EDB Managed DBaaS Service

The EDB Managed DBaaS Service is a fully managed, “white glove” Database as a Service (or DBaaS) for Postgres delivered in the Public Cloud. Proactive 24x7x365 database and infrastructure monitoring by our certified Postgres specialists offers you the agility of operating your databases on Amazon Web Services (AWS) along with the confidence that comes from enterprise-ready EDB Postgres™ .

With the EDB Managed DBaaS solution you get management and control over Postgres databases in the cloud, along with self-service access to development instances in an elastically scalable, yet controlled manner – offering compelling advantages in terms of cost, control, and business agility. EDB Managed Database as a Service (DBaaS) for Postgres leverages the advantages of the AWS cloud computing platform to provide a comprehensive solution for organizations wanting to remove the resource overhead related to deploying and managing a database environment.

Highlights	
Around the Clock Monitoring	24x7x365 monitoring and real-time alerting, with experienced and certified Postgres DBAs looking after your environment.
Performance Management	Using enterprise tools and years of tuning experience, our team proactively reviews your database and resource statistics to find ways to optimize performance.
Premium Service for Your Cloud Deployment Strategy	Comprehensive on-boarding for capacity planning and to review your requirements for user, security, and template configuration according to your business rules. On-boarding also includes database migration assessments for evaluation of workload portability, and training on using the EDB DBaaS Command Center.
Visibility and Control	Define templates for what Amazon EC2 instance types and cluster templates can be used as standard configurations for production, dev, and test, based on your unique requirements, and view your usage profile at any time.
Self-service Database Provisioning	Through the DBaaS Command Center console, developers and DBAs can quickly create and delete Postgres database instances with standard configurations to support development and testing work, then deploy applications and have EDB manage the clusters.
Data Protection and Security	Authentication, network isolation, encryption, and role-based access controls keep your data protected. Environments are built on a secure AWS architecture and network topologies, and we can work with your specific deployment patterns with VPCs and security groups.
Resiliency, Scalability, and Availability	Automatic, self-healing failover and automatic online backup to protect from data loss. Replicas are automatically scaled out based on increasing user demand. Automated connection pooling and load balancing increases database read performance by distributing requests across all cluster members.

Up to 99.95% Availability	Clusters are distributed across multiple availability zones and are fault-tolerant. EDB supports a range of database architectures which are backed by availability SLAs.
Compatibility and Migration Assessment	Oracle-compatible functionality that extends standard PostgreSQL, and database migration assessments done during on-boarding, for evaluation of the level of workload portability.
All-inclusive with Product Licenses	One all-inclusive fee for managed DBaaS, with no additional database license costs required for EDB Postgres. Licenses for integration and monitoring tools also included.
Technical Support and Access to Postgres Expertise	Concierge-level managed services provided by a certified and experienced operations support team. Access to our Postgres experts is available at no additional charge via the on-line support portal, and includes knowledge base access. Support SLAs for production and development use cases included.

Getting Started

To get started, EDB provides a DBaaS On-Boarding Service in order to address a range of design, configuration and data migration requirements, subject to any conditions specifically agreed with the customer. The On-Boarding Service is a review of customer requirements, which leads to an initial environment configuration suitable to meet each customer's unique needs and to support both the managed service and self-service user models. Customers are expected to answer a series of questions and to define business rules for their organization. We will review the following:

- Business Requirements - understand critical business processes and impact on IT, define RPO and RTO parameters, and review application usage patterns such as seasonal peaks and maintenance needs
- Current Operational Needs - patching, backup and retention policies, DR validation, etc.
- Architecture Study - Including authentication models, access rules, policies, users and groups, DNS configuration, network isolation or VPC requirements.
- General Architecture Review - Including instance types, data model, application understanding, and clustering and connection pooling requirements
- Resiliency and Availability needs - such as cloning or replicas
- Database Migration Assessment plans
- Monitoring Overview – review of the EDB Managed Service execution model, including monitoring points and how we handle alerts of each severity level
- Processes for - change management, incident and issue management, ad hoc requests, and escalation of problems or needs

With the EDB Managed DBaaS solution, you get a premium level of managed service on your critical database clusters, combined with an integrated solution for your development and testing needs. Users get the benefit of having our team deploy fully-managed instances for them and can also choose to perform self-service provisioning of un-managed database instances, for development test cases, for example. Through one interface and with the EDB Managed DBaaS Service, you can support all types of your Postgres workloads, including production, staging, test and development.

To be successful new business technology solutions have to simplify technology management, accelerate time to value and go easy on the budget. Well done cloud computing will deliver all of the above objectives allowing you to offload IT management to focus on innovation to drive your digital business including web, mobile and IoT applications.

EDB Support, Services, and Training

EDB provides a portfolio of support, professional services and training services to reduce organizational risk and efficient adoption of Postgres with a focus on best practices and proven solutions.

Details can be found in the G11 catalogue entry under:

1. EDB Postgres Services (includes Support)
2. EDB Postgres Training (includes Training and Certification)

About EDB

EDB is a leading global provider of Postgres with 16 offices worldwide. EDB enhances Postgres making it enterprise ready. EDB Postgres makes organizations smarter while reducing risk and complexity with enterprise-proven management tools, security enhancements and Oracle compatibility.

Over 4,000 customers worldwide including ABN AMRO, the American Automobile Association (AAA), Clear Capital, EMC, Ericsson, KT Corporation, MasterCard, the National Health Service (U.K.), Netflix, Nokia Siemens, S-Kreditpartner GmbH, Sony, Staples, the Nielsen Company, TransUnion, and U.S. Cellular have turned to EDB. Our customers come from a wide range of industries, including financial services, government, media & communications, and information technology.

Our customers deploy diverse workloads including transaction processing, data warehousing, customer analytics and web-based applications, both on-premise and in the cloud. EDB Postgres Platform includes mission critical enterprise tools including failover manager, backup and recovery tool, and replication server. EDB platform and tools paired with 24/7 support, professional services, and training positions organizations for successful and efficient database management. EDB employees are leaders in the Postgres community including the co-founder of the Postgresql Global Development Group and 2 of 5 PostgreSQL community Core Team. EDB provides our customers with long running, deep expertise to help them achieve their goals.

About PostgreSQL

PostgreSQL is the world’s most advanced open source object-relational database management system with a reputation for reliability, data integrity and stability. Developed over 25 years by a vibrant and independent open source community, PostgreSQL was born from the same research as Oracle and DB2 and offers a comparable feature set to solve the same types of storage and processing requirements.

PostgreSQL supports standards such as ANSI SQL and SQL/MED and provides foreign data wrappers for Oracle, MySQL, MongoDB, and Hadoop, helping to break down the data isolation created by proprietary databases. The extensibility designed into PostgreSQL allows it to continually deliver new features including the flexibility to support over 12 procedural languages, GIN and GIST Indexes, spatial data support, and NoSQL-like features for document (JSON) or key-value based applications.