



Why a support contract

Support contracts offer peace of mind to an organization for the software they run. Customarily support contracts fall into three categories:

1. SLA
2. Break/Fix
3. Premium

SLA:

The SLA contract is per server. It provides a service level agreement (SLA) which determines response times. It also protects the organization from emergency professional services rates. However, all support via an SLA is time and materials.

Break/Fix:

The Break/Fix contract is the industry standard contract. If you have purchased support from Microsoft or Oracle, you are familiar with this type of contract. It states that the work involved in supporting a technology when it fails in the normal course of its function, and needs intervention by some support organization to be restored to working order will be resolved at no further cost (beyond the contract) by the support vendor. These contracts are available as 24x7 and business hour contracts.

Break/Fix support does not include professional services. Examples of professional services are query tuning.

Premium:

Premium support combines Break/Fix support with:

1. Database Monitoring monitoring of your database
2. Systems monitoring
3. Yearly Database/System audit (2500.00 value)
4. Remote Hands

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SLA	Monthly	Annual
<p>The SLA Contract provides is great for customers who do not feel their support needs will be high but still want the comfort of knowing they have a guaranteed response time and 24x7 coverage.</p> <p>The SLA provides the following services:</p> <ol style="list-style-type: none"> 1. Service Level Agreement 2. 24x7 Response 3. Immunity to emergency rates 4. Hourly rates still apply 5. Costs are enterprise wide 	\$350.00	\$3,000.00

QL Standard	Monthly	Annual
<p>The Standard Support Contract is design for those who wish a basic 24x7 support package. This is a traditional break/fix support[1].</p> <p>QL Basic provides the following services:</p> <ol style="list-style-type: none"> 1. Service Level Agreements 2. 24x7 Response 3. Immunity to emergency rates should they apply 4. Hourly rates do not apply to Break/fix support 5. Costs are per server 	\$350.00	\$3,000.00

QL Premium	Monthly	Annual
<p>The Premium Support Contract is design for those who want a 24x7 support package with added benefits. This is a traditional break/fix support[1].</p> <p>QL Basic provides the following services:</p> <ol style="list-style-type: none"> 1. Service Level Agreements 2. 24x7 Response 3. Immunity to emergency rates should they apply 4. Hourly rates do not apply to Break/fix support 5. Costs are per server 6. Yearly Database Audit (2500.00 value) 7. Remote Hands (zero cost investigative service) 8. Optional Uptime monitoring with dispatch 	\$550.00	\$5,000.00

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