EDB
POSTGRES AI
6 Telltale Signs It's Time to Rethink Your Postgres® Support

Introduction

Postgres has established itself as the database for modern businesses—the most well-loved and advanced open source database on the market. If your organization is focused on accelerating innovation, transforming your infrastructure, or building new applications, then the Postgres combination of agility, flexibility, scalability, security, and cost-effectiveness is the perfect fit. As enterprises make the move away from costly and restrictive legacy systems, Postgres has given them a new and solid foundation on which to establish themselves.

But even the best databases experience issues. Business-critical systems need and deserve business-critical support—offerings designed to help you both stay online and ensure customer satisfaction. Unfortunately, not all support is created equal, and different support models can produce vastly different outcomes.

If your Postgres database support is not being handled by cost-effective experts, you risk avoidable downtime, unnecessary outages, and the loss of revenue and the diminished reputation that comes with them.

Here are the six telltale—and fixable—signs that your Postgres database support should be reevaluated.

1. **You're experiencing unplanned downtime and regular performance issues**
2. **Database problems are taking too long to fix**
3. **You can't find or afford expert Postgres DBAs**
4. **Your budget requires you to do more with less**
5. **Your strategic initiatives have been put on the back burner**
6. **You've accepted your time-consuming self-support system**

1

You're experiencing unplanned downtime and regular performance issues

No one likes to have a business-critical system go down unexpectedly. It should be avoided at all costs, as downtime and performance issues lead to users abandoning your application rather than waiting for it to be fixed.

In one survey, 74% of respondents stated that they had recently experienced performance issues around open source databases. That's a significant performance concern.

Every second your Postgres database is down or slow, you are failing your stakeholders. Imagine a $500M company whose 24x7 business is dependent on an application running on Postgres, which goes down or is not performing to expectations. The very real cost to this organization is $57,000 per hour, not to mention the hit to their reputation and potential penalties.

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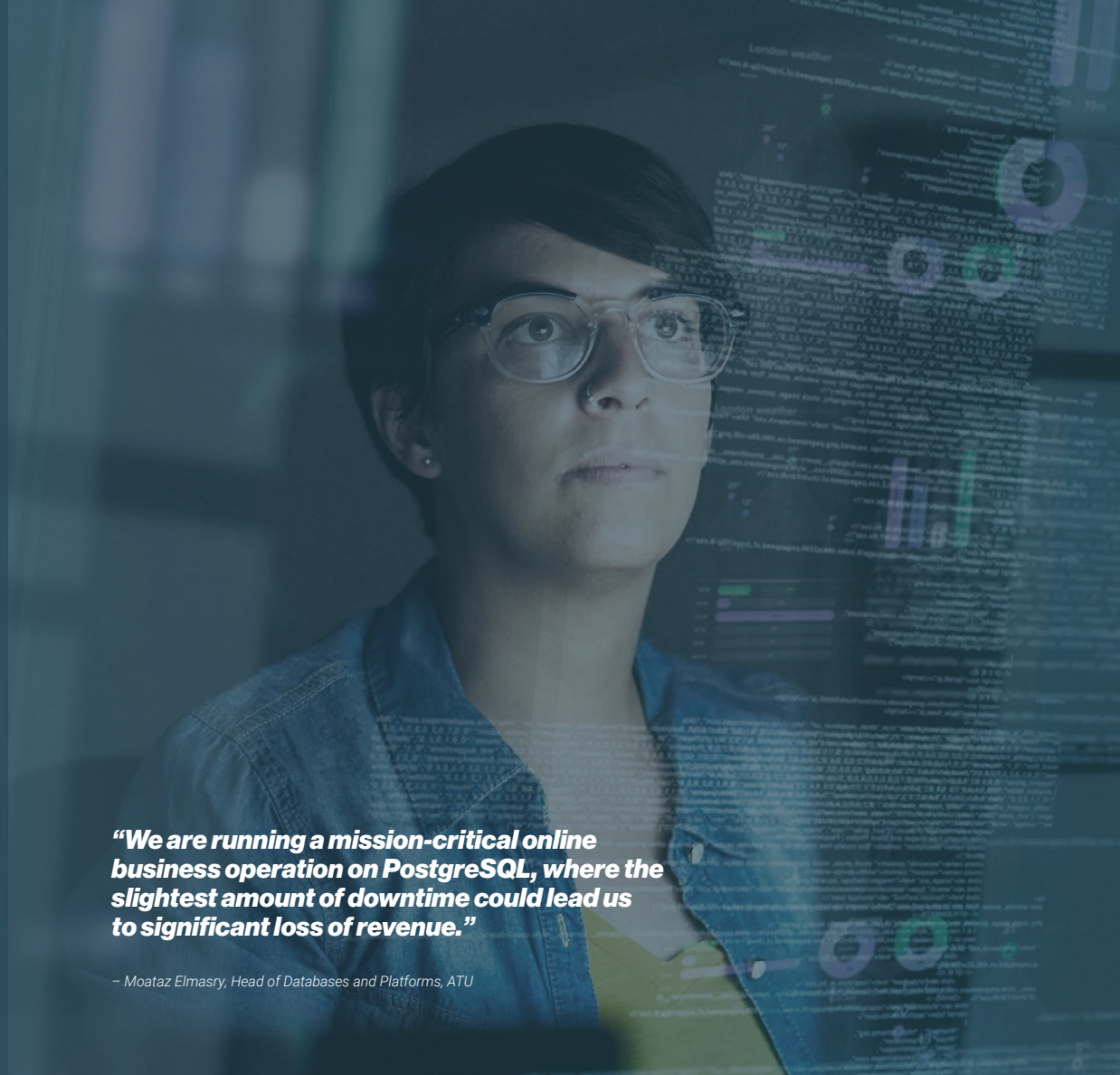

