



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.

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.

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%

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

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 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 1 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 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 & 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.

Geographic Area	AWS Regions	Number of AWS Availability Zones
United States East	Northern Virginia	6
	Ohio	3
United States West	Northern California	3
	Oregon	4
Canada	Montreal	2
South America	São Paulo	3
Central Europe	Frankfurt	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/>.

About Guidewire Software

Guidewire delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries. For more information, please visit www.guidewire.com and follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).