

Mantle - Availability Policy

April 2018

This document is the Mantle "Availability Policy" operated by Pensions Hosting Company (PHC), with effect from 1 April 2018, and referred to within the Mantle Services Agreement between PHC and their Customers. The Policy is available to Customers via the PHC website and may be varied from time to time by PHC, reflecting changing business, operational and technological circumstances. All Customers will be notified of the issue of any amended Policy, and can view this on www.mantlehosting.co.uk or any other website address as may be notified to the Customer from time to time.

Availability Policy

1. Cloud infrastructure hosting services are provided by Public Cloud Providers Amazon Web Services, Google, and Microsoft.
2. All data centres operated by the Public Cloud Providers that are utilised by Mantle are based in the UK.
3. Mantle infrastructure shall be configured in such a way that Mantle shall continue to operate normally in the event that a single Public Cloud Provider's operation goes offline completely.
4. Mantle shall be backed up in full every four hours. A full restoration test of the 8pm backup shall be conducted at midnight. The 8pm backup from each day shall be retained for a period of 90 days.
5. Mantle shall be available 99.9% of the time as measured by an automated test conducted every minute that updates a field in the database. The test shall be structured in such a way as to represent a worst case scenario.
6. All uptime and backup restoration tests and any availability incidents shall be reported at status.mantlehosting.co.uk.
7. Maintenance shall be conducted where possible in a non-disruptive manner. Where disruptive maintenance is required it shall be conducted after 10pm and before 6am UK time and customers shall be notified at least one week in advance if such disruption expected to last more than 1 minute.

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