"We are running a mission-critical online business operation on PostgreSQL, where the slightest amount of downtime could lead us to significant loss of revenue."

– Moataz Elmasry, Head of Databases and Platforms, ATU

"Every organization that adopts a system of critical importance has to make sure it comes with state-of-the-art support."

– Dariusz Świąder, CEO, Linux Polska

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2

Database problems are taking too long to fix

Sometimes problems simply can't be avoided, especially when you're in the process of making changes to your infrastructure. In fact, when surveyed, only 12% of respondents said they hadn't made changes to their database environments in the past year.

According to one Postgres survey, **76% of respondents said that experiencing more than 10 minutes of downtime with their Postgres database was unacceptable.**

So, the question becomes: Since you're going to have database problems, how quickly can you recover? Troubleshooting takes time and expertise—in just the way that knowing how to drive your car is different from knowing how to fix it. Searching the Internet or hoping that you get a timely reply to a posting is pretty optimistic if your business depends on getting back online.

What is your tolerance for a Severity-1 issue with a mission-critical system?

3

You can't find or afford expert Postgres DBAs

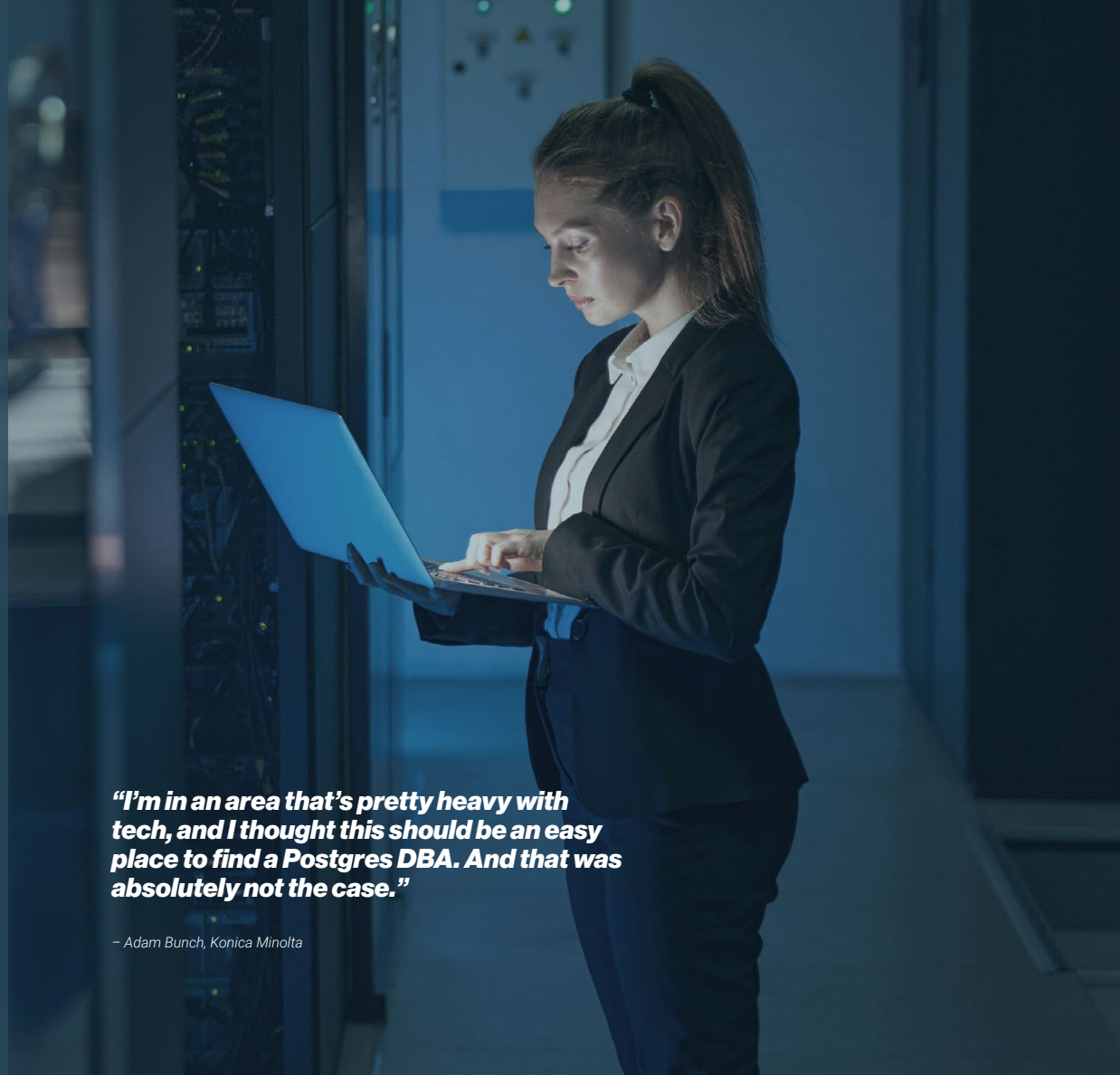
According to talent.com, the median annual salary for a Postgres database administrator (DBA) in the United States is $120,000.

