

# Exalate Cloud: What to Expect from Different Service Levels

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## Introduction

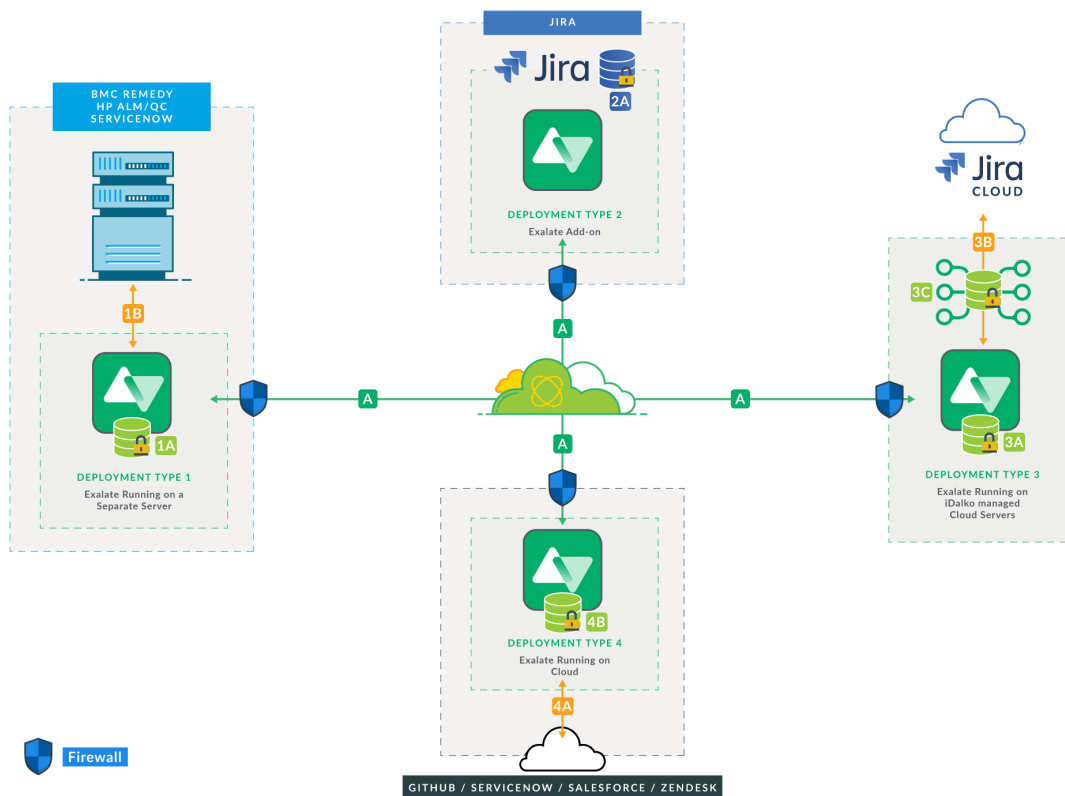
This document provides an overview of the technical capabilities and constraints an Exalate node has when deployed on the Exalate Cloud.

The Exalate Cloud is a cloud infrastructure optimized for hosting Exalate Nodes. It ensures the high availability of the nodes and proper separation of the tenants.

Further information on the architecture of Exalate can be found in the [Exalate Security and Architecture Whitepaper](#).

## Disclaimer

The terms of service are regarding the behavior of Exalate when deployed on the Exalate Cloud. It does not apply to configurations where one of the Exalate nodes is deployed "On Premise".



Furthermore, several factors can influence the provided service details, such as:

- Impact of connection configurations

Given the flexibility of Exalate and the capability to script its behavior, the terms apply to non-customized Exalate environments. When customizing the connection, it is always possible to introduce script constructs that have an impact on the overall stability and performance of the solution.

- Impact of underlying tracker behavior

The solution will only be fully operational if the underlying trackers (on both sides) are properly configured and available. Examples of misconfigurations are permissions not set correctly, slow performance of the tracker, and a network path between the node and the tracker misconfigured.

- The overall behavior depends on the slowest component in the chain.

The performance of the integration between different environments depends on a lot of components. For instance, if a firewall is performing slowly, this can result in delays in the whole synchronization.

## Resourcing of a Node Depends on the Service Level

Exalate is an application that is, by definition, single-tenant. An Exalate node is linked to a single tracker - this means that all different types of computing resources (CPU, memory, disk, networking) are dedicated to that specific environment. This is the basis of the increased information security profile that Exalate brings, as this separation is done on the infrastructure level. It is avoiding information leaks due to misconfigurations and/or bugs in the software. Consider the exalate node running on a dedicated host in a dedicated network segment.

The resources dedicated to the Exalate node are scaled according to the contracted service level agreement.

- The standard service level (which comes with every active license) limits the CPU, Memory, and Disk size to respectively 1 CPU, 640 MB of system memory, and 1 GB of disk.
- The priority service level (which comes with the Cloud Booster pack) unlocks 4 CPU, 16 GB of system memory, and 5 GB disk space (which can be increased as part of the resourcing profiles)

Note that the disk space is used to temporarily store attachments during a synchronization transaction.

The number of attachments that can be held on the temporary store, in combination with the size of these attachments, cannot exceed the upper boundary.

## What to Expect from an Exalate Node with a Standard Level Resourcing?

As detailed in the [Exalate performance - the ping pong test](#) - a standard setup can process 300 synchronization transactions, or on average, 5 transactions per minute.

A transaction can be any of the following:

- An Exalate transaction

This creates a copy of an issue on the remote system according to the connection configuration.

- An update transaction

Whenever one side does an update (like changing one or more fields) or adds a comment.

In the case of an attachment synchronization, we assume that the attachments are less than 1MB in size and the number of attachments in the issue is less than 5.

- A connect operation

This allows for building a synchronization relation between two entities (issues/incidents ...).

- An unexalate or cleanup operation

This will remove the synchronization relationship between the two entities.

## How to Request Additional Resources?

Exalate offers [Priority Support](#), which includes enhanced resource profiles. Please reach out to our [sales team](#) to learn more about this package.

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