

REMOTE DBA: PLAN OPTIONS

A minimum annual subscription of 4 database instances is required for Remote DBA services.

What's included?	RDBA On Premises: Bare Metal & VMware	RDBA Cloud Compute: AWS EC2, Azure VM & Google Compute Engine	RDBA for EDB Postgres [®] AI: EDB Postgres AI Cloud Service on AWS & Azure
PLANNING AND COMMUNICATIONS			
Assigned Primary Remote DBA contact	✓	✓	—
Certified Postgres DBA team	✓	✓	✓
Database best practices advice	✓	✓	✓
Connection pooling best practices	✓	✓	—
Weekly status meetings and reports on ongoing environment health and activities	✓	✓	—
Quarterly strategic reviews on trends, uptime, business alignment, opportunities	✓	✓	—
Customer EDB portal access (knowledge base)	✓	✓	✓
MONITORING AND ALERTING			
24 x 7 monitoring	✓	✓	✓
Automated monitoring implementation	✓	✓	✓
Real time alerting across multiple dimensions	✓	✓	✓
Customized alert thresholds	✓	✓	✓
Trend analysis on capacity/space, load, lag	✓	✓	—
Proactive remedy of alerted issues	✓	✓	✓
Escalation management, if required	✓	✓	✓
Evaluation of database patches and upgrades	✓	✓	✓
BACKUP AND DISASTER RECOVERY			
Disaster recovery planning guidance	✓	✓	✓
Production backup verification ¹	4/year	4/year	4/year

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What's included?	RDBA On Premises: Bare Metal & VMware	RDBA Cloud Compute: AWS EC2, Azure VM & Google Compute Engine	RDBA for EDB Postgres® AI: EDB Postgres AI Cloud Service on AWS & Azure
Set up point-in-time recovery, if needed	✓	✓	✓
MAINTENANCE AND INSTALLATION			
Install Postgres database instances, if needed	✓	✓	*
Apply patches, minor and major database upgrades	✓	✓	*
Set up one Dev/Test environment per Production environment ²	✓	✓	✓
Establish one read replica per Production instance	Streaming	✓	*
Table partitioning	✓	✓	✓
Vacuum	✓	✓	✓
Postgres user management	✓	✓	—
Catalog corruption check	✓	✓	✓
PERFORMANCE			
Comprehensive performance optimization	Regular Proactive Health Scan	Annual	Annual
Database parameter tuning	✓	✓	✓
Table maintenance and vacuum optimization	✓	✓	✓
Query performance optimization guidance ³	✓	✓	✓
Index maintenance and efficiency	✓	✓	✓
Maintain high availability architecture	✓	✓	✓
Capacity planning	✓	✓	—
HIGH AVAILABILITY			
Maintain high availability architecture ⁴	✓	✓	*
Read scalability and load balancing advice	✓	✓	—
SECURITY			
User/Group security configuration and maintenance	✓	✓	*
Encryption and secured access best practices	✓	✓	*

* Similar service is included with EDB Postgres AI Cloud Service subscription

¹For backup verification the customer will need to provide a separate server that can be used to verify the integrity of the backups

²EDB Postgres AI Cloud Service Portal access is required

³Limited to problem query identification. Not applicable to query rewriting or redesign.

⁴EDB supported tools only