

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.

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 minimum uptime percentage (MUP).

Period	Tier 1 Applications	Tier 2 Applications
First three full calendar months after go-live	99.5%	99.0%
Standard	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	<1 second	1 hour
RTO	< 5 minutes	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

What is 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
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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