



ENHANCED SERVICE LEVEL AGREEMENT

Creating Higher Uptime for Your Website Infrastructure

Issue Resolution

With Crownpeak's Enhanced SLA, you get an uptime of 99.99% on your website infrastructure, which means your global operations never have to suffer.

In order to deliver the Enhanced SLA, Crownpeak leverages Inter-Regional Recovery capabilities. This configuration maintains redundant web hosting infrastructure in two separate AWS Regions, with content replicated between the sites in real-time.

Enhanced SLA website infrastructure adds a state-aware global Domain Name System (DNS) capability, which allows for transparent redirection of inbound web traffic to the alternate Regional site in the event that the primary site becomes unavailable. This solution does not preclude either Crownpeak or the customer from managing DNS and, unlike traditional "A record" redirection, allows failover to happen within a matter of seconds instead of minutes or hours required for traditional DNS changes to propagate across the Internet.

For clients that require uptime greater than 99.9% of the time.