Exalate Cloud: Features, Clusters, and Location

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What is Exalate Cloud?

Exalate Cloud is a specialized Platform as a Service (PAAS) designed to host Exalate nodes. The Exalate application connects to a single task management system and operates as a single-tenant application. This means it has its own dedicated process, storage, and database space. This design choice ensures the highest level of information security and minimizes the risks associated with vulnerabilities often found in multi-tenant applications.

Key Features:

- Single-Tenant Application: Each Exalate application has its own dedicated resources, ensuring maximum security.
- PAAS: Exalate Cloud is a platform optimized for hosting Exalate nodes, eliminating the challenges of on-premise deployment.
- Kubernetes Clusters: The cloud infrastructure is built on Kubernetes (K8s), an open-source system renowned for automating deployment, scaling, and management of containerized applications.
- Nodes run in Google Cloud regions (EU, US, Australia) or in Exalate Private Cloud, a Tier 4 datacenter in Antwerp, Belgium.

Where is Exalate Cloud located?

Exalate Cloud clusters are hosted at:

- **EU:** Google Cloud europe-west1 (St. Ghislain, Belgium), or Exalate Private Cloud (Tier 4 datacenter, Antwerp, Belgium)
- **US:** Google Cloud us-west1 (The Dalles, Oregon)
- **Australia:** Google Cloud australia-southeast1 (Sydney)

Is there a performance difference between clusters?

All regions run the same platform. Sync speed depends mainly on where the systems you connect are hosted, not on where your users are. If your connected systems are in the same part of the world, a node in the nearest region can shorten each sync slightly. Because Exalate syncs in the background, the difference is usually small.

Do all clusters offer the same level of security?

Yes. All clusters are protected by SentinelOne Endpoint Detection and Response (EDR). SentinelOne’s Managed Detection and Response (MDR) service monitors the infrastructure around the clock, and its analysts alert Exalate to threats and vulnerabilities.

Is the hosting GDPR compliant?

Yes, all GDPR-related activities are seamlessly integrated into our processes. We prioritize securing privacy-related information, regardless of where operations are conducted.

How does the cluster location affect Exalate Pricing?

Classic & New: The Google Cloud location is available exclusively with the Enterprise Plan as a separately paid option. It offers dedicated hosting for teams with specific data residency or performance requirements.

Are all the clusters equally reliable?

Yes, the technology underpinning Exalate's functionality remains consistent, regardless of hosting location. However, this doesn't apply to on-premise deployments.

Can customers select their cluster hosting?

For Classic & New: Certainly! Cluster hosting selection is available with the Enterprise plan. This option is paid separately.

How do IP Addresses (ingress/egress) and whitelisting affect the clusters?

Each hosting location has its unique set of ingress and egress IP addresses. If you're implementing IP whitelisting, you'll need to review and adjust your firewall settings based on the specific cluster details.

User Interface vs. Synchronization Infrastructure

The new Exalate user interface now operates on a multi-tenant architecture, providing enhanced scalability and streamlined management capabilities. However, it's important to note that the core synchronization processes maintain their established architecture, continuing to run on dedicated, single-tenant nodes. This ensures that data synchronization retains the same level of isolation and security that has always been fundamental to Exalate's design.

Note: This architectural approach is expected to evolve significantly with the introduction of new query language capabilities in future releases.

How do I get hosting in a specific region?

Region is selected per node and arranged through Sales. Existing customers can contact their CSM; new customers can email sales@exalate.com or business@exalate.com.

Will changing region affect my sync configuration?

No. Sync scripts, triggers and mappings carry over. Ingress and egress IP addresses differ per region, so review your firewall allowlist before the move.

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Can I change region later?

Yes. Contact your CSM.