



Basic

Pro

Premium

## Enterprise Support

Cluster size	Up to 2	Up to 4	Unlimited
Enterprise security	Yes		

## Contract Management & Administration

Start time	3 weeks	2 weeks	1 week
Incidents per year	6	12	20
Max response time on incidents	2 days	1 day	4 hours
Voice support	Yes (Business Hours US Eastern Time)		
24x7 support	No	+ extra fee	+ extra fee
Assured incident resolution	Yes		
Ticketing portal	Yes		
Dedicated support forum	Yes		

## Service Hours

Additional support expert (aside from the incidents)	8	12	20
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## Distinguished Supported Features

Supported DBMS	PostGIS	Yes		
	Oracle	No	No	Yes
	SQL Server	No	No	Yes

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