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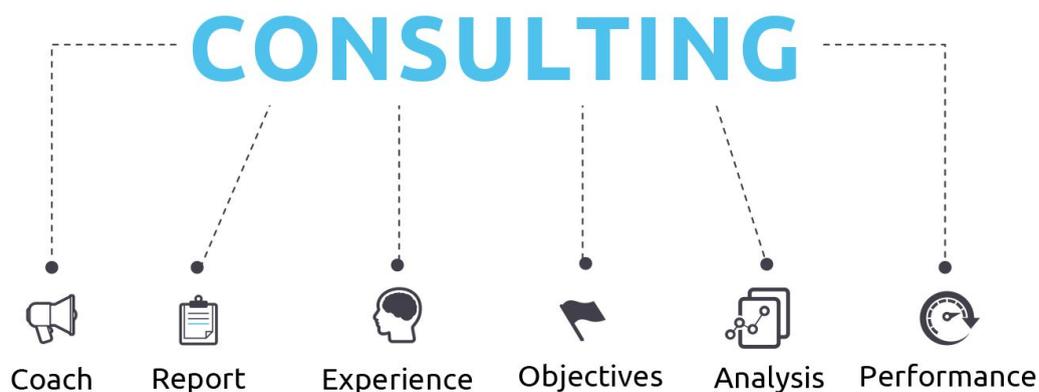
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CONSULTING

CYBERTEC is one of the leading providers of PostgreSQL consulting services and has been in the professional PostgreSQL business since the year 2000.

Our team has dealt with customers worldwide and we solved some of the most challenging problems in the industry. In order to provide perfect consulting services and to help you the best, a lot of experience is needed, which is exactly our strength.

Our experienced consultants will help you to speed up your database with health checks and performance tuning. If needed, they will make sure your data is safe by deploying security audits or help you improving database high-availability and thereby reduce costs of outages enormously. CYBERTEC can uplift your database performance with ease, so your databases will be able to handle large volumes of transactions on short notice again.



CONSULTING POOL REMOTE

We offer PostgreSQL consulting as an **hourly or daily consulting pool**, meaning you buy a certain amount of hours or days in advance and can use them whenever needed within one year. This makes it easier for you as you can make use of some consulting hours exactly then, when you need it and save the rest of your hours for later - for any other issues that might occur.

Consulting will be held remotely (online) via an online meeting software, provided by CYBERTEC.

POSTGRESQL SUPPORT

Our support models are more than just insurance for critical database issues. In order to be able to guarantee individual service, we offer different support packages for the different needs of our customers!

Standard PostgreSQL Support

- 24/7 Product Support
- 9/5 Basic Support
- 24/7 Basic Support
- 24/7 Enterprise Support

Advanced PostgreSQL Support

- 9/5 Remote DBA
- 24/7 Remote DBA
- 9/5 Dedicated DBA
- 24/7 Cloud-based Support

POSTGRESQL SUPPORT

STANDARD SUPPORT	ADVANCED SUPPORT
24/7 PRODUCT SUPPORT	9/5 REMOTE DBA
9/5 BASIC SUPPORT	24/7 REMOTE DBA
24/7 BASIC SUPPORT	9/5 DEDICATED DBA
24/7 ENTERPRISE SUPPORT	24/7 CLOUD-BASED SUPPORT

CYBERTEC
DATA SCIENCE & POSTGRESQL

CYBERTEC provides all bug fixes for the most used platforms, processors or architectures. This includes not only common platforms like Redhat, CentOS, Suse, etc. but also x86 / x64. In special cases we are at your disposal on request.

STANDARD SUPPORT

24/7 Product Support

CYBERTEC product support covers any bugs and patches within PostgreSQL and the CYBERTEC extended toolchain. Whenever they do not work as they should, we will be there to help you and fix any issues as soon as possible. 24/7 means that we're here for you every day, the whole year, round the clock.

9/5 Basic Support

CYBERTEC 9/5 Basic Support covers any bugs and patches within PostgreSQL and the CYBERTEC extended toolchain and adds performance tuning and extended troubleshooting. 9/5 means that we're here for you from Monday to Friday from 9am to 5pm (CET/MEZ). Other timezones on request.

24/7 Basic Support

CYBERTEC 24/7 Basic Support covers any bugs and patches within PostgreSQL and the CYBERTEC extended toolchain and adds performance tuning and extended troubleshooting. 24/7 means that we're here for you every day, the whole year, round the clock.

