

[WHITEPAPER]

Availability Architecture of the OpsRamp Platform



Contents

Introduction	3
Architecture	3
Backup and Recovery	4
Health Dashboard	4
Conclusion	5

Global enterprises and service providers rely on the OpsRamp platform to manage the availability and performance of their hybrid IT infrastructure using metrics, dashboards, service maps, alerts, and process automation. This document explains how OpsRamp’s availability architecture delivers an enterprise-grade SaaS platform for IT operations.

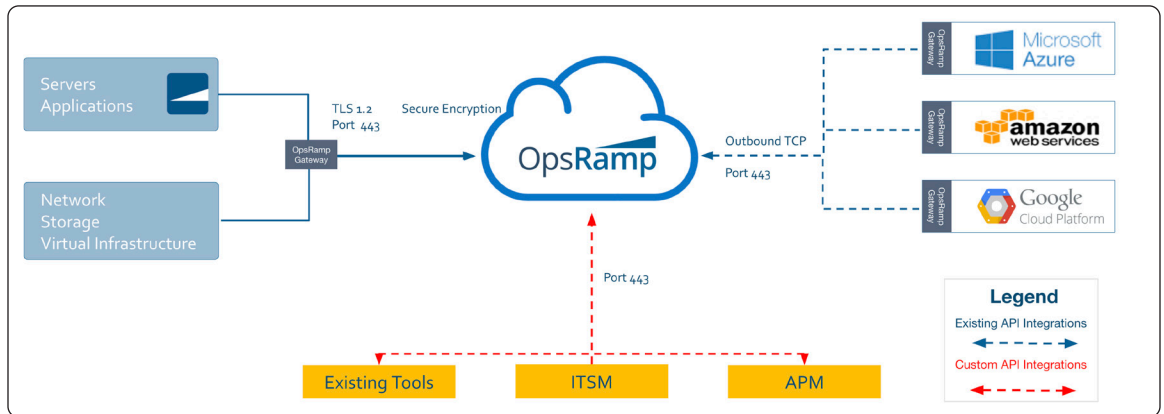


Figure - Our architecture has evolved over time to meet the stringent requirements surrounding data sovereignty, confidentiality, and availability.

Architecture

OpsRamp’s SaaS Platform is designed to be highly available with built-in redundancy to avoid a single point of failure. We ensure high availability by load balancing production application servers within each of our data centers. In the event where one or more of our infrastructure components fail, we deliver uninterrupted service by shifting operations of affected components to a different location.

Point of Delivery (PoD)

Each geographic instance is a Point of Delivery (PoD) with active/active architectures for better scalability and easier manageability. Our PoDs in North America, Europe, and Japan help deliver our SaaS-based ITOM platform to customers. Production data is stored across both PoD locations in active/active mode and kept in sync using real-time data replication. We maintain continuous, asynchronous replication of the database across the primary and secondary locations for real-time availability.

Performance and Scalability

Different platform components (such as software stack, applications, APIs, and connection nodes) are designed to be horizontally scalable.

Security

All communications to the OpsRamp Cloud are secure and follow relevant best practices by encrypting sensitive data at rest.

Operations

The SaaS operations team is responsible for managing the platform, supporting infrastructure, and vendor relationships. The team employs a follow-the-sun model for continual security, operational monitoring, and infrastructure support. We have rotational staff for operations and technical support across North America and India.

OpsRamp's own development systems, including source code control and build process tools, have the highest levels of continuity, so that engineers can continue to develop and support customers.

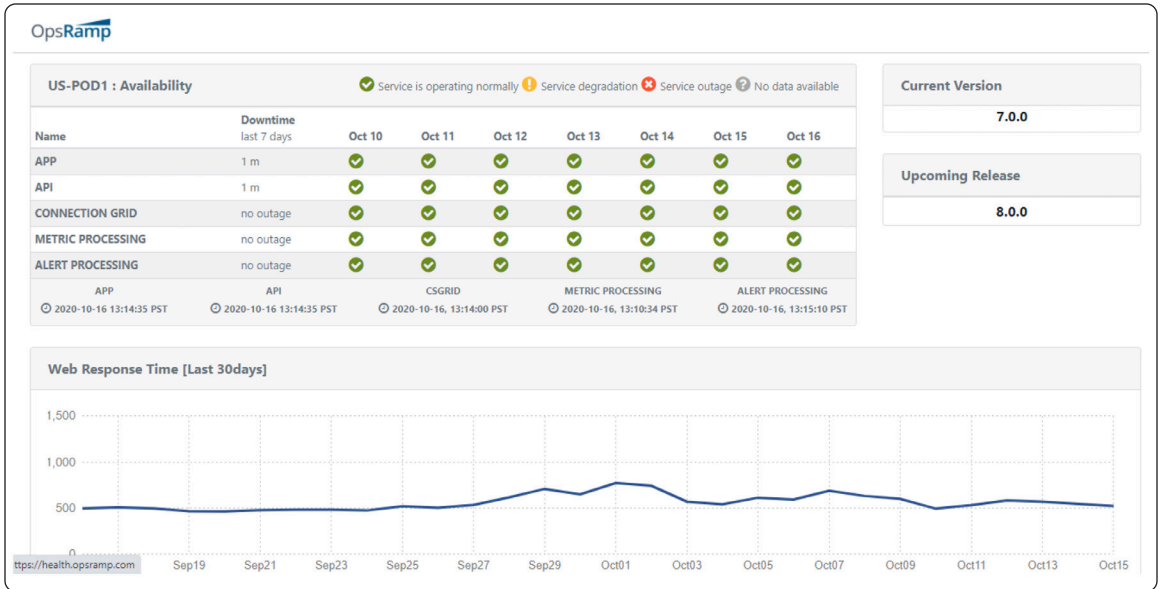
Backup and Recovery

We undertake regular backups of customer instances for logical restore purposes in case of critical customer configuration errors or accidental data deletion. Full backups are performed every day to disk, and are retained for 90 days, with differential backups taken every 6 hours.

Backups are stored in the same data centers where the data resides as well in another region. Regular tests are run to ensure the quality of backups, and immediate remediation actions are carried out in case any failures are reported.

Health Dashboard

We provide a real-time availability dashboard that displays health information of all our PODs. Any platform issues are reported along with plans for scheduled maintenance. Customers can subscribe to the health portal and receive notifications on maintenance activities and updates about platform releases.



Conclusion

OpsRamp is committed to providing a highly available SaaS platform with robust redundancy across its global PoD locations. Full backups are performed every day, with differential backups taken every 6 hours. Finally, the OpsRamp Cloud can be easily scaled horizontally to meet the needs of even the largest global enterprises.