

# Expert Guidance. Faster Value. Built Around You.

A dedicated TAM, a clear path to production, and a multi-year roadmap – included with your EDB subscription.



## What is Sovereign Assurance?

Most organizations deploying EDB have the software. What separates fast-moving teams from the rest is a clear path to production – and a Postgres expert who knows their environment. EDB Sovereign Assurance is your structured, outcome-focused services experience, included with your EDB software subscription for customers with a minimum 3-year commitment.

That commitment enables EDB to assign you a dedicated TAM, build a multi-year services roadmap, and lock in fixed annual pricing – protecting your budget from rate changes as your deployment grows. From day one, your TAM works to understand your environment, your team's capabilities, and your business objectives, building a services plan tailored to where you are today and adjusted as your priorities evolve.

## Sovereign Assurance delivers:

- **A dedicated Technical Account Manager** – a named Postgres expert assigned to your account, serving as your primary advisor and EDB advocate for the full term of your subscription.
- **Annual Velocity Service blocks** – pre-scoped, outcome-defined engagements from EDB's Velocity Services library, renewed each year of your subscription term.
- **Business Reviews and health monitoring** – structured progress reviews against your objectives, with continuous health monitoring and proactive risk identification throughout the year.
- **Escalation management** – direct access to EDB engineering and support teams when you need it, coordinated and managed through your TAM.
- **Multi-year roadmap planning** – a services roadmap built around your environment and adjusted as your business priorities evolve across your subscription term.

*"When a customer engages EDB Sovereign Assurance, they're not getting a consultant who's learning Postgres on the job. They're getting a TAM who has spent more than a decade solving real enterprise challenges with it—and who is personally invested in their success."*



**Chad Crook**  
Chief Customer Officer, EDB

## How it works

Sovereign Assurance is built on two integrated components that work together throughout your engagement.

### Your technical account manager

Your TAM is your primary EDB point of contact – a Postgres expert who knows your environment and advocates for your success. Your TAM delivers ongoing advisory and strategic guidance aligned to your roadmap, health monitoring and proactive risk identification, Business Reviews to assess progress against your objectives, escalation management and direct access to EDB's engineering and support teams, and renewal and expansion planning to ensure your EDB investment keeps pace with your growth.

TAM availability scales with your Sovereign Assurance tier – from 4 advisory hours per month at Foundation to 80 hours per month at Premier. These hours represent dedicated advisory time allocated specifically to your account.

### Service blocks

Service blocks are fixed-scope, outcome-defined engagements drawn from EDB's Velocity Services library. Each block has a clear objective, defined activities, and a Post Workshop completion step – including delivery of a Services Engagement Completion Report and agreed deliverables, reviewed via web conference. You always know exactly what was accomplished.

Your tier determines how many blocks are available each 12 months. Block planning begins at onboarding and is reviewed quarterly – teams typically reach first production deployment within 30 to 60 days of contract execution. Blocks are committed only when an engagement begins, so your TAM can continue refining the block map as your priorities evolve.

Your TAM actively monitors your block balance throughout the year to ensure your full allocation is put to work. If your annual allocation is exhausted ahead of schedule, additional blocks can be purchased at any time.



## Experience tiers

Sovereign Assurance is available in five tiers, each designed to match the scale and complexity of your EDB deployment. Your tier is determined by your new annual contract value.

Tier	New Annual Subscription	TAM Access	Velocity Service Blocks	Best For
<b>Foundation</b>	\$75K–\$149K	4 hrs/month	2 blocks	Teams deploying a new EDB product or use case for the first time
<b>Core</b>	\$150K–\$249K	8 hrs/month	5 blocks	Growing deployments needing structured adoption and advisory support
<b>Essentials</b>	\$250K–\$499K	16 hrs/month	8 blocks	Multi-workload environments with evolving deployment priorities
<b>Professional</b>	\$500K–\$999K	40 hrs/month	12 blocks	Complex environments requiring deep, ongoing expert partnership
<b>Premier</b>	\$1M–\$4.999M	80 hrs/month	24 blocks	Enterprise-scale transformations needing full strategic partnership

*TAM hours represent advisory time per calendar month. Service blocks are allocated for each 12-month period within your software subscription term. Your TAM actively monitors your block balance and works with you throughout the year to ensure your full allocation is put to work before the period closes. Unused blocks at the end of a 12-month period are forfeited—which is why proactive block planning is a core part of the TAM relationship.*

## Velocity Services library

Each Velocity Service has a corresponding block value. Your TAM will help you identify which services align best with your current stage, objectives, and available blocks. Services available include:

Deployment	Architecture & Optimization	AI & Advanced Capabilities
EFM	Architecture Design for Self-Managed	Agentic Database
Postgres Distributed (PGD)	Workloads	Agentic Migration
CloudNativePG™	Optimization of Postgres and	Converged Analytics
Hybrid Manager	WarehousePG Deployments	Agent Factory
WarehousePG	Upgrades	

Customers can purchase additional blocks or individual Service Packages via a separate order form. New packages are added to the library as the EDB platform evolves.

## Why EDB

EDB consultants and TAMs average more than 10 years of Postgres experience, with direct access to the world's leading PostgreSQL contributors. When you engage with EDB Sovereign Assurance, you're not working with generalist consultants – you're working with the people who build and maintain PostgreSQL at its core.

EDB is trusted by nearly 1,700 organizations globally – including leading financial services, government, and technology companies. Sovereign Assurance puts that expertise directly in your corner.

*To explore how EDB Sovereign Assurance can accelerate your deployment and help you realize the full value of your EDB investment, contact your EDB Account Executive or visit [enterprisedb.com/packaged-services](https://enterprisedb.com/packaged-services)*



EDB Postgres® AI is the first open, enterprise-grade sovereign data and AI platform, with a secure, compliant, and fully scalable environment, on premises and across clouds. Supported by a global partner network, EDB Postgres AI unifies transactional, analytical, and AI workloads, enabling organizations to operationalize their data and LLMs where, when, and how they need them. For more information, visit [enterprisedb.com](https://enterprisedb.com)

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