24/7 Enterprise Support

CYBERTEC 24/7 Enterprise Support includes all 24/7 Basic Support services and adds assisted monitoring, monthly consulting hours, discounted trainings and dedicated contact person. 24/7 means that we're here for you every day, the whole year, round the clock.

ADVANCED SUPPORT

9/5 Remote DBA

With 9/5 Remote DBA, we take care of your databases via remote access. Your databases are fully managed and monitored by CYBERTEC experts. We are here to take care of any problems before you even notice them and proactively inform you about possible future problems and needed actions.

9/5 means that we're here for you from Monday to Friday from 9am to 5pm (CET/MEZ). Other timezones on request.

24/7 Remote DBA

CYBERTEC 24/7 Remote DBA takes care of your database and is fully managed and monitored by CYBERTEC experts. We are here round the clock to take care of any problems before you would even notice them and proactively inform you about possible future problems and needed actions.

24/7 means that we're here for you every day, the whole year, round the clock.

9/5 Dedicated DBA

CYBERTEC 9/5 Dedicated DBA is a dedicated CYBERTEC expert who takes care of your database remotely. We are here to take care of any problems before you would even notice them and proactively inform you about possible future problems and needed actions.

9/5 means that your DBA is here for you from Monday to Friday from 9am to 5pm (CET/MEZ). Other timezones on request.

24/7 Cloud-based Support

24/7 Cloud-based Support means that we assist you with your PostgreSQL database hosted in common cloud platforms (Microsoft Azure, Amazon AWS, Google Cloud Platform, ...).

This service includes troubleshooting, performance tuning and assisted monitoring. Please note that bugfixes cannot be included in this service.

	Standard Support				Advanced Support			
	24/7 Product Support	9/5 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
Operating hours (CET)	Mo-So 0 - 24h	Mo-Fr 9am - 5pm	Mo-So 0 - 24h	Mo-So 0 - 24h	Mo-So 0 - 24h	Mo-Fr 9am - 5pm	Mo-Fr 9am - 5pm	Mo-So 0 - 24h
Query-Tuning	✗	✓	✓	✓	✓	✓	✓	✓
Bugfix/Patches	✓	✓	✓	✓	✓	✓	✓	✗
Backup/Restore	✗	✗	✗	✗	✓	✓	✓	✓
Backup/Restore - Assistance	✗	✓	✓	✓	✓	✓	✓	✓
DB/OS*- Health Check / on Request	✗	✓	✓	✓	✓	✓	✓	✓
DB/OS*- Health Check (auto)/ Monthly	✗	✗	✗	✗	✓	✓	✓	✗
PostgreSQL Parameter Tuning	✗	✓	✓	✓	✓	✓	✓	✓
User Management	✗	✗	✗	****	✓	✓	✓	✓
Tablespace Management	✗	✗	✗	****	✓	✓	✓	✗
Slow-Query-Detection	✗	✓	✓	✓	✓	✓	✓	✓
Vacuum-Tuning	✗	✓	✓	✓	✓	✓	✓	✓

Monitoring /Alerting	✗	✗	✗	****	✓	✓	✓	✓
PostgreSQL-Update*	✗	✗	✗	****	✓	✓	✓	✗
PostgreSQL-Upgrades*	✗	✗	✗	****	✓	✓	✓	✗
PostgreSQL-Deployment**	✗	✗	✗	****	✓	✓	✓	✗
Sizing	✗	✗	✗	****	✓	✓	✓	✗
DB-Security-Check	✗	✗	✗	****	✓	✓	✓	✓
Trouble Shooting	✗	✓	✓	✓	✓	✓	✓	✓
PostgreSQL Packaging (RPM, DEB)	✓	✓	✓	✓	✓	✓	✓	✗
postgres-operator	✓	✓	✓	✓	✓	✓	✓	✗
Support for Extended Toolchain***	✓	✓	✓	✓	✓	✓	✓	LIMITED
Drivers for C, Python, etc.	✓	✓	✓	✓	✓	✓	✓	✓
4 Consulting hours per month	✗	✗	✗	✓	✗	✗	✗	✗
-50% on scheduled trainings worldwide	✗	✗	✗	✓	✗	✗	✗	✗
Key Account Manager	✗	✗	✗	✓	✓	✓	✓	✗

*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

**** Support with individual planning, errors and problems.

SUPPORT CHANNELS

You can reach our experts through various channels. We support you in the way that suits you best and offer you support that is tailored to your needs.

