

# Tip Sheet

## Four Tips for Managing PostgreSQL In-house



# Four Tips for Managing Your PostgreSQL Support In-house

Managing in-house support of your PostgreSQL database may not sound like it requires a significant investment of time and money at first, but there is more to it than you think. Let's take a closer look at what's involved.

## 1. Take account of the cost in management tools

If you intend to manage your PostgreSQL support in-house, you're going to need the tools to administer the process.

These include keeping track of support tickets, providing estimates and updates to customers/users, regularly updating your library of technical articles for future reference and so on.

You will need to factor in the cost of performing these tasks as well as the job of maintaining the tools themselves.

## 2. Consider ongoing development of technical skills

Today's PostgreSQL databases are highly complex systems that do far more than just store data. This includes specialised indexes and statistics to provide high-speed access to information, different replication frameworks to support high-availability architecture, and contributed libraries to provide extensive additional functionality.

To maintain adequate performance and availability of a PostgreSQL database, your staff need to be kept updated as to the latest developments in these areas and others.

## 3. Beware the hidden overhead costs

It is important you remember the hidden overhead costs associated with payroll, desk space, telephones etc, all of which drive the overall cost of in-house technical support even higher.

It is also likely that you'll expect some staff to cover core business activities plus more strategic projects as well as database support.

## 4. Demands on human resources

Most database systems run 24 hours a day and even the best are susceptible to unscheduled outages.

Providing in-house PostgreSQL support requires a minimum number of staff to firstly cover the 24-hour period across the whole year, and then to account for annual leave and sick days.

An outsourced support arrangement can act as a backup service in this type of case.

## An Alternative Approach

**Now that we have established some of the considerations and ongoing investment required to manage your PostgreSQL support in-house, it's time to consider a viable alternative - outsourcing.**

By engaging the services of dedicated PostgreSQL experts on a flexible support plan, you could free your staff to focus on core business activities (that generate revenue, efficiency or business growth), while ensuring your PostgreSQL database continues to operate with optimum efficiency. Both options provide the technical support you need, leaving only the question as to which option is most suitable for your business.

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### Contact us

Please contact us to discuss your PostgreSQL support arrangements with one of our consultants.

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