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AppsCode Inc.

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Overview

KubeDB by AppsCode is a production-grade cloud-native database management solution for Kubernetes. KubeDB simplifies and automates routine database tasks such as provisioning, patching, backup, recovery, failure detection, and repair for various popular databases on private and public clouds. It frees you to focus on your applications so you can give them the fast performance, high availability, security and compatibility they need.

KubeDB provides you with many familiar database engines to choose from, including PostgreSQL, MySQL, MongoDB, Elasticsearch, Redis and Memcached. And the list is growing. KubeDB's native integration with Kubernetes makes a unique solution compared to competitive solutions from cloud providers and database vendors.

	Community	Enterprise
	Open source KubeDB Free for everyone	Open Core KubeDB for production databases
Databases		
PostgreSQL	✓	✓
MySQL	✓	✓
Elasticsearch	✓	✓
MongoDB	✓	✓
Redis	✓	✓
Memcached	✓	✓
MariaDB	✓	✓
Percona XtraDB	✓	✓
PgBouncer	✗	✓
ProxySQL	✗	✓
Features		
Database Clustering	✓	✓
Cloud / On-prem / Air-gapped clusters	✓	✓
Multizone Cluster	✓	✓
Private Registry	✓	✓
CLI	✓	✓



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Halt & resume database	✓	✓
Custom Configuration	✓	✓
Custom Extensions	✓	✓
Prometheus Metrics	✓	✓
Protect against accidental deletion	✗	✓
Managed Backup/Recovery using Stash	✗	✓
Managed Patch Upgrades	✗	✓
Managed Horizontal Scaling	✗	✓
Managed Vertical Scaling	✗	✓
Managed Volume Expansion	✗	✓
Managed Reconfiguration	✗	✓
Managed Restarts	✗	✓
Security		
Role Based Access Control (RBAC)	✓	✓
Open Policy Agent (OPA)	✓	✓
Pod Security Policy (PSP)	✓	✓
Network Policy	✓	✓
User & Secret Management using KubeVault	✗	✓
Managed TLS using cert-manager	✗	✓



Enterprise Pricing Plans

	Basic	Gold	Platinum
Recommended for	Self-service plan for production databases	For production databases	For business and/or mission critical databases
Support Coverage	Self-Service	8x5 🕒	24x7 🕒
Response Times SLA	Best Effort	Table 1	Table 2
Quarterly Updates	Yes	Yes	Yes
Emergency patches	No	Yes	Yes
Incident Tickets (with SLA coverage)	N/A	5/mo	16/mo
Contacts for Ticketing	N/A	5	10
Remote Hands (Debug via Zoom) for addtl fee	Yes	Yes	Yes (Includes FREE 2 hrs for Initial Setup)
Production Runbook	No	Yes	Yes
Dedicated Private chat (via Discord)	No	Yes	Yes
Phone Support	No	No	Yes 📞
Custom Features	No	Additional fee	Additional fee

🕒 Business Hours: Mon - Fri 9am - 6pm UTC+6 timezone (Bangladesh Standard Time) excluding local Bangladesh Holidays

📞 Additional conditions apply. Please contact us for further details.



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Maintenance and Support

Terms and Conditions

1. Each License comes with a 14 day free trial period. You can find the detailed license here: <https://github.com/appscode/licenses/blob/1.0.0/AppsCode-Free-Trial-1.0.0.md>
2. Each License includes all quarterly updates and upgrades. Support includes all issues and bugs related to updates.
3. Business Hours: Mon - Fri 9am - 6pm UTC+6 timezone (Bangladesh Standard Time) excluding local Bangladesh Holidays
4. Paid upfront at the start of the contract period.
5. Electronic delivery will be made within 10 business days following AppsCode Inc. receipt of payment.
6. The general terms and conditions of purchase at <https://appscode.com/legal/tos/> apply to this quotation contract.

Severity Definitions

Critical: The presence of a critical defect implies that the Software cannot be used at all, or disrupts the functionality of systems to the extent that such systems cannot be used.

High: A high-severity defect seriously affects the functionality of the Software: this implies that the Software or function in the Software cannot be used, although other programs or functions remain unaffected: or implies that the Software as a whole works, but certain functions are materially disabled, give incorrect results, or deviate significantly from the specifications.

Medium: A medium level defect is an intermittent defect causing inconvenience, or a usability issue having frequent minor customer impact.

Low: A minor defect, or a cosmetic or low-impact item. This also applies to general usage questions or for product enhancements, or a documentation omission or discrepancy.



Maintenance and Support Response SLA

Table 1: Gold Plan Response SLA				
Severity	Acknowledgement	Initial Assessment	Resolution	Communication
Critical, High	1 Business Days	3 Business Days	Reasonable effort to Fix, Patch or workaround in 10 Business Days	Daily
Medium	3 Business Days	10 Business Days	Next or Future maintenance release (to be scheduled approximately quarterly)	Weekly
Low	5 Business Days	15 Business Days	Future Release	Per AppsCode

Table 2: Platinum Plan Response SLA				
Severity	Acknowledgement	Initial Assessment	Resolution	Communication
Critical	4 Hours	8 Hours	Reasonable effort to Fix, Patch or workaround in 72 Hours	Hourly
High	1 Business Day	2 Business Day	Reasonable effort to Fix, Patch or workaround in 7 Days	Daily
Medium	3 Business Days	10 Business Days	Next or Future maintenance release (to be scheduled approximately quarterly)	Weekly
Low	5 Business Days	15 Business Days	Future Release	Per AppsCode