

UPTIME TIER LEVELS

TIER 1

Appropriate for small businesses whose web presence is a passive marketing tool and their applications have a low availability requirement.

TIER 2

Ideal for firms whose IT requirements are mostly during traditional business hours and do not depend on real-time delivery of products or services.

TIER 3

Companies who offer 24x7 support, support automated business processes, span multiple time zones and would suffer significantly from a data center shutdown.

TIER 4

Best for those with an international market presence delivering year round services, those with e-com transactions who can't afford a shutdown.

SINGLE POINTS-OF-FAILURE

Many + human error

Many + human error

Some + human error

None + fire and EPO

ANNUAL SITE CAUSED IT DOWNTIME

28.8 HOURS

22.0 HOURS

1.6 HOURS

0.8 HOURS

REPRESENTATIVE SITE AVAILABILITY

99.67%

99.75%

99.98%

99.99%