RMTrack Issue Tracking Hosted Service SLA's

System Monitoring
- RMTrack employs the services of www.SiteUptime.com to provide independent third party uptime monitoring and to provide "outage" notifications during off hours. SiteUptime provides monitoring from three separate locations (London UK, New York USA, and San Francisco USA) every 15 minutes.
- See the attached report UptimeReport.pdf for summary uptime monitoring from the London location.

Performance SLA
- Currently RMTrack does not offer a specific performance SLA. However the servers do have performance monitoring enabled and web server logs are maintained. The monitoring and log files provide a view into system performance than will eventually form the basis for a performance SLA.

Backup and Recovery SLA
- Backups are performed nightly. Backups are done "disk to disk", once complete the backup file(s) are compressed and encrypted and transferred to a second server. The compressed and encrypted backup files are then transferred offsite to Amazon S3 storage. Backups are stored for a "rolling" 7 days.
- Users can restore recent backups and can create their own 'on-demand' backups via the application.

Business Continuity SLA
- Currently RMTrack maintains warm replacement equipment (servers, disks, and firewalls) that are ready for immediate use. RMTrack does not maintain a duplicate data center at a different location.

Network Uptime SLA
- RMTrack uses the collocation facilities of Peer1.com and as such relies on Peer1's internet connectivity. Peer1 offers RMTrack a 100% network uptime SLA as part of our collocation agreement. The Peer1 SLA is available from: http://www.peer1.com/aboutus/sla.
- Within the RMTrack cabinet at our collocation facility we employ firewall and network switching equipment, each server has its own network card, and various cabling. Though we maintain warm replacement equipment, which in the event of a failure can be swapped in, we do not have a redundant networking within the cabinet.

Hardware Upgrade/Replacement SLA
- RMTrack maintains warm replace equipment for use in the event of hardware failure. We do not currently offer an explicit SLA on replacement.
- RMTrack does not currently offer a hardware upgrade SLA. We do regular capacity planning which involves a review of current equipment configurations and a review of past server performance.

Support Window

- RMTrack offers a 9:00AM to 5:00PM EST (GMT -5) Monday – Friday telephone and email support window. It is not unknown for e-mail support to be available outside of that window, though we do not offer a formal agreement to that end.