



PostgreSQL Support offer

Dalibo offers a full and modular PostgreSQL support, to help you secure your data and deliver the best PostgreSQL service. Dalibo guarantees a fast assistance by one of our PostgreSQL expert.



Experts by your side: unlimited number of tickets or calls (from 9am to 6pm on working days), because your concern is our concern: your servers must be fully operational and efficient at all times.

Save time and energy! We guarantee to start processing your requests in less than 2 hours. If you want to dedicate wholly to your business, you can entrust your PostgreSQL clusters administration to us.



Security alerts: on every security patch release, we send you a complete French translation of the Release Note as soon as possible with precise explanations of each issue. Your data security is our priority.

Access to our **French knowledge base:** original articles, training manuals, data sheets, up-to-date procedures, all accessible 24/7 on kb.dalibo.com.



On-demand on-site intervention: in case of necessity, we can promptly intervene in your premises for an audit, check-up or tuning mission.

The opportunity to **attend our workshops:** organised throughout the year, devised and led by our experts, they will let you monitor innovations and latest features provided by the PostgreSQL community.

Some **extensions** to entrust a large part your PostgreSQL databases' administration to us.

Options to expand the support to many additional software.



Full 24/7 coverage: a Dalibo PostgreSQL expert answers you either in French or English anytime, with the same guaranties as during working hours.



Priority handling of your requests: we guarantee to start working on your requests in less than 1 hour and, combined with the remote connection, a recovery time of less than 3 hours.



Remote connection: to help diagnose and accelerate your problems remediation. Secure communications and accesses to your servers using our redundant platform (OpenVPN, IPsec, SSH).



Active supervision: we oversee your running clusters and warn you swiftly on any anomaly.



Remote DBA: our team takes care of your cluster's daily administration (configuration, database management, minor version upgrades, access security, performance). All our remote actions are logged and archived.



Quarterly audits: we thoughtfully inspect your clusters and report a summarized check-up report.

Supervision option: support and guidance on PostgreSQL's monitoring sensors (check_pgactivity for Nagios based systems, OPM).

Migration option: support and guidance on various migration tools such as ora2pg, sqlserver2pgsql, db2topg, pgLoader or Kettle.

PostGIS option: support and guidance on the spacial and geographic object extension for PostgreSQL (in partnership with Oslandia).

Pooling option: support and guidance on the connections pooler pgBouncer.

High-Availability option: support and guidance on HA tools such as repmgr, PostgreSQL Automatic Failover for pacemaker/corosync.

Performance option: support and guidance on analysis and tuning tools such as pgCluu, pgBadger, PoWA and more.

Back-up option: support and guidance on the main back-up and restoration tools such as pgBackRest, pitrery, barman, pg_back and more.

Administration option: support and guidance on administration tools such as temboard or ldap2pg.



They trust us:

ACMS - Agirc Arrco - Altadis - Air France - Airbus - APHP
APAVE - Arvalis - Atos - Banque de France - Biomérieux - BNP
Bouygues Tel - BRGM - Capgemini - Carrefour - CCAS
Cedegim - Chronopost - CNAF - CNAV - CNES - CNRS - CNP
Decathlon - Decitre - DGAC - DSIA - EDF - Eptica - Europcar
Europe Assistance - Gendarmerie - Geodis - GDF Suez - GFI
Horoquartz - IGN - INRA - INSEE - ITS GROUP - Kiabi - Kiloutou
Leclerc - MAIF - Maisons du Monde - Mappy - MGEN Michelin
MNH - Monext - MSA - Orange - Pierre Fabre - RATP
Sagemcom - Smart - SNCF - SPIE - SUPER U - Société
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