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Postgres Distress

Spotlight: Support Services

PostgreSQL 102: When to ask for help.

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HOUSEKEEPING

Slides and recording will be available within 24 hours

Please share your questions in the Q+A box

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SPEAKERS

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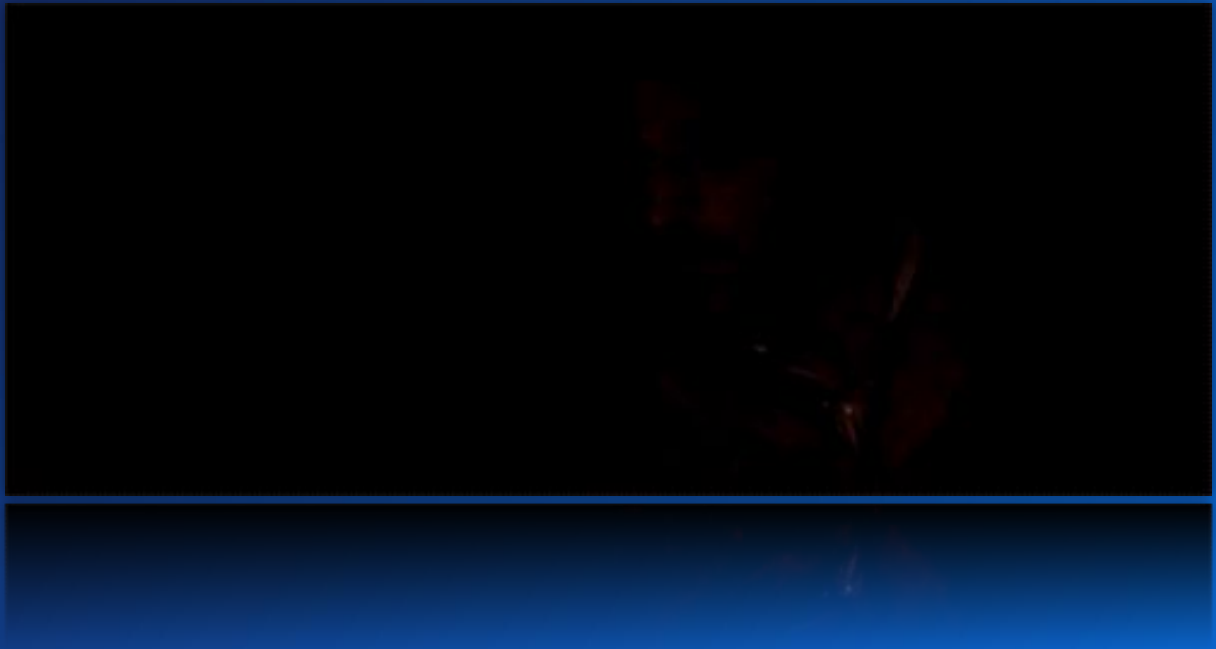
SELF-SUPPORT BY TORCHLIGHT

Self-support is a tricky thing; too easily, it means you're forced to rely exclusively on what you've learned—and what you think you know.

However, it's what you don't know, and what you can't see, that lead to the problems you don't expect: replication lag, slow performance, connection storms, false failovers, and even database corruption…

Or, just how to tell the difference between configuration problems and a bug.



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IT ALL STARTS WITH U…RL.

So what does it usually start with?
Well, pretty familiar territory…

Search engines are the most common flashlight we use to get what we need, which lead us to millions of questions, answers and conversations across hundreds of forums, groups, platforms and knowledge bases.

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FREEDOM THROUGH HELP

Self-Support: The highest cost.

- Rely on many or one — the cost of a team of experts, or the risk of a single guru.
- PostgreSQL is now an obligatory investment
- Break/fix roulette
  - Roll-your-own patches
  - Rely on community acceptance, commits & schedule

Consultants-for-Hire: Time is Money

- Consultancy replaces team costs with pay-per-play experts.
- Design/Deploy, fixes and features tailored to your priority.
- Your needs are what matters…
  - …subject to their availability
  - …and their expertise isn't guaranteed

Community Support: Freedom & Flexibility

- Couple open source freedom with an enterprise-grade experience
- Global availability of partnership with established practices for scale
- "Open Source as a Product"
  - Healthy roadmap influence
  - Break/Fix & Community Commit
  - SLOs and "Always-On" teams

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COMMUNITY SUPPORT

What do you *want* to see?

