

Overview

A subscription to Guidewire Cloud™ includes the hosting of applications in two Amazon Web Services (AWS) Availability Zones that are in a single geographic Region. Hosting the applications in multiple Regions is available at a higher subscription fee.

Guidewire Cloud: Fast Facts

What are the Guidewire Cloud service-level agreements (SLAs)?

When you choose a SaaS provider to run your core applications, you need to choose a partner with experience.

Service Commitment

Guidewire provides a service commitment for the availability of Guidwire Cloud applications. The commitment is a tiered model that is defined as a monthly uptime percentage (MUP).

Period	Tier 1 Applications	Tier 2 Applications
First three full calendar months after go-live	99.5%	99.0%
Ongoing	99.7%	99.5%





TIER 1 APPLICATIONS

Subscription services that, if unavailable, immediately disable core business operations

TIER 2 APPLICATIONS

Subscription services that, if unavailable, cause business operations to experience immediate and significant operational difficulties



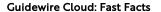
Guidewire provides service restoration capabilities in the event of a major disaster.

For disasters affecting a single Availability Zone where customer applications are deployed in a single Region, the table below represents the SLAs for the recovery point objective (RPO) and recovery time objective (RTO):

	Tier 1 Applications	Tier 2 Applications
RPO	30 minutes	1 hour
RTO	1 hour	Next business day

For disasters affecting multiple Availability Zones where customer applications are deployed in one Region, the table below represents the SLAs for the recovery point objective (RPO) and recovery time objective (RTO):

	Tier I Applications	Tier 2 Applications	Tier 3 Applications
RPO	4 hours	8 hours	24 hours
RTO	24 hours	Next business day	Two business days





Which Guidewire applications are Tier 1 and Tier 2?

Tier 1 Applications	Tier 2 Appplications	
ClaimCenter	Client Data Management	
PolicyCenter	InfoCenter + DataHub for Billing	
BillingCenter	InfoCenter + DataHub for Claims	
EnterpriseEngage	InfoCenter + DataHub for Policy	
CustomerEngage Quote and Buy for InsuranceNow	InfoCenter + DataHub for Enterprise	
ProducerEngage for Salesforce Financial Services Cloud	Digital Small Business Solution	
ServiceRepEngage for Salesforce Financial Services Cloud	AppReader	
Underwriting Management	Address Verification & GeoCoding	
InsuranceNow	Catastrophe List	
eSignature	Compare+ (Compare, Contrast, Before & After)	
Predictive Analytics for Claims (Scoring function)	Claim Canvas	
Predictive Analytics for Profitability (Scoring function)	Hail Forensic content	
	Explore for Claims	
	Explore for Underwriting	
	Explore for Policy	
	Predictive Analytics for Claims (all functions other than Scoring)	
	Predictive Analytics for Profitability (all functions other than Scoring)	

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Note: Guidewire does not currently offer Tier 3 applications.

What is the RPO?

The recovery point objective (RPO) is the maximum time during which transactions can be lost during a disaster.

What is the RTO?

The recovery time objective (RTO) is the maximum time it takes Guidewire to restore application services after a disaster.

Where are the AWS Regions and Availability Zones?

The AWS Cloud spans 61 Availability Zones in 20 Regions. AWS Regions provide multiple, physically separated and isolated Availability Zones. The Availability Zones are connected with low-latency, high-throughput, and highly redundant networking.





•		AWS Regions	Number of AWS Availability Zones	
	United States East	Northern Virgina	6	
		Ohio	3	
	United States West	Northern California	3	
		Oregon	4	
	Canada	Montreal	2	
	South America	São Paulo	3	
	Western Europe	Ireland	3	
		London	3	
		Paris	3	
	Northern Europe	Stockholm	3	
	Northeastern Asia Pacific	Tokyo	4	
		Seoul	2	
		Osaka	1 (local Region designed to complement Tokyo)	
	Southeastern Asia- Pacific	Singapore	3	
		Sydney	3	
	Southern Asia-Pacific	Mumbai	2	

To learn more about the AWS Global infrastructure, visit https://aws.amazon.com/about-aws/global-infrastructure/.

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