PQLX Support Services

Introduction

As advertised, PQLX is open-source and free. All end-users are able to download, install, and maintain the system as they wish. At the same time, PQLX has evolved to become a relatively complex self-configuring system based entirely on the existence of user data. As such, installing and maintaining a PQLX implementation requires a dedicated technical resource familiar with the PQLX system at large, and knowledgeable in the various issues seismic data can give rise to in particular (including how data and its existence affects the various aspects of PQLX).

It is recognized that dedicating a resource to a new software system may not be trivial or even possible. This document describes the various support services available when implementing PQLX.

Support Contract

All support is provided by the developer of the PQLX system. Thus, all necessary expertise to provide the services described below to the highest standards is guaranteed. Access to the system is possible through a dedicated login using ssh.

Currently, three types of support are available:

- **Option 1** provides all support related to the installation and implementation of a single MYSQL Server Database Instance (possibly holding multiple PQLX databases).

- **Option 2** provides all support provided by Option 1 (installation and implementation) as well as on-going support for the first year with the option to renew support services for subsequent years.

- **Option 3** provides support on a by-hour basis.

Implementation Support Services

Implementation Support comprises the following activities:

1. Software download
2. External dependencies installation (MYSQL and GTK+)
3. System compilation
4. System Installation to Production Environment
5. Test Database Setup, Execution, and Demonstration
6. Consulting regarding setting up data directories for ongoing execution
7. Cron job setup for automated PQLX server execution

Ongoing Support Services

Ongoing Support comprises the following activities:

1. Resolution of any problems or issues identified or encountered
2. General Consulting: Answering questions, Data re-configurations, Creation of new databases, etc.
3. System Upgrades: Automatic upgrade of PQLX system when new versions become available (due to available bug fixes and/or new functionality)
4. General PQLX and Database Maintenance: Keeping the system in a healthy state of operations.

By The Hour Consulting

Alternatively, all PQLX support described above can be purchased on a by-hour consulting basis.

Custom Development

If you think PQLX can be extended further in a useful way and would like to contribute to its ongoing development, custom development services are also available.

Contact

If you would like to discuss any of the PQLX Support Options described here (or, indeed, propose any alternative), please contact the developer, Richard Boaz, by email at:

- By Email: richard@boazconsultancy.com