

EDB Postgres[®] AI Managed Database

Full-service Postgres database operations, delivered by EDB's certified DBA team—formerly Remote DBA (RDBA)

Service Overview

The EDB Postgres AI Managed Database offering delivers continuous, expert operation of a customer's database instances—EDB Postgres Advanced Server, EDB Postgres Extended, community PostgreSQL, or EDB Postgres Distributed (PGD)—running on customer-managed infrastructure, whether on-premises, in the cloud, or hybrid. EDB's certified Postgres DBAs monitor, maintain, tune, and troubleshoot each subscribed instance on the customer's behalf, providing 24x7 coverage without the cost, risk, and lead time of building an in-house DBA team. This offering was previously marketed as Remote DBA (RDBA). It remains the same certified, subscription-based database operations service, now positioned within the EDB Postgres AI Managed Experiences family alongside Managed Platform. Where Managed Platform operates the EDB Postgres AI control plane (EDB Hybrid Manager), Managed Database extends EDB's operational expertise to the database instances themselves—standalone for self-managed Postgres environments, or combined with Managed Platform for full-stack, EDB-managed operations.

Offering & Subscription

Managed Database is delivered as an annual managed subscription, priced per database instance under management, with a minimum annual subscription of four instances. Full management and monitoring for instances where operating-system access is available—includes proactive maintenance, tuning, patching, and incident remediation.

Customers running EDB Postgres Distributed (PGD) are priced on a configuration basis that reflects the added complexity of managing a distributed, active-active architecture.

Service Level Objectives

Managed Database (Full) subscriptions include defined response and remedy objectives by incident severity, covering an unlimited number of production incidents:

Severity	Initial Response	Remedy SLO
Severity-1	15 minutes	6 hours
Severity-2	15 minutes	36 hours
Severity-3	15 minutes	72 hours
Severity-4	1 business day	10 business days

Scope of Service

Managed Database applies the same scope of service across deployment models, with minor variations based on the level of platform automation available:

Service Activity	On-Premise VMs	Infrastructure as a Service	EDB Hybrid Manager
Onboard			
Kickoff, scope confirmation, and access model setup	Yes	Yes	Yes
Install/configure EDB monitoring & management tooling (e.g., PEM)	Yes	Yes	Yes
Establish EDB operational access (jumpshot/bastion, VPN, or direct)	Yes	Yes	Yes
Define alerting thresholds, escalation paths, named contacts	Yes	Yes	Yes
Service Activation			
Validate monitoring & alerting operational	Yes	Yes	Yes
Confirm backup configuration and verify recoverability	Yes	Yes	Yes
Review database health, configuration, and version currency	Yes	Yes	Yes
Establish reporting cadence and review schedule	Yes	Yes	Yes
Ongoing Managed Operations (Day 1 & Day 2)			
24x7 monitoring, real-time alerting, custom thresholds	Yes	Yes	Yes
Proactive remediation of alerted issues; escalation management	Yes	Yes	Yes
Evaluate and apply database/tools version upgrades and patches	Yes	Yes	Automated
High availability maintenance and disaster recovery guidance	Yes	Yes	Yes
Production backup verification	Quarterly	Quarterly	Quarterly
Point-in-time recovery setup	Yes	Yes	Yes
Security configuration, encryption, access-control best practices	Yes	Yes	Yes
Query optimization guidance, index efficiency, vacuum tuning	Yes	Yes	Yes
Capacity planning and trend analysis (load, lag, storage)	Yes	Yes	Yes
Instance provisioning	Yes	Partial*	Yes
Dev/test environment and read-replica setup	Yes	Partial*	Yes

* Instance provisioning and dev/test or read-replica setup on public-cloud managed database services (e.g., Amazon RDS, Azure Database for PostgreSQL) must be performed by the customer; EDB manages within the constraints of those platforms.

Scope of Service (cont.)

Service Activity	On-Premise VMs	Infrastructure as a Service	EDB Hybrid Manager
Service Reviews & Reporting			
Weekly status meetings and environment health reports	Yes	Yes	Yes
Quarterly strategic reviews (uptime, trends, alignment)	Yes	Yes	Yes
Annual performance optimization (Health Check / Tune-Up)	Yes	Yes	Yes
Deliverables			
Named EDB technical lead and certified Postgres DBA team	Yes	Yes	Yes
Weekly and quarterly service reports; support portal access	Yes	Yes	Yes

** Instance provisioning and dev/test or read-replica setup on public-cloud managed database services (e.g., Amazon RDS, Azure Database for PostgreSQL) must be performed by the customer; EDB manages within the constraints of those platforms.*

Roles and Responsibilities

EDB Certified Postgres DBA Team: Provides 24x7 monitoring, proactive maintenance, incident remediation, and a named technical lead as the primary point of contact throughout the subscription.

Customer Team: Provides environment access and participates in onboarding and service reviews. Key roles:

- Database / Application Owner
- Infrastructure Owner (compute, storage, network)
- Security / Compliance Officer
- Named escalation contact

Assumptions

- A kickoff call will confirm scope and onboarding schedule prior to the service period beginning.
- Minimum annual subscription is four database instances.
- This service is delivered remotely unless otherwise agreed.
- EDB Postgres licenses/subscriptions are in place for all managed instances.
- The customer provides and maintains EDB operational access to the environment per the agreed access model.
- Instance provisioning on public-cloud managed database services (e.g., Amazon RDS, Azure Database for PostgreSQL) must be performed by the customer; EDB manages within the constraints of those platforms.
- Query optimization is limited to identifying problem queries; EDB does not redesign or redevelop customer application code.
- Database migrations, new code development, and major architecture redesigns are out of scope and available through separate EDB offerings.
- The customer provides timely feedback on deliverables; items without commentary within 5 business days are deemed accepted.
- The customer will not provide Personal Data as defined by applicable law.

Prerequisites

- Target database instances are deployed and reachable by EDB via an agreed access method (direct SSH, jump host/bastion, or VPN).
- Operating-system access is available for Managed Database.
- A server is available to host EDB monitoring tooling (e.g., EDB Postgres Enterprise Manager) where applicable.
- Object/backup storage is available and accessible for backup verification.
- Named customer contacts are identified for onboarding, escalations, and service reviews.
- Network connectivity permits EDB's monitoring, alerting, and management traffic.

Validation Test Cases

- Instance monitoring and alerting operational check
- Backup and recovery verification
- Security posture and access-control verification
- Patch and upgrade validation
- High availability and failover verification (where applicable)
- Escalation path and SLO response test



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.