Our support channels are:

- Emergency hotline
- Ticketing system
- Email support

SLA & RESPONSE TIMES

Our company offers preferential treatments for support requests via 24/7 and 9/5 emergency hotline. The following response times for emergency hotline requests are available:

PRIORITY	RESPONSE TIME	DESCRIPTION
HIGH PRIORITY	max. 30 minutes	Problems that cause downtime (such as core dumps within PostgreSQL) or problems that suggest potential data loss are classified as high-priority.
MEDIUM PRIORITY	max. 4 hours	Issues that do not endanger the 24/7 operation but which stop development or lead to problems in the foreseeable future are classified as medium priorities.
LOW PRIORITY	„next business day“	Questions that are only intended for clarification are managed under low priority.

For email support as well as ticketing system, no preferential treatment can be offered. Our consultants will get to you as soon as possible.

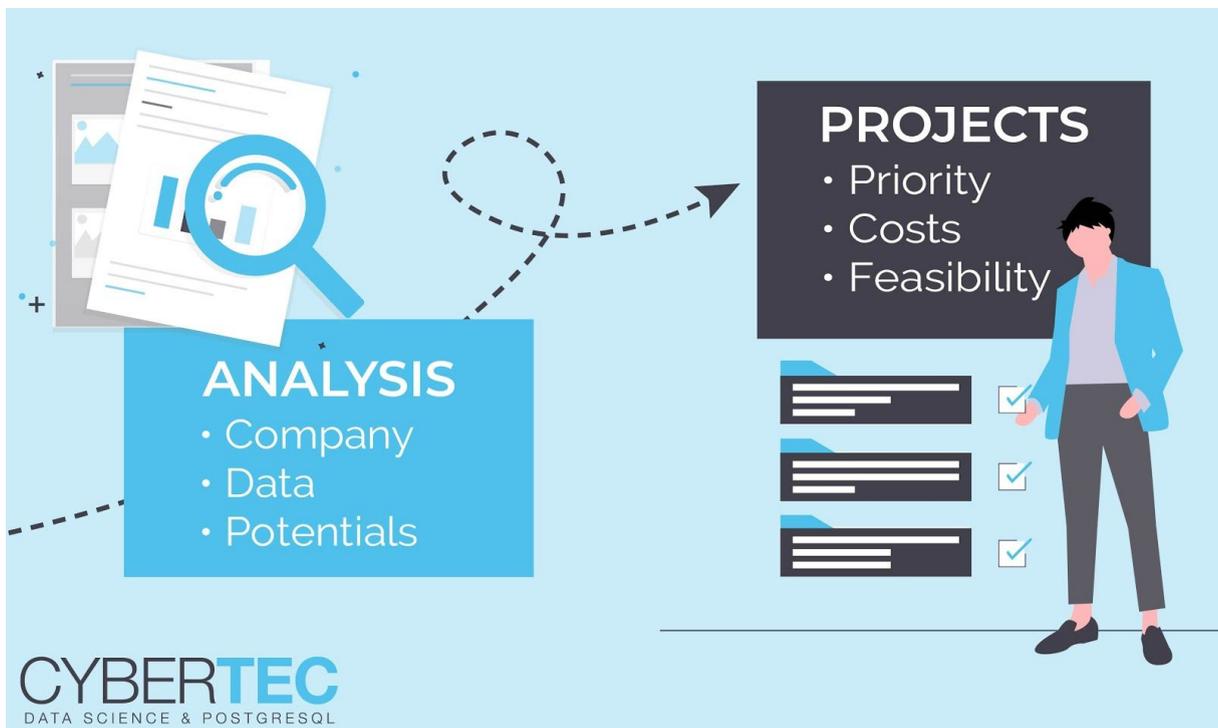
ASSESSMENT PACKAGES

Within the scope of our one day Assessment Packages, our experts will help you to identify undiscovered PostgreSQL, Data Science or spatial data potentials in your company, as well as work with you to develop specific projects and strategies for implementing these new opportunities.

The package includes one day of remote consulting (max. 8 hours) via Zoom. The morning is used for the analysis of the current situation and data as well as the identification of potentials. In the afternoon, the more practical part takes place, in which strategies for handling the potentials are developed in dialogue and then prioritized in a project portfolio.

