# PostgreSQL

Technical Support Services

# MIBCON DIMA services - General

**General services for PostgreSQL(regardless the distribution of PostgreSQL):**

- Training for developers and administrators;

- Consulting services for migration from different db system to PostgreSQL;

- Consulting services for optimalization and setup of PostgreSQL in your environment and for your application;

- Help and optimalization of the administration and operations procedures of PostgreSQL;

- Technical support, consulting services;

- Help with the upgrade of PostgreSQL systems.

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# MIBCON DIMA services – technical support

**Technical support services for the open-source distribution of PostgreSQL:**

- 1st line support (help desk) czech/english – help with the solution of technical issues by phone or via email, start of the service guarantee;

- Typical package include 2 MD / month to cover services connected with Technical support services and solution of technical issues;

- Help with the communication to the PostgreSQL's community to solve issue found in the code of PostgreSQL;

- We recommend to combine this service with some amount of preordered consulting days, which could be used for solving more complicated issues;

- Limited advisory services.

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# MIBCON DIMA services – technical support

**Technical support services for EDB distribution of PostgreSQL:**

- 1st line support (help desk) available 24x7 is delivered by EnterpriseDB support team, including start of the service guarantee;

- MIBCON DIMA, deliver according to arranged scope of services:

  - Limited advisory services;

  - Help with communication between customer and the EDB support team, where we can monetize the knowledge about customer systems;

  - Help with the deployment of patches, new versions, upgrades;

  - Prophylactic database check including tuning and error prevention.

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