



Solutions Overview

STAGE ONLY			
	Basic Stage	Managed Stage	Power Stage
Product Code	D1	D2	D3
Target Audience	Starter Dev	Dev	Devs with performance demand
Maintenance & Management	by Client over AppFlow (instruction by TTSS)	TTSS	TTSS
Business Hours	Monday–Friday 08:00–17:00		
Production Nodes	not available	not available	not available
Performance	not available	not available	not available
Backup Config	not available	not available	not available
SnapShot	not available	not available	not available
Firewall Node	not available	not available	not available
Test/Staging Nodes	1 (shared for different Projects)		3 (shared for different projects)
Performance	1 CPU / 1 GB RAM / 20 GB Storage	1 CPU / 1 GB RAM / 40 GB Storage	1 CPU / 2 GB RAM / 60 GB Storage per Node
Backup Config	✗	✓	✓
SnapShot	✗	✓	✓
	Stage Environment are on Enterprise Products (E1, E2) included		
Technology	AppFlow		
Supports	WordPress / Typo3 / Laravel / generic PHP		
Supported	Ubuntu, Debian, CentOS (in Progress), Fedora (in Progress), FreeBSD (in Progress)		
SLA	95% availability per Virtual Machine (VM)		
Recovery Point Objective (RPO)	not available	max. 24 hours	max. 8 hours
Recovery Time Objective (RTO)	not available	max. 24 hours	max. 6 hours
Monitoring	✗	✗	✓
Maintenance	✗	Standard	Standard
Datacenter	innofield Swiss Datacenter (https://innofield.com/infrastructure) ISO/IEC 27001 certified Meets the Swiss financial regulator guidelines for banking outsourcing (FINMA-RS 08/7) All-SSD based Storage Infrastructure		
Optional	more CPU, RAM, Storage 2h Service Package per month (expires at the end of each month)		

PRODUCTION ONLY		
	Basic shared Production	Managed Production
Product Code	S1	R1
Target Audience	Shared Production Environment	SME
Maintenance & Management	by Client over AppFlow (instruction by TTSS)	TTSS
Requirements	Stage Hosting	Stage Hosting
Business Hours	Monday–Friday 08:00–17:00	
Production Nodes	1 dedicated Node	1 dedicated Node
Performance	1 CPU / 1 GB RAM / 40 GB Storage	1 CPU / 1 GB RAM / 40 GB Storage
Backup Config	✘ (optional)	✔
Snapshot	✔	✔
Firewall Node	optional	
Test/Staging Nodes	not applicable	not applicable
Performance Stage Node	not applicable	not applicable
Backup Config	not applicable	not applicable
Snapshot	not applicable	not applicable
Technology	AppFlow	
Supports	WordPress / Typo3 / Laravel / generic PHP	
Supported	Ubuntu, Debian, CentOS (in Progress), Fedora (in Progress), FreeBSD (in Progress)	
SLA	95% availability per Virtual Machine (VM)	
Recovery Point Objective (RPO)	not available	max. 24 hours
Recovery Time Objective (RTO)	not available	max. 24 hours
Monitoring	✘	✘
Maintenance	✘	Standard
Datacenter	innofield Swiss Datacenter (https://innofield.com/infrastructure) ISO/IEC 27001 certified Meets the Swiss financial regulator guidelines for banking outsourcing (FINMA-RS 08/7) All-SSD based Storage Infrastructure	
Optional	more CPU, RAM, Storage 2h Service Package per month (expires at the end of each month) Firewall Backup	

