilities, optimize performance and provide specialized expertise for unique operational requirements and strategic initiatives.

- **Remote database administration (RDBA):** Off-site, expert management and maintenance of your MariaDB systems, extending seamless support to your cloud deployments.
- **Security reviews:** Comprehensive, expert-led security assessments of your database infrastructure to identify vulnerabilities and enhance your overall security posture.
- **Performance configuration and optimization:** Proactive setup and continuous optimization to achieve peak database performance for demanding workloads. This includes leveraging:
 - **Bare metal servers:** Eliminates virtualization overhead for consistent, low-latency hardware access.
 - **Local NVMe storage:** Provides significantly higher IOPS and throughput compared to traditional storage options.
 - **Proximity placement groups:** Ensures physical closeness of resources to reduce network latency. These configurations collectively deliver **lower latency, higher throughput and more predictable performance** for high-demand database workloads.
- **Bring Your Own Account (BYOA):** Deploy MMD databases directly into your AWS, Azure or GCP cloud infrastructure account to meet strict data residency, compliance or access control requirements.
- **Cross-region replication:** Enhances disaster recovery by providing replicas in different geographical regions for superior resilience and RTO/RPO objectives.



- **Log bucket:** Customer-accessible log storage with customizable retention and inclusion policies for advanced auditing and troubleshooting.
- **Dashboards for monitoring:** Comprehensive dashboards offering deep visibility into database health, performance metrics and operational trends.
- **Solution architecture:** Tailored design and strategic planning for optimized cloud or on-premises MariaDB deployments.
- **Database migration:** Expert assistance to streamline the migration of databases to or between cloud platforms, minimizing downtime and ensuring data integrity.
- **Technical Account Management (TAM):** Dedicated support and strategic guidance for ongoing database operations, ensuring long-term success.
- **Custom consulting:** Bespoke services to address unique database challenges, complex integrations or specialized performance tuning.

This comprehensive set of features positions MMD as a robust and expert-backed solution for managing MariaDB in the cloud, particularly for mission-critical workloads.

V. SERVICE-LEVEL AGREEMENTS (SLAS)

MariaDB Managed Database provides robust service level agreements (SLAs) to guarantee high uptime and performance, aligning with the criticality of your workloads. MMD offers tiered SLAs, with **Monthly Uptime Percentages** designed to match your environment's requirements.

	Standalone	Single-AZ Zero Down HA with 1 replicas	Single-AZ Zero Down HA with 2 replicas	Single-AZ Synchronous HA with 2 replicas	Multi-AZ Zero Down HA with 1 replicas	Multi-AZ Zero Down HA with 2 replicas	Multi-AZ Synchronous HA with 2 replicas
Replication	N/A	Asynchronous	Asynchronous	Synchronous	Asynchronous	Asynchronous	Synchronous
Proxy/Load balancer	N/A	Highly-available MaxScale (Two instances)					
Service tier	Test/Dev Tier	Production Tier					
SLA	99.5% (Best effort)	99.9%	99.9%	99.9%	99.99%	99.99%	99.99%

Service tier definitions:

- **Test/Dev Tier:** For non-critical development and testing where occasional interruptions are acceptable.
- **Production Tier:** For mission-critical applications demanding the highest availability and resilience with minimal downtime impact.

DOWNTIME

Downtime is defined when a database instance or cluster is "Unavailable," meaning valid connection attempts or primary read/write operations fail. Exclusions for SLA calculation include scheduled maintenance (with prior notification), customer-induced issues, force majeure, third-party failures and use of non-production features.

SERVICE CREDITS

For Production Tiers, should the committed Monthly Uptime Percentage not be met, MariaDB offers service credits applied



to your account. Full SLA details, including definitions and service credit structures, are available in the comprehensive MariaDB Managed Database Service Level Agreement documentation.

VI. DEFAULT TOPOLOGY SPECIFICATIONS

MariaDB Managed Database (MMD) provides pre-defined, optimized topologies as default configurations, which are fully customizable by the customer. For specialized or non-standard topology requirements, our expert teams are available to collaborate on tailored solutions.

Default Topology Types	Standalone	Zero Down HA with 1 replicas (Multi-AZ)	Zero Down HA with 2 replicas (Multi-AZ)	Synchronous HA with 2 replicas (Multi-AZ)
Total vCPUs per configuration type	4	8	12	12
ES Server instances	1	2	3	3
vCPU	4	4	4	4
AWS EC2 instance type	m7i.xlarge	m7i.xlarge	m7i.xlarge	m7i.xlarge
MaxScale instances	0	2	2	2
vCPU	2	2	2	2

ABOUT MARIADB

MariaDB seeks to eliminate the constraints and complexity of proprietary databases, enabling organizations to reinvest in what matters most – rapidly developing innovative, customer-facing applications. Enterprises can depend on a single complete database for all their needs, that can be deployed in minutes for transactional, analytical, hybrid use cases. Trusted by organizations such as Deutsche Bank, DBS Bank, Red Hat, ServiceNow and Samsung – MariaDB delivers customer value without the financial burden of legacy database providers. For more information, please visit mariadb.com.

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