There are three packages available:

- Data Science Assessment Package
- Start-Up Assessment Package
- Spatial Data Assessment Package



DATA SCIENCE ASSESSMENT PACKAGE

The Data Science Assessment Package is designed to get a first understanding of the use of Data Science and Machine Learning in your company. Together with one of our consultants, Data Science potentials will be identified and strategies to use them will be developed.

Overview & Analysis

As the scope of this package is one day, in the morning we will first of all try to get an overview about your company, your business models and your data. Are there any existing problems that can be solved by using Data Science? Are there any fields in which the use of Data Science can add value? If you have already identified such potentials yourself, this is even better. We provide assistance in designing the optimal solution to get the most out of your data.

In the following, we will turn our attention to existing data and its possible usage. It may also be possible to discover new data sources to benefit from in the future. Of course, we take the company's budget and internal regulations into account.

Your Data Science Project Portfolio

In the afternoon, the second part, we will work with you to get an overview of the opportunities and potentials that have been identified previously and evaluate them in terms of their importance for your company and the complexity of their implementation.

At the end of this process you will have a project portfolio, which is ordered by priority, costs and feasibility. Finally, we provide you with infrastructure recommendations for the implementation of the discussed Data Science projects.

START-UP ASSESSMENT PACKAGE

The Start-Up Assessment Package is designed to get an understanding of PostgreSQL architecture and setup, High-Availability and Performance Tuning in your company. Together with one of our consultants, such potentials will be identified and strategies to use them will be developed.

Overview & Analysis

As the scope of this package is one day, in the morning we will try to get an overview about your company, your business models and your data. Our consultant will inform you about High-Availability, Performance Tuning and

Backup Strategies. Are there any existing problems with the current setup? Are there potentials for optimization? If you have already identified such potentials yourself, this is even better. We provide assistance in designing the optimal solution to get the most out of your data.

In the following, we will turn our attention to existing data and its possible usage. Of course, we take the company's infrastructure and budget as well as internal regulations into account.

Recommendations & System Review

In the afternoon, the second part, we will work with you to get an overview of the opportunities and potentials that have been identified previously and carry out a live PostgreSQL systems review. You will receive recommendations regarding system architecture for new setups.

At the end of this process you will have a project portfolio, which includes all identified potentials to optimize the usage of PostgreSQL in your Start-Up.

SPATIAL DATA ASSESSMENT PACKAGE

The Spatial Data Assessment Package is designed to get a first understanding of the use of spatial data in your company. Together with one of our consultants, spatial potentials and existing geographic information will be identified and strategies to use them will be developed.

Overview & Analysis

As the scope of this package is one day, in the morning we will try to get an overview about your company, your business models and your data. Furthermore you will get an introduction into spatial data and applications from one of our consultants. Are there any existing problems that can be solved by using spatial data? Are there any fields in which the use of spatial applications can add value? If you have already identified such potentials yourself, this is even better. We provide assistance in designing the optimal solution to get the most out of your data.

In the following, we will turn our attention to existing data and its possible usage. It may also be possible to discover new data sources to benefit from in the future. Of course, we take the company's infrastructure and budget as well as internal regulations into account.

Recommendations & System Review

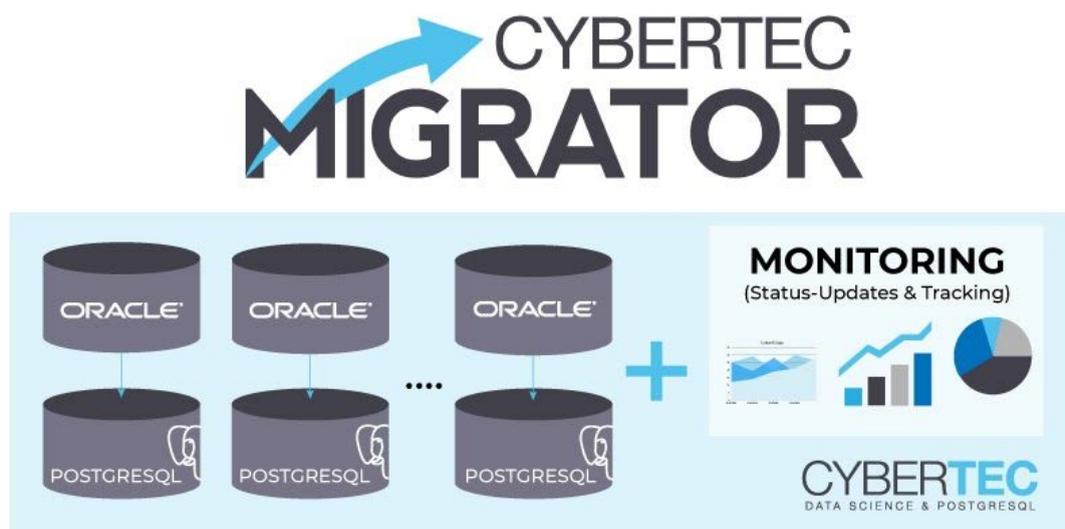
In the afternoon, the second part, we will work with you to get an overview of the opportunities and potentials that have been identified previously. You will receive recommendations for the usage of spatial data and applications. In cooperation with you, we will develop possibilities regarding architecture and implementation.