- 24 x 7 staffing
- Effective flow from Ask to Answer
- Clearly-defined Severity Levels
- Fast responses with meaning
  - Context awareness
  - Clear outline of Conditions, Actions and Needs
- Access to the right team for the right answer
- “Us” phrasing & ownership

What should you avoid?

- Limited hours and availability
- Complicated or outdated engagement methods
- Instant replies focused on copy/paste
- Barriers and time boundaries to engage with progressively stronger resources
- “Us vs Them” phrasing & deflection

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COMMUNITY 360+ SUPPORT

- Always-On Support
- Work with the team who wrote the code
- SLO-Driven & swarm-oriented
- Support when and how you need it:
  - Guidance & Advice
  - Best Practices
  - Break/Fix events
  - Feature requests

		Support Plans	
	Severity	**Premium**	**Production**
Availability:		24 x 7	24 x 7
Initial Response Service Level Objective	Severity-1	15 min	30 min
	Severity-2	30 min	30 min
	Severity-3	60 min	60 min
	Severity-4	1 business day	1 business day
Remedy Service Level Objective	Severity-1	4 hours	24 hours
	Severity-2	8 hours	48 hours
	Severity-3	10 business days	15 business days
	Severity-4	30 business days	45 business days
Resolution Service Level Objective	Severity-1	24 hours	
	Severity-2	5 days	

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IMITATION ISN'T ALWAYS FLATTERING

Cloud-based PostgreSQL

"My cloud provider's different."

If you're running your own PostgreSQL environment on cloud compute, your choices are powered by your cloud.

- Freedom to pick your own vendors, your own extensions, your own strategies for hybrid and multi-cloud.
- Freedom to pick the PostgreSQL partner that suits your needs for SLOs, supported projects, break/fix and feature capability.

If you're running your cloud provider's Postgres in their DBaaS, you need to check the fine print.

- Platform Availability and Support are their priorities - so PostgreSQL Support often comes in last place.
- Database fixes are almost always dependent on community
- Database feature requests aren't generally supported
- Major versions are often delayed by months or even years.

Microsoft Azure

Google Cloud

Amazon EC2

VS

Google Cloud SQL

Amazon Aurora

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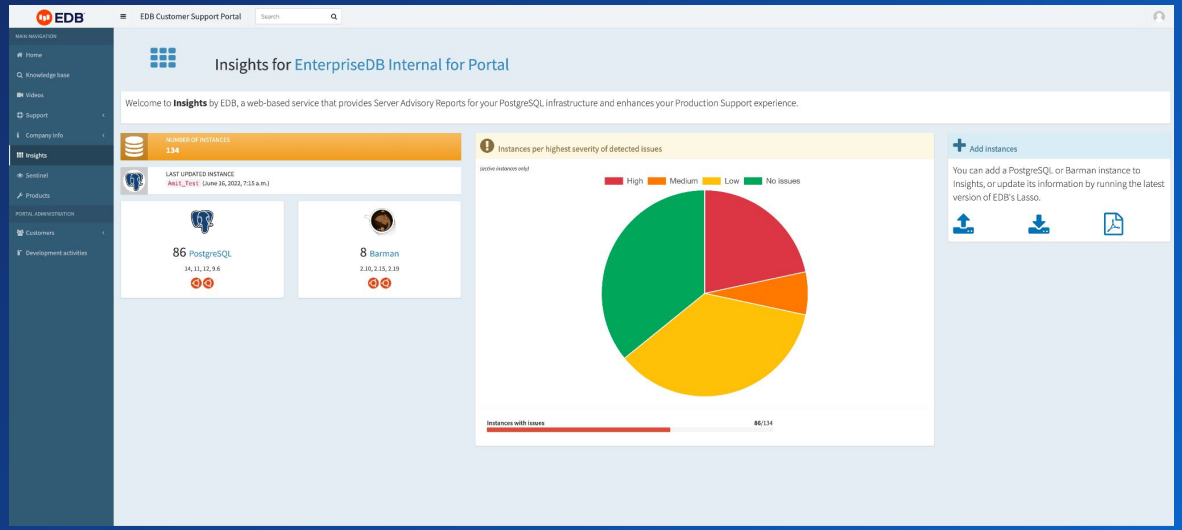
EDB CUSTOMER EXPERIENCE

Picking your provider isn't just about what they know or when they'll help — it's about how they do it.

- Swarming & Engaging
- Platform & Tool practicality
- Privacy & Compliance
- Milestone & Outcome-oriented

In the end, the experience has to feel like a success to you. Don't settle for less.



Ticket Management | Insights Diagnostics | Instance Healthchecks | Configuration Recommendations | Extensive Knowledge Base

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THANK YOU

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