

IBM Elite Support for Open Source Databases offering family offers support for PostgreSQL open source database

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Overview

IBM[®] Elite Support for Open Source Database offering family offers support for PostgreSQL open source database, often referred to as Postgres.

IBM Elite Support for PostgreSQL is a 12-month, support-only offering that delivers technical support for PostgreSQL open source database 24 hours a day, seven days a week. You can purchase this as an annual subscription through Passport Advantage[®] or Passport Advantage Express[®].

Key prerequisites

None

Planned availability date

March 22, 2018

Description

IBM Elite Support for Open Source Databases Offering family offers support for PostgreSQL open source database, sometimes called Postgres, an [object-relational database management system](#) (ORDBMS) with an emphasis on reliability, data integrity, correctness, standards compliance, extensibility, and scalability.

IBM Elite Support for PostgreSQL is a 12-month, support-only offering that delivers technical support for PostgreSQL open source database 24 hours a day, seven days a week. You can purchase this as an annual subscription through Passport Advantage or Passport Advantage Express.

- Delivers support with IBM backing for those that need it, 24 hours a day, seven days a week
- Delivers maintenance fixes and updates

This annual, renewable subscription support offering is priced per VPC, and delivers problem resolution support and maintenance protection to help reduce the risk, time to market, and costs required to deploy any applications powered by it. PostgreSQL is Open Source Software available from the PostgreSQL Community and is available for download, installation, and use at no charge. For more details on support offerings, see the [IBM Support](#) website.

Elite Support for PostgreSQL is available for order with a 4 VPC minimum.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT), containing details about accessibility compliance, can be found on the [Product accessibility information](#) website.

Statement of general direction

To address the needs of enterprises at scale, including IBM Cloud Private environments, IBM intends to deliver an enterprise-class data management platform based on the open source database PostgreSQL with additional management, integration, and deployment options.

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remain at our sole discretion.

Program number

Program number	VRM	Program name
5737-F40	1.0.0	IBM Elite Support for Open Source Databases

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

Publications

None

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise

of our IBM Global Services team. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Software requirements

None

Planning information

Packaging

This offering is delivered through the internet as an electronic download. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, which will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Ordering information

Product: IBM Elite Support for Open Source Databases (5737-F40)

Passport Advantage

Description	Part number
IBM Elite Support for PostgreSQL Virtual Processor Core SW Support 12 Months	D1VQJLL

Charge metric

Program name	PID number	Charge metric
IBM Elite Support for Open Source Databases	5737-F40	Virtual Processor Core

Virtual Processor Core

Virtual Processor Core is a unit of measure by which the Program can be licensed. A Physical Server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate Physical Server. A Virtual Server is either a virtual computer created by partitioning the resources available to a Physical Server or an unpartitioned Physical Server. A Processor Core (commonly called a processor or CPU) is a functional unit within a computing device that interprets and executes instructions. A Processor Core consists of at least an instruction control unit, and one or more arithmetic or logic unit. A Virtual Processor Core is a Processor Core in an unpartitioned Physical Server, or a virtual core assigned to a Virtual Server. Licensee must obtain entitlement for each Virtual Processor Core made available to the Program.

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License Information number

See the [License Information documents](#) page on the IBM Software License Agreement website for more information.

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the [IBM Software Support Handbook](#).

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of

your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Software Subscription and Support applies

Yes. Software Subscription and Support, also referred to as Software Maintenance, is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the [IBM Software Support Handbook](#). Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the [IBM Software Support Handbook](#).

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the [Passport Advantage and Passport Advantage Express](#) website.

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

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