At the end of this process you will have a project portfolio, which includes all identified potentials to use spatial data in your company.

CYBERTEC MIGRATOR

CYBERTEC Migrator is an easy and user-friendly tool that helps to organise and efficiently migrate multiple Oracle databases to PostgreSQL. In addition to migrating data professionally and securely with minimum effort, CYBERTEC Migrator allows users to visually monitor and track the whole process at any time.

Commercial databases often come with an unpredictable price tag, as license audits can easily lead to unexpected, high costs. Therefore, many companies are moving from Oracle to PostgreSQL. Open Source software solves the problem of low flexibility, reduces costs, and stops vendors from locking you in. However, the process of migrating databases is still seen as a big hurdle: it is complex, time-consuming and you need qualified personnel. CYBERTEC Migrator revolutionizes this concept, as it enables migration that is simple, fast and comfortable. See for yourself!



SPECIFICS: SUPPORTING ALL DATA TYPES & SELECTIVE MIGRATION

CYBERTEC Migrator supports all data types from Oracle to PostgreSQL (Varchar2, CLOB, date, timestamp, numeric,..). Furthermore, it allows selective migration, meaning you can migrate whole schemas or just some tables, functions, views, etc. There is the possibility to choose between a so called one-time migration and live migration, where one can monitor the whole migration process within the web-based user interface, allowing to easily manage all migrations at one place. Some more key features of CYBERTEC Migrator worth mentioning are the possibility to individually change data type mapping and edit code (GIT integration or automatic code ReWrite).

Please note that live migration and automatic code ReWrite are optional features as well as zero downtime, while migrating. Please get in touch with CYBERTEC sales team if you need any of those special features.

With the next version release in Q3 2020, there will even be a built-in assessment report function, to calculate the effort it takes to migrate. Hence, you will know in advance, how much work the migration will be. This will revolutionize planning and calculating migration projects.

TWO PROCESSES: MIGRATION & MONITORING

CYBERTEC Migrator consists of two processes running simultaneously:

- **migration process:** CYBERTEC Migrator helps you to migrate multiple Oracle databases to PostgreSQL in a convenient way. Our user interface allows you to quickly assess complexity and you will be visually guided through the process, step-by-step.
- **monitoring process:** Migrating more than one database can be a confusing process and might easily lead to you losing track of what is done and not done. Thanks to a simple dashboard design, CYBERTEC Migrator helps you to visually track single migrations and monitor the whole progress. You can request status updates at any time.

PRICING & MORE

The price is based on an annual fee per core. There is no minimum of cores required. Additionally, product support for CYBERTEC Migrator is included.

Check out the CYBERTEC website (www.cybertec-postgresql.com/en/products/cybertec-migrator) for more information on the CYBERTEC Migrator or watch this YouTube Video of an one-hour webinar on the CYBERTEC Migrator and its functionality (<https://youtu.be/IYQo3M0ZjrM>)

CYBERTEC PGEE

CYBERTEC PostgreSQL Enterprise Edition (PGEE) is a highly secure PostgreSQL database server with advanced enterprise features powered by CYBERTEC.

This enhanced PostgreSQL distribution is optimized for large-scale enterprise grade operations. Its core values are **superior security, high-performance, user-friendly monitoring** and **24/7 enterprise support**.



PGEE is available to premium customers as a subscription service for all important platforms including Red Hat Enterprise Linux (RHEL), Debian, Ubuntu as well as Docker and Kubernetes.

