

Mantle Services

Availability Policy

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This document is the Mantle Services 'Availability Policy' in effect from 1 April 2023 and referred to within the agreement between Mantle and their customers. The Policy is available to Customers via the Mantle website and may be varied from time to time by Mantle, reflecting changing business, operational and technological circumstances. All Customers will be notified of the issue of any amended Policy, and can view this on www.mantleservices.com or any other website address as may be notified to the Customer from time to time.

1.	Cloud infrastructure hosting services are provided by Public Cloud Providers Amazon Web Services, Google, and Microsoft
2.	All data centres operated by the Public Cloud Providers, that are utilised by Mantle, are based in the UK.
3.	Mantle infrastructure is configured in such a way that Mantle will continue to operate, without degradation of service, in the event that a single Public Cloud Provider's operation goes offline completely.
4.	Mantle's database is backed up in full every four hours. A full restoration test of one backup is conducted daily and retained for a period of 90 days.
5.	Mantle will be available 99.9% of the time, during normal business hours, as defined by the agreement between Mantle and their customers. Availability will be measured by an automated test conducted every minute.
6.	Availability incidents will be reported at https://status.mantlehosting.co.uk
7.	Maintenance will be conducted where possible in a non-disruptive manner. Where disruptive maintenance is required, it will be conducted outside of normal business hours as defined by the agreement between Mantle and their customers. Customers will be notified at least one working week in advance if such disruption, outside of normal business hours, is expected to last more than 15 minutes.