

# Experience the EDB open-source advantages

## HPE Datacenter Care for EDB Postgres



Hewlett Packard Enterprise has partnered with EnterpriseDB (EDB) to offer the license subscriptions and to provide HPE Datacenter Care service on this platform. EDB is one of the leaders of the open-source Postgres database community and provides specific extensions to the open-source standard that helps enhance compatibility with other database technologies and to “harden” it for use in enterprise environments.

### Help improve EDB Postgres platform performance—focus on driving business results

Keeping your data highly available is critical so having access to specialist expertise and best practice advice is key to success. HPE Datacenter Care for EDB Postgres provides personalized support for your EDB platform. HPE takes ownership of an event regardless of which element of the environment is involved. And if a problem is identified with the EDB database or tools, HPE engages with EDB for any engineering-caliber resolution that may be needed.

### Help optimize day-to-day tasks, integrate technology, and streamline delivery:

- Take advantage of the HPE and EDB strategic alliance and partnership
- Partner with an assigned account team that will help with EDB usage and engage with the EDB engineers for resolution and best practices

- Access best practices and deployment guidance for your EDB production systems
- Prevent problems with proactive services to help anticipate and prevent IT issues—including advice to help understand how this platform interacts with your larger IT environment, maintaining stability
- Experience enhanced call and incident management with rapid connection to technical experts and start-to-finish case management to resolve problems quickly
- HPE Datacenter Care electronic support for, 24x7x365, help with software features and operational support

### Access real-time insights and understanding

Experts who can solve your problems or questions are available when you need them. You receive current advice and recommendations with access to specialist expertise to help answer questions and share best practices from the HPE Database Admin CoE.



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“We are delighted by using HPE Datacenter Care services. We are very happy with the support we are getting from the support team. Proactive, dedicated, and committed towards our goal.”<sup>1</sup>

– Vijayshankar Chauhan, Technical Architect,  
Tata Consultancy Services Limited

## Stay informed and in control

Access a personalized experience and manage your HPE Datacenter Care agreement and access relevant information at: [hpe.com/us/en/services/datacenter-hybrid-services.html](https://hpe.com/us/en/services/datacenter-hybrid-services.html).

## Additional services to help your IT and business

**HPE GreenLake for EDB Postgres**— offers a turnkey database appliance, installed on-premises at the customer’s site, fully managed and maintained by HPE, and invoiced to the customer on a consumption basis.

**HPE Adaptive Management Services**— provides remote system and database management and administration.

**HPE Service Credits**—offers flexible services and technical skills to meet your IT demands as your business evolves. With a menu of service that is tailored to suit your needs, access additional resources and specialist skills to help you maintain peak performance of your existing infrastructure. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business needs.

**HPE Education Services**—provides comprehensive training designed to expand customers’ skills and keep them up to speed with the latest technologies.

**Advisory and Professional Services**— provides extensive database analysis, design, implementation, and performance tuning expertise. For customers looking to move existing databases to EDB Postgres, we offer both application and database migration services to aid customers with these transitions, using teams and tools with years of experience in migrations.

## Take the next step toward increased IT reliability and stability, and focus on business growth and innovation.

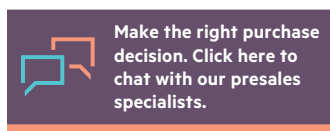
Take advantage of proactive problem prevention and an enhanced call experience for your EDB platform.

Learn how you can leverage our expertise and realize the benefits of services from HPE Pointnext.

**For more information, contact your HPE sales representative or your HPE authorized Channel Partner.**

Learn more at  
[hpe.com/services/datacentercare](https://hpe.com/services/datacentercare)

<sup>1</sup> HPE Datacenter Care customer survey, TechValidate, May 2018



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