



## Our Profile

# About Command Prompt

For 26 years, Command Prompt has provided PostgreSQL support, professional services, custom development, and community leadership. Our team is dedicated to developing, supporting, deploying, and advocating the use of PostgreSQL as the world's most advanced open source database.

Our focus on building relationships that are founded upon excellence and mutual success have Command Prompt in a leadership position with client retention and satisfaction.



Building Partnerships



# Company Profile

- Company at a Glance

- Inception year 1997
- **Profitable for 24 years**
- **Zero Debt**
- **Zero Venture Capital**

- Founded by “JD”: Founder of:

- United States PostgreSQL
- Postgres Conference
- President International Committee of the PostgreSQL China Association



- Personnel

- Professionals of all skill levels
- Unbeatable team retention
- Demonstrable performance
- Diverse skills from Postgres and Linux administration, automation, SQL engineering, project management, to architecture
- 24x7 capable
- Fully remote - offering support for various time zones

# The CMD Supported Ecosystem

- We provide Tier 4 support for PostgreSQL-related environments, based on best practices and client needs
- Supported Technologies

Command Prompt will support any technology that we have expertise in. However, most of our clients engage us for support in the following domains:

- PostgreSQL support, consulting and development including production and [Extended Life Support](#).
- Long Term Release Linux distributions such as Rocky, RHEL, Ubuntu LTS etc...
- Infrastructure as Code and automation technologies such as Salt and Ansible
- Python and Django
- Architecture and Design using modern technologies such as Ceph, LXD
- Identity/Auth Services including MFA and Single Sign-on
- Best Practices Architecture and Consulting



# ...And So Much More

- Support for Open Source Stack surrounding PostgreSQL, including:
  - Ruby
  - Javascript
- Administration and maintenance
  - On-prem
  - Cloud (Amazon AWS, Google Cloud, and Microsoft Azure)
  - Hybrid environments
- Security, Backup, and Disaster Recovery
- High Availability solutions
- Time series databases
- Automation tools like Ansible and Salt
- Full Stack Offerings
- Customized Training

# On-Demand/Ad Hoc Consulting

- 24 x 7 x 365 support
  - Billed in 15 minute increments - we only bill time spent
  - After hours, holiday, and emergency rates apply
- Time and materials billed monthly
- Can prepay for a “bucket” of hours

While this option is always available to our clients, most are under an additional Service Level Agreement (“SLA”) addendum

yoga



Flexibility when you  
need it

# SLA

The SLA is a great option for enterprises that want to have experts in their portfolio but are not going to actively engage or only want services akin to standard “break/fix” support.

- Annual option only
- Fixed rate enterprise wide
- Fixed rate 24x7x365
- Priority support (SLA)



Support on your terms

# Proactive SLA

Sign and return a copy of the **PSLA addendum** to initiate the Proactive Service Level Agreement (SLA and Proactive Response)

- 24 x 7 x 365 support
- Monthly and Annual options
- 4 hours of professional services and support per month included
- Prioritized / SLA response
- Optional Proactive Monitoring for an extra fee



“An extension of your team”



# EOL: Extended Life Support

With 26 successful years of providing support for PostgreSQL and Open Source technologies, who else would you trust with your extended support needs?

- Removes forced upgrade scenarios
- Works for all platforms PostgreSQL 9.6 and above
- Annual only options for up to 3 years after EOL Date
- Discounts on migrations and upgrade plans
- Included Training on new features when an upgrade is requested



Break Free, No forced  
Upgrades

# The tl;dr

At our core, we are a “Keep It Simple” company - focused primarily on the success of our clients and our team. We purposely direct resources internally over sales/marketing. We have personal investment and relationships with our clients and do everything we can to ensure their stability, security, and prosperity.

[Contact us today](#) and allow us to be a partner in your success.

