# crownpeak

# SAAS DELIVERY SERVICES

In addition to including the cost of fully-managed SaaS platform hosting as part of our base subscription fee, Crownpeak offers additional Amazon Web Services (AWS) delivery options to further enhance your digital experiences.

- Fully managed service by Crownpeak (maintenance, 24/7/365 monitoring, updates, and backups included)

- Highly Available (SLA-Guaranteed Uptime 99.9%, with continuous replication of redundancy at each tier)

- Deployment options for any AWS Region around the globe

- Disaster Recovery included (through redundant replication of Hosting Pods to a second AWS Region)

## Additional Web Hosting

We believe world-class web hosting is crucial to the success of our customers' digital experiences. That's why we include one AWS Web Hosting Pod with every Crownpeak platform subscription.* This one flexible Web Hosting Pod can provide a stable environment for production sites and applications to scale as needed.

However, in certain scenarios, customers may benefit from or require the deployment of additional Web Hosting Pods* for:

- Disaster recovery to different AWS Global Regions (Active/Standby configuration)

- Physical segmentation of production and non-production environments (i.e., for further safeguarding of testing and development, etc.)

- Separate dedicated hosting environments for different business units

- Enhancing site performance to meet traffic volume and code requirements

- Standing up dedicated pods in different global regions for faster content delivery performance

## Advanced Cybersecurity and Edge Protection

Crownpeak Advanced Cybersecurity and Edge Protection offers protection from sophisticated Layer 7 (application level) attacks that mimic basic human interactions with website user interfaces, plus:
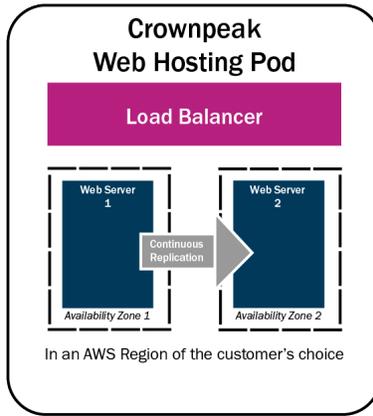
- **Layer 7 (application level) Firewall:** Detect and prevent application of application-level DDoS attacks

- **Domain Expertise:** Implement rules that provide the protection against common application layer attacks

- **Web Application Firewall (WAF):** Detect and prevent application designed, delivered, and managed by Crownpeak

- **Collective Intelligence:** Harness threat intelligence for advanced defense tactics that evolve based on other customer experiences

- **Application Monitoring**: Monitor and capture real-time analytics and application metrics

## Application Server Hosting

With our application server hosting solutions, customers are empowered to build dynamic full-stack web applications.

- Supports .NET, Java, PHP, MVC, and MVVM applications

- Provides streamlined access to Crownpeak's robust Open APIs and Search

- Removes code processing workload from Web Hosting Pods

* Additional subscription fees apply for additional web hosting pods

**Crownpeak Web Hosting Pod**

Load Balancer

Web Server 1 — Availability Zone 1

Continuous Replication

Web Server 2 — Availability Zone 2

In an AWS Region of the customer's choice

# Crownpeak Delivery Services: What's included

| FEATURE | PREMIUM | ELITE |
|---|:---:|:---:|
| **Regular Maintenance & Updates** <br> automated through Crownpeak | ✔ | ✔ |
| **Monitoring 24/7/365** <br> through automated tools and Crownpeak IT Ops | ✔ | ✔ |
| **Security Management & Response** <br> proactive monitoring services | ✔ | ✔ |
| **High Availability** <br> with SLA-Guaranteed 99.9% Uptime <br><br> Redundancy between Availability Zones within selected AWS Region(s) | ✔ | ✔ |
| **CDN Capability** <br> through AWS CloudFront CDN | ✔ | ✔ |
| **Full Backups Daily** <br> for 14 days, maintained by Crownpeak | ✔ | ✔ |
| **Additional Backups** <br> based on customer retention requirements | $ | $ |
| **Disaster Recovery** <br> via continuous replication to a second remote AWS Region | ✔ | ✔ |
| **Physically Separate Production** <br> **& Non-Production Environments via** additional Web Hosting Pods | $ | $ |
| **Additional Storage Capacity** <br> based on customer resource requirements | $ | $ |
| **Encryption of Data-in-Transit** | ✔ | ✔ |
| **Encryption of Data-at-Rest** <br> via Crownpeak's Enhanced Data Security Services (EDSS) | | ✔ |
| **Advanced Web Hosting & Application Monitoring** | | ✔ |

✔ = Included in Platform Subscription          $ = Fees Apply

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# Delivery services by type

For all software listed below, we support as standard the current shipping version and the preceding major version. Older versions may be supported by special arrangement.

| | WEB HOSTING | APPLICATION SERVER HOSTING |
|---|---|---|
| **Subscription Options** | - 1 AWS Web Hosting Pod is Included in Platform Subscription<br>- $ for Additional Pods<br>- Included with Elite: $ Advanced Web | - $ for All Pods |
| **Linux Version** | - Linux Ubuntu Server<br>- Apache HTTP Server for PHP, Perl, Python, and Ruby<br>- Apache Tomcat for Java Servlet and JavaServer Pages (JSP) support | - Apache HTTP Server<br>- PHP<br>- Java<br>- Apache Tomcat<br>- JBoss AS |
| **Windows Version** | - MS Windows Server<br>- Internet Information Services (IIS)<br>- Apache Tomcat for Java Servlet and JavaServer Pages (JSP) support | - MS Windows Server<br>- Internet Information Services (IIS)<br>- .NET |

$ = Fees Apply

# Security & compliance certifications

To serve the wide variety of needs for some of the world's largest corporations, Crownpeak utilizes technologies and processes that meet the highest industry standards for security and regulatory compliance.



**aws partner network | competency digital customer experience**

- SSAE 16 SOC 1 Type 2
- SSAE 16 SOC 2 Type 2
- ISAE 3402
- FISMA (Moderate – NIST 800-53)
- FedRAMP
- NIST 800-37
- DIACAP
- PCI DSS Level 1
- ISO 27001
- FIPS 140-2

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- SSAE 16 SOC 1 Type 2
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## For more information, contact us at [crownpeak.com/demo-request](http://crownpeak.com/demo-request)