

# One tenant per cluster. Yours.

A Kubernetes cluster designed, built, and operated by PKG, for one customer at a time — the substrate everything else runs on.

Mid-market companies shouldn't have to build a platform team to run modern infrastructure, and shouldn't have to put their data on shared multi-tenant SaaS to avoid it. PKG runs the cluster for you. You own the substrate; you own everything on it.



### Isolated by architecture.

No other customers' workloads, no shared databases, no shared cache, no shared anything. Single-tenant by design — your data isolated by the cluster boundary, not a vendor's promise.



### Standard everything.

Upstream Kubernetes, standard Postgres (CloudNativePG), standard ingress, standard observability. No vendor lock-in to a managed Kubernetes-flavor-of-the-month. If you ever want to take it elsewhere, you can.



### Operated by humans.

Upgrades, patching, backups, restore drills, incident response. The team that built the cluster answers when something breaks — not a forum, not a queue, not a ticket-routing system.

## WHAT'S INCLUDED

- **Dedicated cluster** on AWS (or your preferred cloud), in our account or yours — your choice.
- **Network isolation** private VPC, locked-down ingress, IP allowlisting where it makes sense, end-to-end TLS.
- **Identity & SSO** Authentik or your existing IdP, OIDC throughout, role-based access on every internal admin tool.
- **Observability** logs, metrics, alerts wired to the notification path you actually read (Slack, email, PagerDuty).
- **Backups & disaster recovery** automated, tested, with documented restore procedures.
- **Upgrades & patching** Kubernetes itself, the OS layer, the application dependencies — on a defined cadence.
- **Incident response** humans who answer when something breaks.

## WE DO VS WE DON'T

| PKG CLUSTER  | WHAT IT ISN'T   |
|--|---|
| Dedicated cluster, dedicated database, dedicated everything. | <b>Not multi-tenant SaaS</b> hiding behind a "private" label. |
| Standard upstream Kubernetes.                                | <b>Not a managed Kubernetes flavor-of-the-month.</b>          |
| One run-rate covers the cluster.                             | <b>Not a platform fee + per-user SaaS fees on top.</b>        |
| Humans on call.  | <b>Not a community forum and a status page.</b>               |