STAGE & PRODUCTION			
	Power Architecture	Datacenter redundant Architecture	Anywhere
Product Code	E1	E2	C1
Target Audience	Complete integrated Continuous Deployment & Provisioning Infrastructure (including Stage Nodes)	High available production Environment including Stage Nodes	Full customized environment with data center on Customer's request
Maintenance & Management	TTSS	TTSS	TTSS
Requirements	none	none	none
Business Hours	Monday–Friday 08:00–17:00		
Production Nodes	3 dedicated Nodes	6 dedicated Nodes (each on 3 different data centers)	on Customer's request
Performance	(1 CPU / 2 GB RAM / 50 GB Storage)	(1 CPU / 2 GB RAM / 50 GB Storage)	on Customer's request
Backup Config	✓	✓	✓
Snapshot	✓	✓	on Customer's Request / Depending on Environment
Firewall Node	1 dedicated (1 CPU / 2 GB RAM / 10 GB Storage)	2 dedicated (1 CPU / 2 GB RAM / 10 GB Storage)	on Customer's Request
Test / Staging Nodes	3 (Developer has the possibility to use it for other projects)		on Customer's Request
Performance Stage Node	1 CPU / 2 GB RAM / 100 GB Storage per Project		on Customer's Request / Depending on Environment
Backup Config	✓		✓
Snapshot	✓		on Customer's Request / Depending on Environment
Technology	AppFlow		
	AppFlow Setup for Devs and DevOps including Capistrano Deployment Development Architecture Dev / Test / Stage / Prod		
Supports	WordPress / Typo3 / Laravel / generic PHP		
Supported	Ubuntu, Debian, CentOS (in Progress), Fedora (in Progress), FreeBSD (in Progress)		
SLA	98% availability per Virtual Machine (VM)		Depending on Environment
Recovery Point Objective (RPO)	max. 8 hours		Depending on Environment
Recovery Time Objective (RTO)	max. 6 hours		Depending on Environment
Monitoring	✓		
Maintenance	Standard		
Datacenter	innofield Swiss Datacenter (https://innofield.com/infrastructure) ISO/IEC 27001 certified Meets the Swiss financial regulator guidelines for banking outsourcing (FINMA-RS 08/7) All-SSD based Storage Infrastructure		Defined by the Customer
Optional	more CPU, RAM, Storage		
	2h Service Package per month (excl. VAT) flat (expires at the end of each month)		
	24 / 7 Support		
	more Nodes		

ADDITIONAL INFOS	
AppFlow	AppFlow is an Open Source automation tool providing a unified provisioning process workflow for Unix Administrators and Developers running Unix-like environments. AppFlow is developed by TTSS and available on GitHub (http://appflow.sh)
Maintenance-Standard	<p>Maintenance is essential for the successful operation of systems. Our Maintenance-Standard includes the following services at least once a month (if required):</p> <ul style="list-style-type: none"> - Import of new operating system security updates including restart of the node (if redundant) - Maintenance of Percona MySQL PXC (re-sync monitoring, updates) - Support for webserver and load balancer changes(updates) - Restart of services, if required - Bugfix support (AppFlow) - RTO and RPO only during business hours
Monitoring	<p>System and application monitoring is ensured by a two-stage concept:</p> <ul style="list-style-type: none"> - External Monitoring (http) <ul style="list-style-type: none"> Monitoring of loading times & availabilities of the main page (http or https) - Internal Monitoring (system monitoring) <ul style="list-style-type: none"> Centralized monitoring infrastructure for pro-active monitoring and alarming of the guest systems (TTSS). <p>Any needed intervention is based under the agreed Maintenance-Standard.</p>
Daily Backup (daily overnight / incrementally)	<p>The backup ensures that individual data can be restored.</p> <p>The characteristics of the data backup is as follows:</p> <ul style="list-style-type: none"> - Automated and scheduled backup intervals (1 time a day) - Restore individual files and folders (via TTSS and cost & subject to availability of files and folders) - Incremental backups of the last 7 days - AES 256-bit encryption <p>Incremental backup of the following system components:</p> <ul style="list-style-type: none"> - Configurations of «/etc» directory - Uploads- / Media- & vhosts dirctory backup of “/mnt/glusterfs/gvol0/brick1/» - Incremental database dump
SnapShot	<p>The SnapShot can be used to ensure that entire virtual servers (VMs) can be restored in the event of a fault. However, the SnapShot feature does not allow you to easily and efficiently restore individual files, folders, or application-specific parts. A backup function is required for this.</p> <p>The SnapShot functionality is automatically run every 6 hours on the VM guest system and is accessible for the last 7 days (maximum of 28 SnapShot per guest system). The SnapShot is run with board resources from our standard datacenter provider and is under their control. Restoring a SnapShot may result in a processing fee. The rollback of the SnapShot can only be executed by the data center provider.</p>
AppFlow License	https://github.com/ttssdev/appflow/blob/master/LICENSE