



EDB Postgres Enterprise

EDB Postgres Enterprise is a database software and services annual subscription built around EDB Postgres Advanced Server – an enhanced version of PostgreSQL that adds:

- Performance tools,
- Enterprise Security,
- Database Compatibility for Oracle®,
- DBA Productivity Features,
- Developer Productivity Features.

The EDB Postgres Enterprise subscription package includes:

- EDB Postgres Advanced Server,
- EDB Postgres Enterprise Manager for monitoring, managing and tuning large-scale Postgres installations,
- EDB Backup and Recovery for disaster recovery management,
- EDB Failover Manager for high availability configurations,
- EDB Replication Server for exchanges data with PostgreSQL, Oracle or SQL Server,
- EDB Data Adapters for MySQL, MongoDB and Hadoop to integrate non-relational data,
- EDB Migration Toolkit to move MySQL, SQL Server and Oracle databases to Postgres,
- Deployment options for bare metal, virtual machines, containers, private cloud (Openshift), public cloud (AWS, Microsoft, Google, etc.) including unfettered license mobility between environments,
- 24x7x365 Technical Support staffed with Postgres experts and backed by multiple PostgreSQL community leaders, committers, and contributing members,
- PostGIS (Geo-Spatial) Technical Support,
- Software maintenance for bug fixes and certified version upgrades,

- Software Technical Alerts and Security Fixes,
- Severity 1 Bug Escalation and Hot Fixes,
- Web-based Issue Management Portal,
- On-line Knowledge Base,
- Postgres Software Archive.

EDB's unit of measure (UOM) for pricing EDB Postgres Enterprise subscriptions is based upon a uniCore, described as follows: UOM is defined as "uniCore" and shall mean either of the following: (a) a processor core in a single or multi-core processor chip or (b) a virtual core processor ("Virtual Core" also known as a "vCore", "virtual CPU" or "vCPU") used to assign computing resources to a virtual machine.

In the actual practice of counting uniCores consumed by EDB's software in today's most common computing environments, a uniCore may be:

- A physical core in a Physical Server,
- A virtual core in a Virtualised Physical Server,
- Virtual cores in a Virtual IT Infrastructure,
- A virtual CPU in a Virtualised Public IaaS / PaaS.

uniCores may also be moved freely between different deployment environments provided that the software is decommissioned in the old environment and re-commissioned in the new environment in such a manner that at no time does the total number of uniCores in use exceed the number purchased by the customer.

The EDB Postgres Developer – Enterprise software is available for a free 60-day trial.

Downloads are available at: <https://www.enterprisedb.com/software-downloads-postgres>

EDB Support, Services and Training

EDB provides a portfolio of support and training services to ensure a low risk and efficient adoption of Postgres with a focus on best practices and proven solutions.

EDB Global 24x7 Support

EDB provides deep Postgres expertise and the most comprehensive support and tools designed to maximize your investment in Postgres. Customers receive licensing to selected EDB software programs and premium software support that includes: maintenance software upgrades, security upgrades, technical alerts and around-the-clock technical support. This service is backed by the best team of database engineers and PostgreSQL community members assembled by any organization in the world. With 24x7 availability and more PostgreSQL expertise than anywhere else, EDB gathers information, analyzes it, eliminates guesswork, and gets you back to optimal operating status quickly with solutions that are maintainable and will last a long time.

EDB Customer Support stands ready to assist you should an issue arise. By supporting hundreds of production Postgres installations worldwide, EDB staff is uniquely qualified and committed to offering world-class support providing dependable and timely resolution to all customers' technical inquiries. EDB also provides worldwide coverage with regional support offices in the Americas, Europe, and Asia.

EDB utilizes a proven model of working as a L3 organization with 3 response levels within EDB support, from initial acknowledgement of the request, a plan to resolve the problem, through an official documented fix or explanation of the issue. EDB provides:

- Production level support is available on a 24x7x365 basis with a targeted initial response of 30 minutes,
- Non-production level support is available on a 10x5x365 basis with a targeted initial response of 48 hours,
- Production Service Level Agreements (SLAs) with 3 severity levels and documented response and resolution goals,
- Multiple support modes: phone, email, and remote connect,
- Web-based Case Management Portal,
- On-line Knowledge Base.

EDB regularly performs systematic evaluation of support cases to uncover important trends and in turn present best practices information and tips in various webinars and on-line

forums.

Customer Support Portal

The Customer Portal is your online support management site and consists of important tools for working with EnterpriseDB to resolve issues with your database, including:

- A Support Troubleshooter to find answers to common issues,
- A Knowledge Base for more detailed answers to more difficult issues,
- Interface for submitting and tracking tickets,
- Downloads section for software,
- PDF documentation and premium technical webcasts,
- Technical Alerts for software and security updates and notices,
- EDB Quality Management Capability.

The EnterpriseDB Quality Management Group (QMG) is a global organization consisting of testing professionals with a broad spectrum of experience. The team is responsible for certification of all major and minor releases of PostgreSQL and EDB Postgres Advanced Server on a wide variety of platforms and operating systems.

EDB Professional Services

EDB provides expert professional services to support the administration and implementation of Postgres. These services are derived from many years of experience in deploying successful projects, and a long history with organizations in a variety of industries. EDB supports many customers of all sizes world-wide and understand all aspects of database management and deployment.

EDB has developed a comprehensive collection of services offerings to help organizations get the maximum value from their Postgres product subscriptions. Plan, deploy, and tune your Postgres implementation, and get the maximum value from your Postgres solutions with best practices and specialized services developed and delivered by EDB. The team of experienced and certified Postgres experts has broad and deep experience helping

organizations across all sizes and industries with their Postgres deployments in the cloud.

EDB's broad-range of services includes:

- Security services,
- Solution architecture and design,
- Deployment readiness,
- Reference architectures,
- Managed services for infrastructure and databases,
- Migration services,
- Technical account management,
- Performance improvement, and more.

Details can be found in the G11 catalogue entry for EDB Postgres Professional Services.

EDB Training & Certification

EDB provides Postgres training and certification, details can be found in the G11 catalogue entry under - EDB Postgres Training.

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.