

docSTAR™ eclipse Hosted Service System Availability

eclipse

Content Management... Simply Better!

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docSTAR eclipse System Availability

The docSTAR eclipse enterprise content management and process automation solution is offered as an on-premises deployment installed on the customer's server infrastructure or in the "Cloud" as a Software as a Service (SaaS) managed in a secure data center via a monthly, quarterly or annual subscription. docSTAR's data center vendor is Amazon Web Services (AWS) – Cloud Computing Services.

The docSTAR eclipse hosted service deployed at AWS leverages the high-availability of computing resources as well as the secure data replication across multiple, disaster-tolerant data centers and storage mediums. The docSTAR eclipse hosted service utilizes the scalable computing resources of Amazons Elastic Cloud 2 (EC2) providing the ability to scale those resources up and down as needed. In addition Elastic Block Storage (EBS) is utilized providing eclipse secure and high availability access to eclipse content. All eclipse content; including documents and native content is stored within secure Amazon EBS persistent block level storage and replicated across Availability Zones to ensure data access at all times; including during replication operations.

The docSTAR eclipse hosted service is available on a 24 x 7, 365 days per year basis, excluding scheduled maintenance periods. From time-to-time, docSTAR will perform scheduled maintenance and software updates. docSTAR will, to the extent practicable, schedule maintenance and software update downtime outside of regular business hours. DocSTAR will use commercially reasonable efforts to provide customers with at least 24-hours prior written notice which notice may be transmitted to customers via electronic communications and posting to the docSTAR eclipse service website. It is the responsibility of the customer's designated administrator to notify all customer's end-users of scheduled service non-availability. Historically, the software and maintenance periods occur during Friday night/Saturday morning (US time zones); commencing at 10:00pm Eastern.

The docSTAR eclipse hosted service is designed to function at normal/optimal performance levels during all hours of availability. The methods of data replication for backup and fault tolerance do not require downtime or impact system performance.

AVAILABILITY HISTORY:

The docSTAR eclipse hosted service, hosted at AWS, has not had any instances of unplanned outages during the last twelve (12) months.



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