With bonus and benefits, an average Postgres DBA could cost an organization over $175,000. And that's not even for the most experienced DBA. Some geographies can easily require an additional $20,000. Plus, even with the budget in hand, many companies struggle to find a qualified Postgres DBA to hire. In Q1 2023, LinkedIn listed more than 308,000 Postgres DBA positions looking for a qualified match in the United States—competition is fierce.

If you're relying on DBAs who aren't Postgres experts, they're less likely to be able to respond to Postgres-specific challenges effectively and in a timely manner. Postgres is a feature-rich database with important differences from other database management systems.

Maybe you have in-house Postgres expertise, but insufficient resources leave your team stretched and stressed trying to provide 24/7 operational support. How long can that be sustained?

Rethink your staffing approach for operational support and maintenance.



"I'm in an area that's pretty heavy with tech, and I thought this should be an easy place to find a Postgres DBA. And that was absolutely not the case."

– Adam Bunch, Konica Minolta

4

Your budget requires you to do more with less

Do-it-yourself (DIY) is a time-honored method of reducing costs, but does it always pay off? There are several components to consider before you embark on DIY for Postgres.

First, do you have the expertise to pull it off? The Internet is littered with stories of individuals trying to build a house or repair their car with disastrous results, at a significantly higher cost than that of involving an expert from the start.

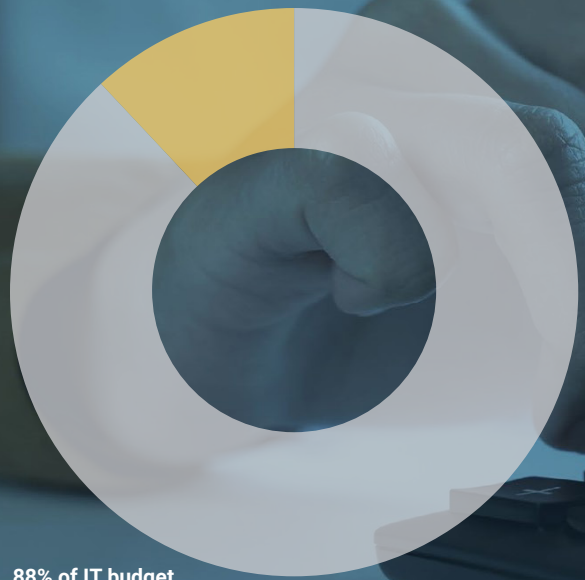
Next, do you have the budget to maintain, monitor, and optimize your Postgres estate 24x7? With downsizing affecting many organizations, the attention that teams can devote to supporting their environments will naturally suffer.

