

*We're PostgreSQL Experts*

**PGTS**

**PostgreSQL Tech-Support Service**

PostgreSQL Core Technology

# PGTS (PostgreSQL Tech-support Service) by AGEDB

The PGTS service is a reliable service provided by global technical support services and vendor direct support for all PG-based commercial products, including PostgreSQL Community

<p><b>Uninterrupted 24x365 Service</b></p>	<p>Continuous, around-the-clock service to ensure your systems operate smoothly</p>	<p>Continuous 24x365 real-time support 24-hour support receipt and remote response through global technical support centers The faster response speed compared to competitors <i>*Response within 10 minutes / Video meeting guaranteed within 2 hours</i></p>
<p><b>PG Core Technology Service</b></p>	<p>Provides core PostgreSQL services to your organization, supporting the maintenance of stable system operations</p>	<p>Provides failure cause analysis and bypass technical services for mission-critical tasks Support from well-known contributors and committers within the PG and Extension community</p>
<p><b>Tech Portal Service</b></p>	<p>Offers a service that is both systematic and capable of real-time response, built on a foundation of managed history specific to each customer</p>	<p>Web-based customer service 24-hour support receipt and remote response through global technical support centers Integrated pre/post support based on data analysis of accumulated support history Real-time remote support and video meeting services provided via Call / LiveChat</p>

## PGTS Overview

Upon scope of services, PGTS Remote and Premium services are available

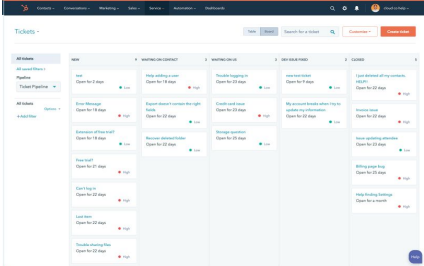
Service details	PGTS Remote	PGTS Premium
Uninterrupted 24x365 Service	✓	✓
Tech Portal Service	✓	✓
Service history management	✓	✓
Supported Products	PG Community Version	PG Community Version Support for all commercial PG products
Technical support methods	Tech portal based	Tech portal, Real time virtual based
High priority incident support	Option to grant premium support	Response within 10 minutes / Video meeting guaranteed within 2 hours
Professional Service	Separate purchase required	Annual 20 Hour service in package
3rd party product integration	Not included	Available with Professional Services
Additional application provision	Not included	Includes AHM (HA) and AEM (Admin, Monitoring) tools as needed

# Global comprehensive service based on Tech Portal

PGTS by AGEDB provides systematic, consistent, and rapid 24x365 uninterrupted technical support based on each customer's complete history through the Global Tech Portal system

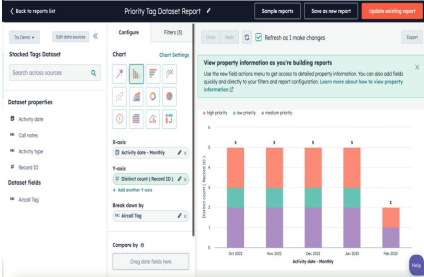
**Inquiry Process Tracking**  
Tracking inquiry status for Each Customer

Maintains ticket history and diagnostics for seamless support and allows customers to track their support inquiries



**Customer Service History**  
Management and Analysis of Customer Cumulative Data and History

Integrated proactive and reactive support through cumulative data analysis



**Real-time Support**  
Real-Time Rapid Customer Response

Real-time remote support and video meeting services provided via Tech Portal

Set your SLA goals

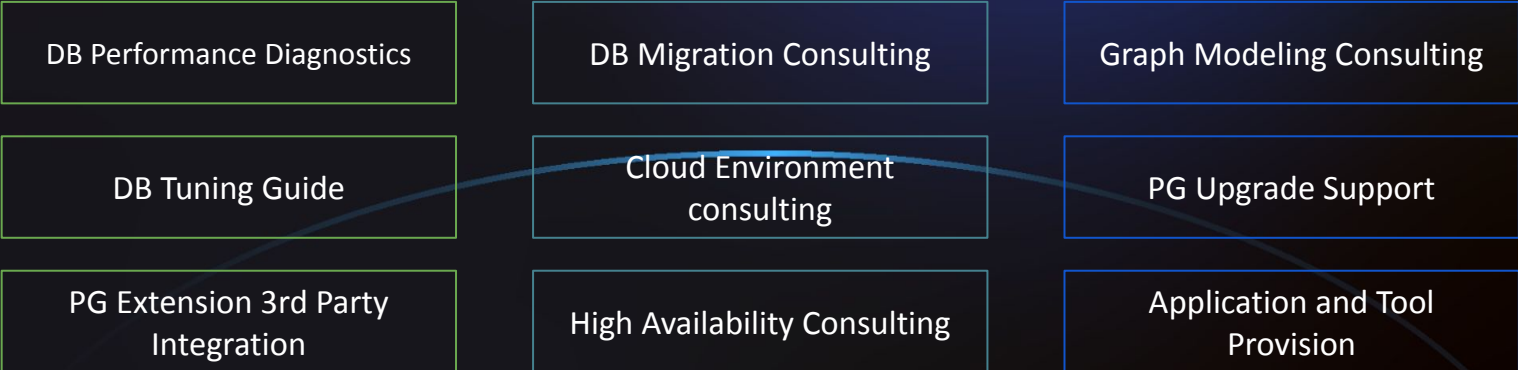
Selected ticket property: Priority

Set your time goal: When a new ticket is created, the SLA starts counting down.

PRIORITY	TIME TO FIRST REPLY	TIME TO NEXT REPLY	TIME TO CLOSE	MARK AS DUE SOON 0	ON/OFF
Low	4 Hours	2 Hours	40 Hours	60 Minutes	<input type="checkbox"/>
Medium	4 Hours	2 Hours	40 Hours	60 Minutes	<input checked="" type="checkbox"/>
High	4 Hours	2 Hours	40 Hours	60 Minutes	<input type="checkbox"/>

## PGTS Premium's Professional Service

Through global-level expert services, we support the improvement and stable operation of customer systems



## PostgreSQL experts group, AGEDB

- Listed on Canada's TSX Venture Exchange (TSXV)
- Numerous Skilled PostgreSQL Professionals
- Global 24x365 technical support system
- Developed PostgreSQL based DBMS - AgensSQL

## Advantages of PGTS by AGEDB

AGEDB provides a global 24x365 technical support service based on a global tech portal system, and maximizes the continuity of DBMS operations through vendor direct support

## AGEDB Global Tech support centres

AGEDB, a company of PostgreSQL experts, operates global tech support centers around the world to provide a stable, integrated 24x365 technical support service



**Contact us** [marketing@agedb.io](mailto:marketing@agedb.io)  
**agedb.io**