

# 8x8 Uptime Guarantee

The only financially-backed platform-wide 99.999% uptime SLA for Experience Communications as a Service (XCaaS)

**Reliable business communications are vital for the overall success and growth of every organization.**

In the Experience Communications as a Service (XCaaS) era, more organizations than ever prefer a single integrated platform for contact center, voice, video, chat, and APIs.

But selecting a reliable XCaaS platform provider can be a challenge. How can IT leaders filter out the marketing noise and identify the XCaaS platform that has the technology, technique, and guarantees to back up their claims.

In the real world, service level agreements (SLAs) are more than the sum of their parts, and organizations need to consider the reliability and resilience of cloud services to realize the full benefits.

The 8x8 Experience Communications Platform for XCaaS ensures secure, global service delivery with four levels of redundancy and full transparency across all employee and customer communications. And, it's backed by the industry's first and only platform-wide 99.999% uptime SLA across both UCaaS and CCaaS.

## Key Highlights

### Reliability

- Platform-wide 99.999% SLA across UCaaS and CCaaS
- 35 public and private data cloud regions worldwide
- Redundancy at four layers: infrastructure, platform, data and geographic
- Transparent, public **Service Status** live dashboard
- 24/7 NOC with proactive monitoring

### Security

- Adheres to highest security standards
- Meets all requirements for HIPAA, FISMA/FIPS, ISO 27001, CPNI, SOX
- Certified PCI, GDPR solution provider for optimum compliance
- End-to-end video encryption

### Quality

- Patented Global Reach™ routing
- Highest voice quality across the globe; Average 4+ MOS
- Bandwidth estimation + video adaptivity algorithms for highest video quality
- Advanced quality metrics/analytics across the platform

# The power of the 8x8 Experience Communications Platform™

The 8x8 Experience Communications Platform™ is designed from the ground up to ensure the highest possible uptime for contact center, voice, video, chat, and APIs by providing four levels of redundancy:

Infrastructure	Platform	Data	Geographic
Fully redundant infrastructure provides the foundation for high availability	Highly available platform with elastic scale, self-healing, and multi-region active/active redundancy	Fully mirrored data sources provide high availability and complete consistency of data across redundant platforms	Infrastructure, platform, data layers are fully replicated across geographically diverse locations in each region

## 8x8 platform DNA:

- Engineering culture reaching beyond 99.999%
- Cloud agnostic
- Scalable, self-healing network resources managed via Kubernetes
- High availability active-active clusters
- Auto scaling - provisioning scales dynamically
- Real-time, 24x7 observability, alerting and escalation process to the NOC level
- Four levels of redundancy
- Unified security model

## 8x8 Global Reach™

The 8x8 Experience Communications Platform uses patented Global Reach™ technology and built-in software intelligence to deliver high availability and mitigate common cloud communications challenges such as connectivity issues, audio and video quality problems, and service outages.

8x8 Global Reach™ technology automatically routes XCaaS traffic through multiple Tier 1 ISPs and top-tier PSTN carriers in each service region to deliver crystal-clear connections, superior call quality, and seamless connectivity, backed by an end-to-end 99.999% SLA, all while supporting enhanced local data residency.

8x8 cloud regions and locations:

- **EMEA:** UK (7), Germany (2), Netherlands (2)
- **APAC:** India (2), China (2), Singapore (2), Australia (4)
- **North America:** USA (7), Canada (4)
- **South America:** Brazil (3)

## Mitigating downtime risks

The 8x8 development platform is optimized for creating modern microservices-based applications in the cloud. The tier 1 platform infrastructure enables rapid innovation, automated testing, and frequent deployments with minimal risk through management toolsets geared towards continuous delivery, elastic scale, and high availability.

8x8 maintains, monitors, and troubleshoots applications in production environments to ensure system reliability and aim for zero downtime while reinforcing security and governance.

## Service transparency

To ensure complete transparency, the status of your communications services are always available on the public [Service Status](#) live dashboard.

This architecture and approach provides the 99.999% reliability your organization requires for service delivery resilience. A financial commitment to the contract offers additional peace of mind.

**8x8**

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit [www.8x8.com](http://www.8x8.com), or follow 8x8 on LinkedIn, Twitter and Facebook.

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