

Hosting Service Agreement for NP Ecommerce Magento 2

DESCRIPTION OF THE OPERATING ENVIRONMENT

NaviPartner's operating environment is placed at Azure, which is operated by Microsoft. This means, that Microsoft is responsible for premises, electricity, cooling and internet connection. NaviPartner is responsible for maintenance and upkeep of underlying configurations.

NaviPartner's hosting solution concept consists of:

- Azure Firewalls
- Web frontend virtual instances

SERVICE WINDOWS

Scheduled security maintenance will be done quarterly and full scheduled maintenance once a year during the months of September-October and where possible, service windows are agreed upon beforehand. Should critical problems occur, NaviPartner is allowed to perform maintenance work on the servers beyond the agreed service windows.

BACKUP PROCEDURE

Daily backups of the following elements are scheduled to the onsite backup instance. Backups are available onsite for thirty days. We also do weekly backups of our instances which are available for 90 days.

Backups include:

- MySQL databases
- Images
- Underlying virtual instances and code,
- The web shop code is version controlled via Git (Bit-Bucket) and will also serve as backup

TECHNICAL SPECIFICATIONS OF THE OPERATING ENVIRONMENT

We are using Azure as IaaS (Infrastructure as a Service), meaning we manage Applications/Data/Runtime/Middleware/OS.

All virtual instances use local disk redundancy at Azure. This means data is replicated synchronously within the primary hosted region at Azure and will reduce loss of data and reduce downtime if one of the datasets breaks.