ADVANCED SECURITY AT AN ENTERPRISE LEVEL

Security has never been more important, and leaks can easily ruin a corporation and destroy its reputation in an instance. PGEE comes with advanced security features which exceed standard PostgreSQL essentially. Protect your data with PGEE and enjoy the safety of a professional enterprise database.

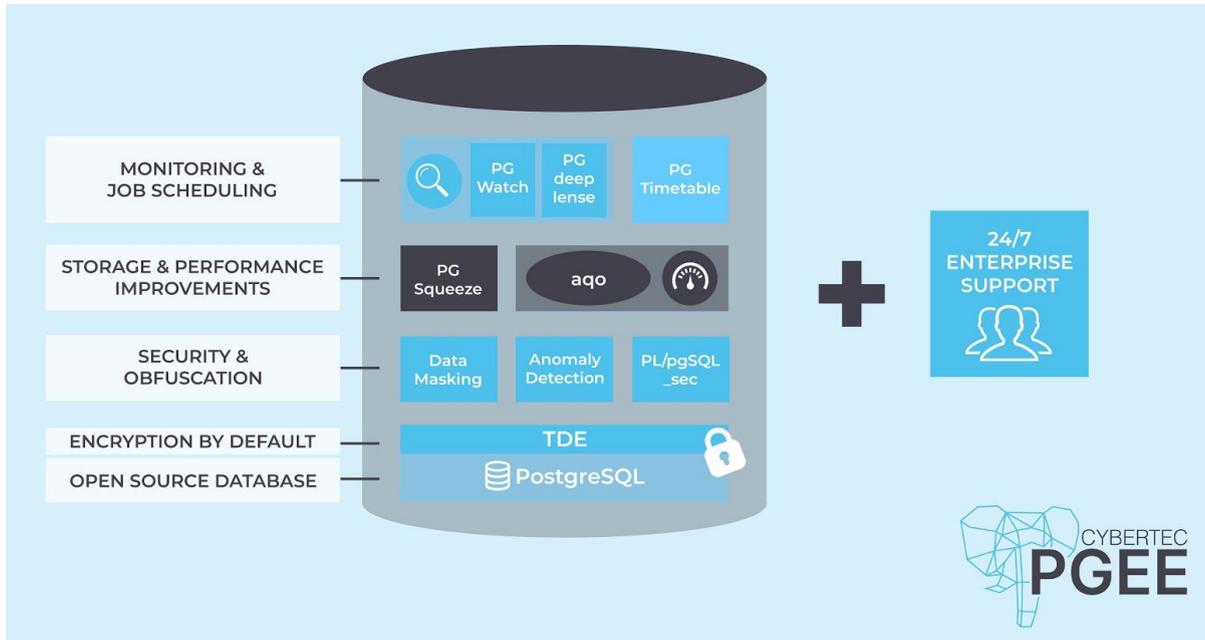
PGEE IS 100% CLOUD READY

Are you moving to the cloud? PGEE is exactly what you have been looking for. We are fully cloud ready. You can simply enjoy PGEE as SaaS/DBaaS solution.

OPTIMIZED FOR KUBERNETES

PGEE is readily available as Kubernetes operator including various technical features such as:

- backup integration (S3 storage, etc.)
- automatic replication and failover
- dynamic scalability



FEATURES OF PGEE

	Community PostgreSQL	CYBERTEC PGEE
STANDARD FUNCTIONALITY		
Support for standard SQL	✓	✓
Spatial data	✓	✓
Cloud-ready: Kubernetes, OpenShift, Docker	✘*	✓
Available platforms: RedHat Enterprise Linux (RHEL), Debian, Ubuntu	✓	✓
SECURITY FEATURES		
Transparent data encryption	✘	✓
Data masking and obfuscation	✘	✓
PL/pgSQL encryption	✘	✓
Security anomaly detection	✘	✓
Time related permissions	✘	✓
PERFORMANCE FEATURES		
Adaptive query optimization	✘	✓
Advanced default configuration	✘	✓

