

CYBERTEC SUPPORT PACKAGES



	Standard Support			Advanced Support				Reseller Support	
	24/7 Product Support	24/7 Basic Support	24/7 Enterprise Support	24/7 Remote DBA	9/5 Remote DBA	9/5 Dedicated DBA	24/7 Cloud-based Support	3rd-Level Support	CPN - CYBERTEC Partner Network
Query-Tuning	NO	YES	YES	YES	YES	YES	YES	YES	
Bugfix/Patches	YES	YES	YES	YES	YES	YES	NO	YES	
Backup/Restore	NO	NO	NO	YES	YES	YES	YES	NO	
Backup/Restore - Assistance	NO	YES	YES	YES	YES	YES	YES	NO	
DB/OS*-HealthCheck / on Request	NO	YES	YES	YES	YES	YES	YES	NO	
DB/OS*-HealthCheck (auto)/ Monthly	NO	NO	NO	YES	YES	YES	NO	NO	
PostgreSQL Parameter Tuning	NO	YES	YES	YES	YES	YES	YES	YES	
User Management	NO	NO	SUPPORTIVE	YES	YES	YES	YES	NO	
Tablespace Management	NO	NO	SUPPORTIVE	YES	YES	YES	NO	NO	
Slow-Query-Detection	NO	YES	YES	YES	YES	YES	YES	NO	
Vacuum-Tuning	NO	YES	YES	YES	YES	YES	YES	NO	
Monitoring/Alerting	NO	NO	SUPPORTIVE	YES	YES	YES	YES	NO	
PostgreSQL-Update*	NO	NO	SUPPORTIVE	YES	YES	YES	NO	NO	
PostgreSQL-Upgrades*	NO	NO	SUPPORTIVE	YES	YES	YES	NO	NO	
PostgreSQL-Deployment**	NO	NO	SUPPORTIVE	YES	YES	YES	NO	NO	
Sizing	NO	NO	SUPPORTIVE	YES	YES	YES	NO	NO	
DB-Security-Check	NO	NO	SUPPORTIVE	YES	YES	YES	YES	NO	
Trouble Shooting	NO	YES	YES	YES	YES	YES	YES	YES	
PostgreSQL Packaging (RPM, DEB)	YES	YES	YES	YES	YES	YES	NO	YES	
postgres-operator	YES	YES	YES	YES	YES	YES	NO	YES	
Support for Extended Toolchain***	YES	YES	YES	YES	YES	YES	Limited	YES	
Drivers for C, Python.....	YES	YES	YES	YES	YES	YES	YES	YES	
4 Consulting hours/month	NO	NO	YES	NO	NO	NO	NO	NO	
-50% on our scheduled trainings worldwide	NO	NO	YES	NO	NO	NO	NO	NO	
Key Account Manager	NO	NO	YES	YES	YES	YES	NO	NO	

For Resellers only!

* needs to be planned at least 4 weeks ahead

** needs to be planned at least 2 days ahead

*** Patroni (vip-manager, haproxy), pgbackrest, pgbouncer, contrib, cybertec-extensions, PostGIS, pgWatch

Only for Reseller!

CYBERTEC WORLDWIDE

AUSTRIA | SWITZERLAND | ESTONIA | POLAND | URUGUAY | SOUTH AFRICA | MAURITIUS