

CYBERTEC SUPPORT PACKAGES



	Standard Support			Advanced Support				Reseller Support	
	9/5 Basic Support (CET)	24/7 Basic Support	24/7 Enterprise Support	24/7 Remote DBA	9/5 Remote DBA (CET)	9/5 Dedicated DBA	24/7 Cloud-based Support	3rd Level Support	CPN - CYBERTEC Partner Network
Operating hours (CET)	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	Mo-So, 0 - 24h	
Query Tuning	YES	YES	YES	YES	YES	YES	YES	YES	For Resellers only!
Bugfix/Patches	YES	YES	YES	YES	YES	YES	NO	YES	
Backup/Restore	NO	NO	NO	YES	YES	YES	YES	NO	
Backup/Restore - Assistance	YES	YES	YES	YES	YES	YES	YES	NO	
DB/OS*-HealthCheck / on Request	YES	YES	YES	YES	YES	YES	YES	NO	
DB/OS*-HealthCheck (auto) / Monthly	NO	NO	NO	YES	YES	YES	NO	NO	
PostgreSQL Parameter Tuning	YES	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	YES	YES	YES	YES	YES	YES	YES	NO	
Vacuum Tuning	YES	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	
Troubleshooting	YES	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	
Drivers for C, Python, ...	YES	YES	YES	YES	YES	YES	YES	YES	
Extended Product Support ***	YES	YES	YES	YES	YES	YES	LIMITED	YES	
4 Consulting hours/month	NO	NO	YES	NO	NO	NO	NO	NO	
-50% on our scheduled training worldwide	NO	NO	YES	NO	NO	NO	NO	NO	
Key Account Manager	NO	NO	YES	YES	YES	YES	NO	NO	
Minimum	12 cores	12 cores	12 cores	12 cores	12 cores	12 cores	12 cores	12 cores	

* needs to be planned at least 4 weeks ahead

** needs to be planned at least 2 days ahead

*** Please see "Product Support", Page 2. Additionally: Patroni (vip-manager, haproxy), pgbackrest, pgbouncer, contrib, PostGIS

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

Only for Reseller!

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CYBERTEC PRODUCT SUPPORT



	Product Support				
	Product Support	Extended Product Support	TDE Product Support	Data Masking Product Support	PGWatch Product Support
PostgreSQL	YES	YES	YES	YES	NO
Which PostgreSQL EXTENSIONS are included?					
pg_timetable - Advanced Job Scheduling *	Choose one Extension	YES	NO	NO	NO
pg_showplans - Monitoring Execution Plans *		YES	NO	NO	NO
pg_squeeze - Shrinks Tables *		YES	NO	NO	NO
Walbouncer - Enterprise Grade Partial Replication		YES	NO	NO	NO
Oracle_FDW		YES	NO	NO	NO
PL/pgSQL_sec		YES	NO	NO	NO
PostgreSQL PRODUCTS					
PostgreSQL Transparent Data Encryption (TDE) *	NO	YES	YES	NO	NO
Data Masking for PostgreSQL *	NO	YES	NO	YES	NO
PGWatch - PostgreSQL Monitoring Tool *	NO	YES	NO	NO	YES
Which SERVICES are included in Product Support?					
Maximum Response time	next business day	next business day	next business day	next business day	next business day
Bugfix/Patches	YES	YES	YES	YES	YES
Packaging (RPM, DEB)	YES	YES	YES	YES	NO
Docker Container	NO	NO	NO	NO	YES
postgres-operator	YES	YES	YES	YES	NO
Drivers for C, Python, ...	YES	YES	YES	YES	NO
Minimum	none	none	none	none	none

* including latest updates

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