Lastly, with staff turnover, do you even have the time for the hassle of the hiring process?

Consider more cost-effective resources to manage your Postgres ecosystem.

"If you're trying to manage a large-scale database or a mission-critical application, you'll end up spending more money in time, resourcing, and staffing to do it yourself."

– David Wagoner, Data Platform Engineering Manager, SAS



Gartner, Key IT Metrics Data 2023

5

Your strategic initiatives have been put on the back burner

According to Gartner’s Key IT Metrics Data 2023, only 12% of the average IT budget is allocated towards innovation.

Innovations typically focus on objectives that increase revenue, improve profitability, or deliver a competitive advantage—strategic initiatives that move the needle for your business.

But you can only accomplish these initiatives if your teams have bandwidth and budget. There’s no question that the average DBA would say they are already overworked. As a result, many companies are seeing their ambitions fall by the wayside as their DBA teams are occupied with tedious maintenance and putting out fires.

Find a cost-effective way to maintain your Postgres ecosystem while your team focuses on projects that can move the needle for your business. Finally, take advantage of transformation that can increase revenue, improve user experience, drive profitability, or achieve a competitive advantage.

What transformational initiatives can you accomplish?

6

You've accepted your time-consuming self-support system

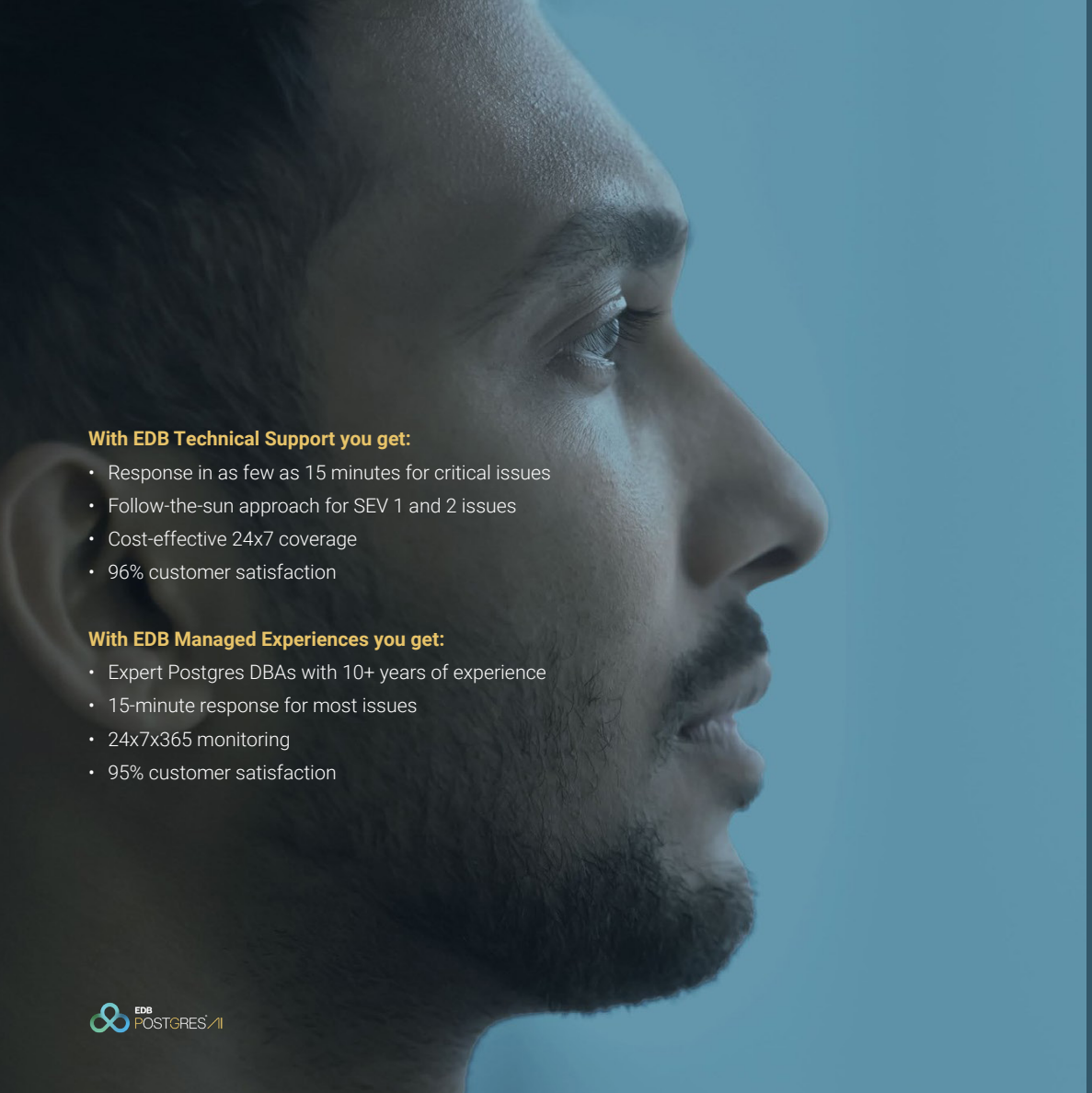
Scouring the Internet and employing a trial-and-error approach for support can be an unproductive waste of time. Hours that could be better spent elsewhere can slip away as your highly paid team attempts to troubleshoot your database or simply perform standard housekeeping tasks. The hidden costs of self-support can be staggering.