Intel hardware acceleration enabled	✘*	✓
MONITORING		
PGWatch	✘*	✓
Track active execution plans	✘	✓
Automatic incident inspection	✘	✓
pg_qualstats: index advisors and runtime statistics	✘*	✓
ADDITIONAL FEATURES		
Built-in job scheduling	✘	✓
Automatic storage reorganisation	✘*	✓
ADDITIONAL SERVICES		
Continuous updates available	✓	✓
Further developments	✓	✓
24/7 Enterprise Support via hotline, email or ticketsystem	✘	✓
Immediate bugfixes	✘	✓

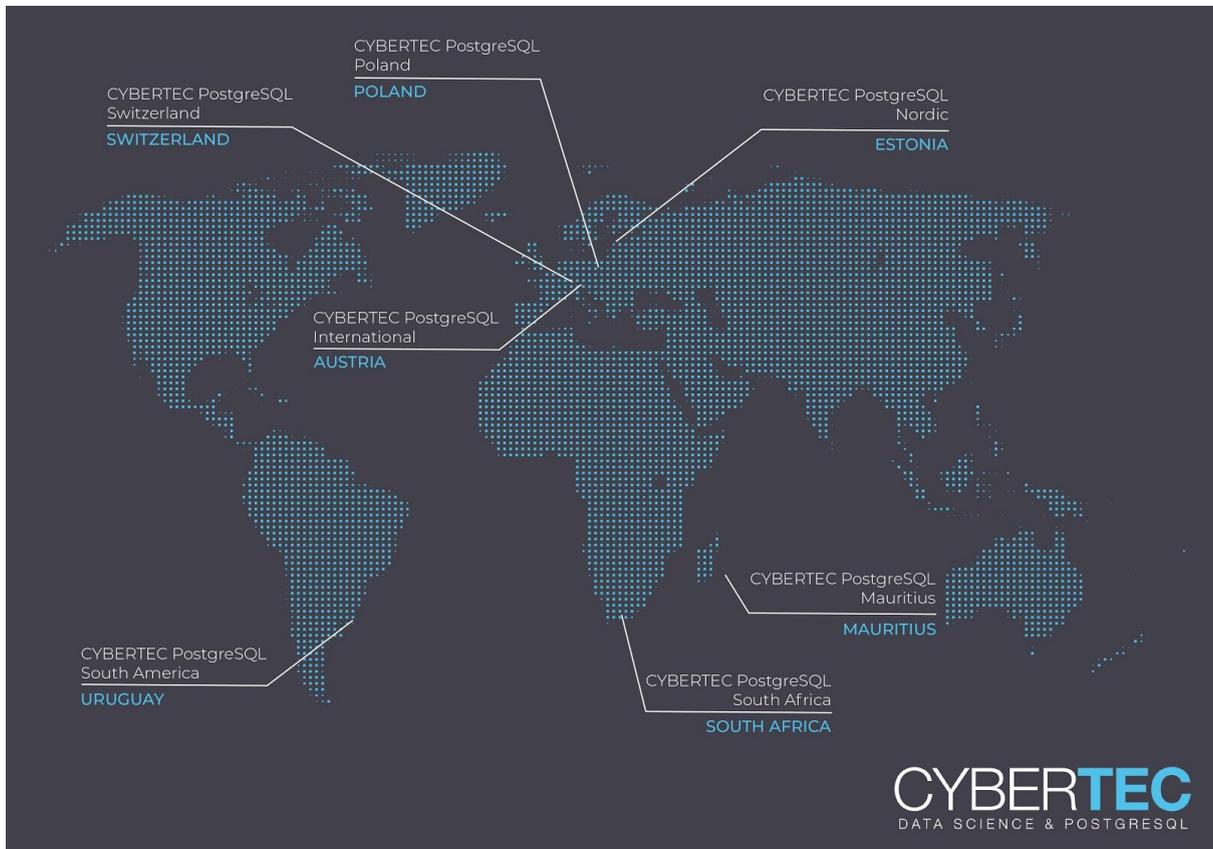
* has to be installed or needs to be done separately

PRICING & MORE

CYBERTEC PGEE is available to premium customers as a 12 month subscription service and is based on a price per core. Per core means every virtual core that is available to the database for usage. A subscription requires minimum 4 cores.

Additionally, with PGEE, 24/7 enterprise support is included in the subscription, as well as constant updates and further developments of PGEE.

For more information please visit the CYBERTEC Website (www.cybertec-postgresql.com/en/products/cybertec-postgresql-enterprise-edition) or watch this YouTube Video on the functionality of PGEE (<https://youtu.be/svcPhDCIDFM>).



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