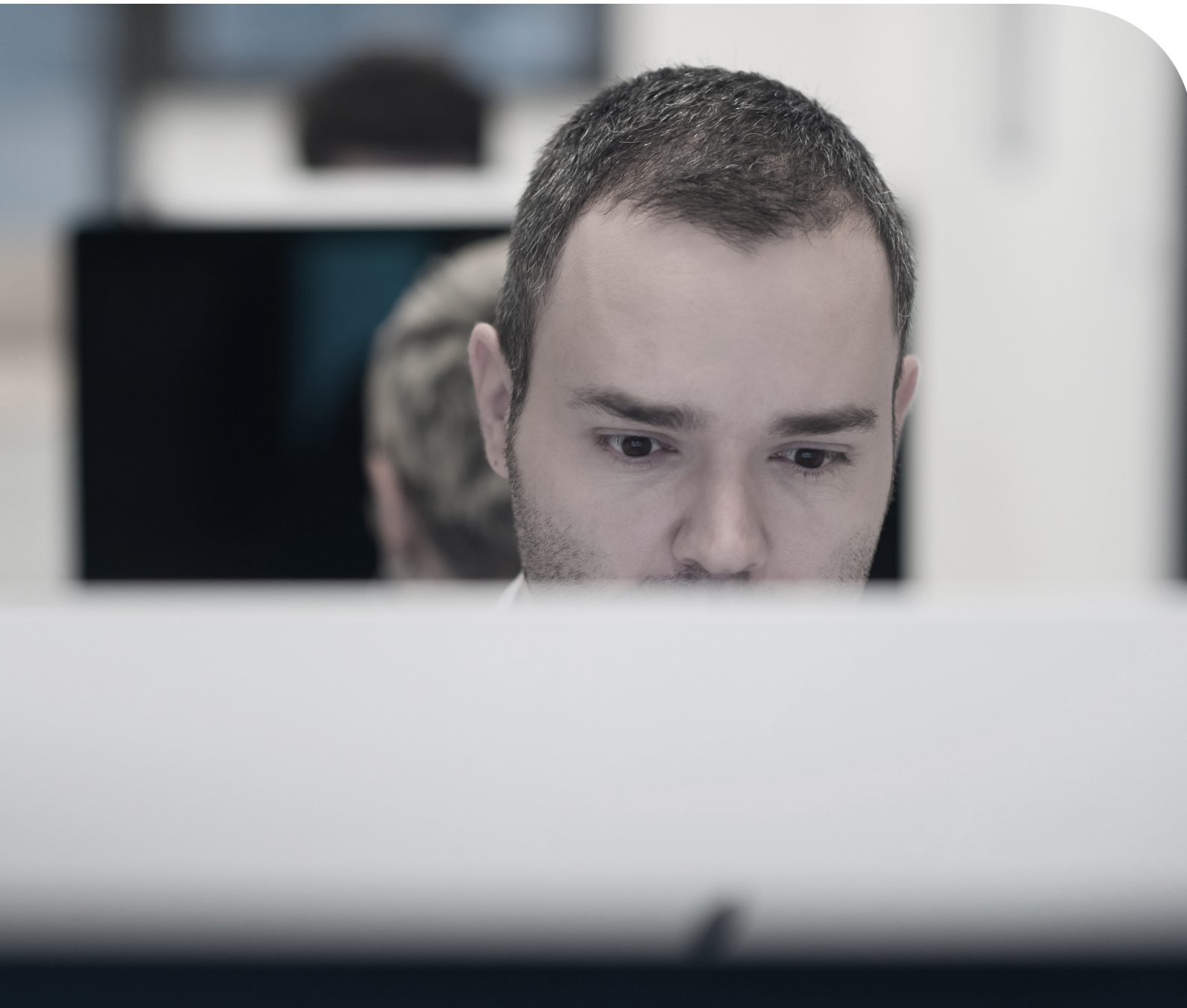


# PostgreSQL Support Services

## Expert help available 24/7



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## Expert help available 24/7

When access to data is business critical, put our highly skilled software support engineers on your side with a subscription to the Fujitsu PostgreSQL 24/7 support plan.

PostgreSQL is one of the world's most advanced feature-rich open source database management systems (OSDBMS).

PostgreSQL 24/7 support by Fujitsu is the most efficient way for enterprises of all sizes to support open source PostgreSQL and deliver the high availability and fast performance users demand. There's no cap on the number of incidents covered and all public holidays are included, so you never miss a beat.

### Get back up and running fast

PostgreSQL databases have a distinguished reputation worldwide for reliability, data integrity, and cost-effectiveness. Deploying this platform is an excellent choice. However, should any issues occur, you need a team of experienced support engineers to resolve issues immediately and get you back up and running fast.

Our 24/7 support is a subscription-based plan for PostgreSQL installations across a myriad of operating systems including CentOS, Debian, Red Hat Linux, Solaris, SUSE, Ubuntu, and Windows.

We are committed to delivering the high-quality service you can rely on all year round. Every technical query is examined directly by our expert PostgreSQL support engineers whose experience comes to the fore when they quickly identify and resolve problems for you whether in a production or development environment.

### Why choose FUJITSU for PostgreSQL 24/7 Support?

- Fujitsu has supported the PostgreSQL community for over 16 years.
- We are a founding member of the PostgreSQL Enterprise Consortium (PGECs) in Japan and an active participant with a Platinum sponsorship of PGCon, PgConf.ASIA, and pgDay Asia, as well as supporting and participating in various PostgreSQL user groups.
- Our PostgreSQL support engineers are located in Australia.
- Many of our support engineers have directly contributed to open source PostgreSQL.
- Our support engineers support both development and production usage of PostgreSQL.
- Onsite support is available on request (additional fees apply).
- Our team works with a highly refined service delivery model developed over decades of experience with large platform providers, plus commercial and government organisations around the world.



## PostgreSQL 24x7 Support Subscription

	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response Time	15 minutes	15 minutes	60 minutes	60 minutes
Target Resolution Time	36 Hours	72 Hours	14 Days	30 Days
Status Report	4 Hours	24 Hours	Every Week	Every Month
Support Hours	24 Hours			
Support Days	Monday to Sunday including public holidays			
No. of Named Contacts	5			
Support Method	Remote			
Onsite Support	Available with additional fee			
Language	English			
No. of Incidents	Unlimited			
Versions Covered	PostgreSQL 8.0 or later			
Release Lifetime	5 years			
Supported Operating Systems	CentOS, Debian, Red Hat Linux, Solaris, SUSE, Ubuntu, Windows			
Supported PostgreSQL Tools	Barman, pgpool-II, Repmgr, Slony			

### Comprehensive Service Level Agreement

The Fujitsu PostgreSQL 24/7 support plan provides a clear SLA with competitive terms so you can be confident our team is ready to help your database administrators precisely when they need it.

### Australian-based experts

Our support team is located in Australia and understand the multiple aspects of PostgreSQL that are critical for ongoing performance and availability.

### Support for enterprise environments

Fujitsu PostgreSQL engineers provide the support required for mission-critical environments including remote service within 15 minutes for severity 1 cases.

### Help in production and development

Our support engineers have the expertise to help you recover quickly whether issues arise in a production or development PostgreSQL environment.

### Contact Us

Please contact us to discuss your support requirements for either open source PostgreSQL or FUJITSU Enterprise Postgres.

**Call** +612 9452 9191

**Email** [postgresql@fast.au.fujitsu.com](mailto:postgresql@fast.au.fujitsu.com)

**Visit** [postgresql.fastware.com/support](http://postgresql.fastware.com/support)

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