



EDB Postgres® AI Managed Platform

Hybrid Manager monitoring and lifecycle management

Service Overview

The EDB Postgres AI Managed Platform offering delivers continuous, expert operation of a deployed EDB Postgres AI control plane (EDB Hybrid Manager) running in the customer's own environment—in the cloud, on premises, or hybrid. EDB operates the platform on the customer's behalf: monitoring, lifecycle management, troubleshooting, and security of the control plane and the supporting EDB infrastructure (compute, storage, memory).

Customers gain a cloud-managed experience for their sovereign data and AI platform without needing in-house Kubernetes or platform-operations expertise. EDB continuously optimizes for cost, performance, and energy efficiency, with 24x7 support—freeing customer teams to focus on building data and AI applications rather than managing infrastructure.

This is a platform-operations offering focused on the EDB Postgres AI control plane. Initial installation and configuration of the control plane is delivered through a separate EDB deployment service and is a prerequisite to this subscription. Management of database instances, distributed high availability, and application workloads is also delivered through separate EDB offerings.

Offering & Subscription

Managed Platform is a single offering delivered as an annual managed subscription, priced per control plane (EDB Hybrid Manager) under management. Each subscribed control plane includes the full set of platform-operations capabilities described below—24x7 monitoring, lifecycle management, troubleshooting, security, and infrastructure monitoring and reporting. Customers managing multiple control planes subscribe per control plane.

Scope of Service

Onboard

- Kickoff to confirm scope, access to the deployed control plane(s), and the operating environment
- Confirm the number of control planes under management and their environment (cloud, on-premises, or hybrid)
- Establish EDB operational access and integrate with the customer's monitoring and alerting endpoints
- Define monitoring, alerting, reporting requirements, and incident escalation paths

Service Activation

- Validate health and component availability of the deployed control plane
- Confirm monitoring, alerting, and reporting are operational
- Verify security posture and access controls
- Review platform Standard Operating Procedures (SOPs) and runbooks

Scope of Service (cont.)

Ongoing Managed Operations (Day 1 & Day 2)

- 24x7 monitoring of the control plane and EDB infrastructure (compute, storage, memory)
- Platform lifecycle management: managed version upgrades, patching, and provisioning
- Platform troubleshooting and incident remediation
- Platform security management and security patch application
- Infrastructure monitoring and reporting

Service Reviews & Reporting

- Regular service reporting against agreed metrics and SLOs
- Service reviews with continuous optimization for cost, performance, and energy efficiency
- Recommendations for platform improvements and capacity planning

Deliverables

- Ongoing 24x7 monitoring, lifecycle management, troubleshooting, and security of the control plane
- Managed version upgrades, patching, and provisioning
- Infrastructure monitoring and reporting (compute, storage, memory)
- Unified observability integrated with the customer's alerting endpoints
- Platform Standard Operating Procedures and runbooks
- Periodic service reports and review summaries

Roles and Responsibilities

EDB 24x7 Site Reliability Engineers (SREs): Provides continuous monitoring, incident detection and remediation, patching, and security operations for the control plane and supporting infrastructure.

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

- Kubernetes / Platform Administrator
- Infrastructure Owner (compute, storage, network)
- Security / Compliance Officer
- Network Administrator

Assumptions

- A kickoff call will confirm scope and onboarding schedule prior to the service period beginning.
- EDB Hybrid Manager is already deployed, configured, and operational prior to subscription start; initial installation and configuration is out of scope and delivered through a separate EDB service.
- This service is delivered remotely unless otherwise agreed.
- EDB Postgres AI licenses are in place for all components under management.
- The customer's Kubernetes environment continues to meet EDB Hybrid Manager system and version requirements throughout the service period.
- The customer provides and maintains EDB operational access to the environment and monitoring endpoints.
- Management of database instances, distributed high availability (PGD), and application workloads is out of scope and available through separate EDB offerings.

Assumptions (cont.)

- 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

- EDB Hybrid Manager is deployed and operational on a supported Kubernetes environment (cloud, on-premises, or hybrid), available through a separate EDB deployment service.
- The Kubernetes environment hosting the control plane is accessible to EDB for operations.
- Network connectivity permits EDB monitoring and management of the control plane.
- Identity provider / authentication endpoints are available for EDB operational access (RBAC).
- Object storage is available for control plane backups.
- Customer monitoring and alerting endpoints are available for integration.
- Platform / Kubernetes administrators are identified and available for onboarding and escalations.

Validation Test Cases

The following are validated during activation and verified through ongoing operations:

- Control plane health check
- Control plane component availability
- Platform monitoring and alerting
- Security posture and access controls verification
- Lifecycle management (upgrade / patch) validation
- Infrastructure monitoring and reporting
- Control plane backup and configuration recovery



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.