

### 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 Guidewire 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%

### Disaster Recovery

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 following table represents the SLAs for the recovery point objective (RPO) and recovery time objective (RTO):

	Tier 1 Applications	Tier 2 Applications
RPO	Last committed transaction	1 hour
RTO	< 1 minute	Next business day

### 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

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

	Tier 1 Applications	Tier 2 Applications
<b>RPO</b>	1 hour	8 hours
<b>RTO</b>	12 hours	Next business day

### Which Guidewire applications are Tier 1 and Tier 2?

Tier 1 Applications	Tier 2 Applications
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 and 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)

**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 Virginia	6
	Ohio	3
United States West	Northern California	3
	Oregon	3
Canada	Montreal	4
South America	São Paulo	2
Western Europe	Ireland	3
	London	3
	Paris	3
Northern Europe	Stockholm	3
	Tokyo	4
	Seoul	2
Northeastern Asia Pacific	Osaka	1 ( local region designed to complement Tokyo)
	Singapore	3
	Sydney	3
Southeastern Asia-Pacific	Mumbai	2

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