Maintaining your Postgres database and resolving issues quickly adds up in terms of cost and resources—a consequence of the risky self-support model. You chance failing to meet your SLAs and the expectations of your customers and may jeopardize corporate revenue and reputation.

Don't be fooled by the hidden costs of support.

"We had an aggressive timeline, and we knew we needed help not just with training and support but also with identifying the right tools to support day-to-day operations."

– David Wagoner, Data Platform Engineering Manager, SAS



With EDB Technical Support you get:

- Response in as few as 15 minutes for critical issues
- Follow-the-sun approach for SEV 1 and 2 issues
- Cost-effective 24x7 coverage
- 96% customer satisfaction

With EDB Managed Experiences you get:

- Expert Postgres DBAs with 10+ years of experience
- 15-minute response for most issues
- 24x7x365 monitoring
- 95% customer satisfaction

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Focus on your future

Embrace a cost-effective, innovative solution to seize opportunities and gain a competitive edge.

With enterprise-grade Postgres support, you can embark on a new journey to reduce risk, lower costs, and focus on what matters most to your business. It's time to allocate resources to strategic initiatives such as:

- Implementing AI technology
- Reducing technical debt
- Monetizing data insights
- Modernizing cyber defenses

Rely on technical Postgres support to provide around-the-clock support coverage with incredibly fast response and remedy service level objectives (SLOs) so that unplanned downtime is dramatically reduced.

Leverage EDB Managed Experiences for operational staff augmentation. It's a smart approach to getting the Postgres expertise and coverage you need while enabling the reallocation of current resources to development projects. With 24/7 monitoring, Managed Experiences can frequently resolve issues before they become problems.

"We've seen a track record of strong support and high quality. I don't want to rely on the community to solve my issues. EDB simply adds a level of enterprise readiness to Postgres that we wouldn't otherwise have."

– Rob Sijmons, Cofounder, Nibble IT

There's no limit to what you can achieve with the right Postgres support

Your support strategy can make or break your business, so it's not something you can risk taking for granted. It's important to frequently evaluate your resources in order to assess gaps or find areas for improvement.

At EDB, we're dedicated to helping organizations of all sizes build the most robust support infrastructure possible and to accomplish the greatest of their database and business ambitions. This is the fundamental philosophy behind the EDB Managed Experiences. Over the years, this offering has propelled enterprises forward by helping them amplify the power of their Postgres and free up their teams for innovative initiatives—all on a budget. It's why EDB is considered the industry leader in Postgres.

If you're struggling to de-risk your Postgres estate, achieve true 24/7 support, or implement the latest technologies, such as AI and cutting-edge cyber defense tools, EDB Managed Experiences could be just the tool for you.

About EDB

EDB Postgres® AI (EDB PG AI) is the sovereign AI data system for the agentic enterprise. Built on Postgres, the world's leading open source database, EDB PG AI unifies transactional, analytical, and AI workloads in a single governed architecture, on-premises and across clouds. To learn more, visit www.enterprisedb.com.

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