

G5 Support Plans Pricing

Find the DBaaS Service Plan That's Perfect for You or Your Business.

Free Plan BASIC	\$600/month PROFESSIONAL	\$2,000/month BUSINESS	\$4,000/month ENTERPRISE
Cloud Infrastructure Support G5 Function & Performance G5 Console Availability G5 Cloud Center Availability	Cloud Infrastructure Support G5 Function & Performance G5 Console Availability G5 Cloud Center Availability	Cloud Infrastructure Support G5 Function & Performance G5 Console Availability G5 Cloud Center Availability	Cloud Infrastructure Support G5 Function & Performance G5 Console Availability G5 Cloud Center Availability
DBA Support Tickets	DBA Support Tickets	DBA Support Tickets	DBA Support Tickets
Not Included	Submit up to 5 support tickets per month.	Submit up to 10 support tickets per month.	Submit up to 25 support tickets per month. Custom support plans also available.
Platform Services	DBA Services	DBA Services	DBA Services
Proactive Maintenance DB Critical Event Monitoring Configuration* Monthly Patching**	Includes Basic Plan, Plus: Quarterly Utilization Reports Quarterly Support Review Database Engine Tuning* Database Object Management*	Includes Professional Plan, Plus: Quarterly Performance Review Quarterly Backup Plan Review/Test	Includes Business Plan, Plus: Quarterly Infrac. Security Scan Quarterly Best Practices Review Annual DR Plan Review/Audit Data Security Review/Audit*
Method of Contact	Method of Contact	Method of Contact	Method of Contact
All support tickets are opened via Cloud Center. All communication with RDX support team will occur via e-mail.	All support tickets are opened via Cloud Center. Communication with RDX support team will occur via e-mail or phone.	All support tickets are opened via Cloud Center. Communication with RDX support team will occur via e-mail or phone.	All support tickets are opened via Cloud Center. Communication with RDX support team will occur via e-mail or phone.
Platform Response Time	Platform Response Time	Platform Response Time	Platform Response Time
15 Minutes	15 Minutes	15 Minutes	15 Minutes
DBA Response Time	DBA Response Time	DBA Response Time	DBA Response Time
High N/A Normal N/A	High 15 minutes Normal 1 hour	High 15 minutes Normal 1 hour	High 15 minutes Normal 1 hour

Support Ticket Severity

High	Critical Business Impact Customer's business has moderate to significant loss or degradation of services and requires immediate attention.
Normal	Minimal or Moderate Business Impact Customer's business has minor loss or degradation of service but can continue to operate without immediate attention.

* = Upon Request; ** = Coordinated