

# 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
<b>Operating hours (CET)</b>	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	
<b>Query Tuning</b>	YES	YES	YES	YES	YES	YES	YES	YES	<b>For Resellers only!</b>
<b>Bugfix/Patches</b>	YES	YES	YES	YES	YES	YES	NO	YES	
<b>Backup/Restore</b>	NO	NO	NO	YES	YES	YES	YES	NO	
<b>Backup/Restore - Assistance</b>	YES	YES	YES	YES	YES	YES	YES	NO	
<b>DB/OS*-HealthCheck / on Request</b>	YES	YES	YES	YES	YES	YES	YES	NO	
<b>DB/OS*-HealthCheck (auto) / Monthly</b>	NO	NO	NO	YES	YES	YES	NO	NO	
<b>PostgreSQL Parameter Tuning</b>	YES	YES	YES	YES	YES	YES	YES	YES	
<b>User Management</b>	NO	NO	SUPPORTIVE****	YES	YES	YES	YES	NO	
<b>Tablespace Management</b>	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
<b>Slow Query Detection</b>	YES	YES	YES	YES	YES	YES	YES	NO	
<b>Vacuum Tuning</b>	YES	YES	YES	YES	YES	YES	YES	NO	
<b>Monitoring/Alerting</b>	NO	NO	SUPPORTIVE****	YES	YES	YES	YES	NO	
<b>PostgreSQL Update*</b>	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
<b>PostgreSQL Upgrades*</b>	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
<b>PostgreSQL Deployment**</b>	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
<b>Sizing</b>	NO	NO	SUPPORTIVE****	YES	YES	YES	NO	NO	
<b>DB Security Check</b>	NO	NO	SUPPORTIVE****	YES	YES	YES	YES	NO	
<b>Troubleshooting</b>	YES	YES	YES	YES	YES	YES	YES	YES	
<b>PostgreSQL Packaging (RPM, DEB)</b>	YES	YES	YES	YES	YES	YES	NO	YES	
<b>postgres-operator</b>	YES	YES	YES	YES	YES	YES	NO	YES	
<b>Drivers for C, Python, ...</b>	YES	YES	YES	YES	YES	YES	YES	YES	
<b>Extended Product Support ***</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>LIMITED</b>	<b>YES</b>	
<b>4 Consulting hours/month **</b>	NO	NO	<b>YES</b>	NO	NO	NO	NO	NO	
<b>-50% on our scheduled training worldwide</b>	NO	NO	YES	NO	NO	NO	NO	NO	
<b>Key Account Manager</b>	NO	NO	YES	YES	YES	YES	NO	NO	
<b>Minimum to be charged (smaller amount of vCores possible)</b>	12 vCores	12 vCores	12 vCores	1 Instance/ Patroni cluster	1 Instance/ Patroni cluster	1 Instance/ Patroni cluster	12 vCores	12 vCores	
							<b>AWS, Azure and Google Cloud Platform</b>	<b>Only for Reseller!</b>	

\* 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.

**DISCOUNTS:**

- 10% (from 48 vCores)
- 20% (from 96 vCores)
- 50% on Standby Servers

**CYBERTEC WORLDWIDE**

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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
<b>Which PostgreSQL EXTENSIONS are included?</b>					
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
<b>PostgreSQL PRODUCTS</b>					
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
<b>Which SERVICES are included in Product Support?</b>					
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
<b>Minimum</b>	none	none	none	none	none

\* including latest updates

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