



# Service Description

## Flexible Web Platform

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# 1 Definitions

Complementary to the definitions as per General Terms and Conditions, the following specific definitions shall apply with respect to this Service Description.

**Application Stack** refers to all of the Software deployed in the Customer's Organization, ranging from the Customer's applications to the underlying Software required to use them, including the operating system.

**Availability Zone** refers to a separate data center sufficiently distant from the others, if any, in the same Region to allow the implementation of a local resilience. Availability Zones in each Region are listed in the Service Description.

**Environment** refers to a subset of an Organization designed for one of the following uses: development, staging or production.

**General Terms and Conditions** refers to Orange Business Services' general terms and conditions for Cloud Services.

**Organization** refers to a Flexible Web Platform account that has a resource quota to which only Users authenticated by login and password can access.

**Region** refers to a geographical area where the Service is available on one or several Availability Zone(s). The Regions are listed in the Service Description.

**Service** refers to the service "Flexible Web Platform" provided for an Organization. Each Organization constitutes a separate Service.

## 2 Purpose of the document

The purpose of the present Service Description is to define Flexible Web Platform Service and to set forth the conditions under which it is provided by Orange Business Services, in application of General Terms and Conditions.

## 3 Overview of the Service

### 3.1 Overall description

Flexible Web Platform is provided in partnership with the company Platform.sh. It's a Platform as a Service (PaaS) solution in the Public Cloud, operated by Orange Business Services. The platform is based on an Openstack infrastructure on which the Platform.sh management overlay is installed.

### 3.2 Geographical footprint

Flexible Web Platform is deployed on the Flexible Engine infrastructure, in the two Availability Zones in the Paris Region (datacenters in Pantin and Saint-Denis).

For Customers who subscribed before September 30, 2017, the Service is deployed on the Cloudwatt infrastructure, at the Val de Reuil datacenter.

## 4 Terms of Use

### 4.1 Prices

The prices for the Service are revisable as per General Terms and Conditions.

All options are billed in addition to the standard service.

### 4.2 Minimum period

For the Enterprise pack, the minimum duration of the Service is one year.

## 5 Access to the Service

### 5.1 Prerequisites

Deploying applications on a PaaS offer requires the Customer to respect certain cloud native development rules, in accordance with the “twelve-factor” methodology.

Flexible Web Platform supports the following technologies and languages:

- Web servers: nginx
- Application servers: php-fpm, Node.js
- Databases: MariaDB, PostgreSQL, MongoDB, InfluxDB
- Search engines: Elastic Search, SolrCloud
- Messaging services: Kafka, RabbitMQ
- Cache: Redis

The feasibility of the project must be validated beforehand by the Customer’s technical teams and, for the Enterprise pack, by Orange Business Services.

## 6 Content of the Service

The Service is divided into two ranges:

- Professional: deployment and hosting of non-critical applications and websites
- Enterprise: deployment and hosting of high availability applications and websites

The services included in both packs are described in section 6.3.

### 6.1 Enterprise Pack

The Enterprise range includes dedicated packs and mutualized packs.

The dedicated packs are differentiated by the availability provided, in accordance with the commitments of the Service Level Agreement, by the triple redundancy of the underlying instances, dedicated to the Customer, on the Production Environment. The Application Stack is therefore tripled and each Application Stack has one-third of the resources of the dedicated Enterprise Pack.

Pack	PE-XL	Dedicated PE 6	PE-2XL	Dedicated PE 12	Dedicated PE 24	Dedicated PE 48	Dedicated PE 96
vCPU	8	3 x 2 = 6	16	3 x 4 = 12	3 x 8 = 24	3 x 16 = 48	3 x 32 = 96
RAM (GB)	12	3 x 4 = 12	24	3 x 8 = 24	3 x 16 = 48	3 x 32 = 96	3 x 64 = 192
Staging included		X		X	X	X	X
Block Storage (GB)	50	3 x 50 = 150	50	3 x 50 = 150			
Outgoing datacenter traffic (GB)	500						
Outgoing CDN traffic (GB)	1000						

#### 6.1.1 Environments

Each pack includes:

- 1 production environment

- 1 Pre-production environment (2 vCPU, 4 GB RAM, not redundant) for dedicated packs
- 10 development environments (not redundant)

## 6.1.2 Backups

The production environment of a dedicated Enterprise pack is automatically backed up every 6 hours and retained as follows:

Age of the backup	Retention
1 to 3 days	Every backup
4 to 6 days	One backup per day
7 days to 4 weeks	One backup per week
5 to 22 weeks	One bi-weekly backup

The production environment of a mutualized Enterprise pack is automatically backed up every 6 hours and each backup is retained 5 days.

## 6.1.3 SSL/TLS Certificate

A shared SSL/TLS Fastly certificate is included with each pack.

## 6.1.4 Onboarding

A mandatory support service is available for Customers as they set up their project. This service includes the following Deliverables:

- Specification of the prerequisites and recommendations for hosting the Customer's applications.
- Implementation schedule
- SSL Certificate(s)
- Configuration of environments and middleware
- List of URLs for accessing staging and production environments

## 6.1.5 CDN

By default, the Service includes Fastly's Content Delivery Network (CDN). Bandwidth is also included subject to available resources, as well as 1 TB of outgoing CDN traffic.

## 6.1.6 Scalability Option

In the event of an application overload, Orange Business Services may, if the Customer has chosen this option, upscale the pack the Customer has subscribed for. This upscale will have a minimum duration of 7 days and will be charged per full day at the "Upscale" rate specified in the Order Form.

## 6.1.7 Additional Storage Option

The customer can subscribe additional storage per 3 x 10 GB block (10 GB per Application Stack) on dedicated pack or 10 GB on mutualized pack.

The same backup procedure is applied to this additional storage as to the storage included in the original subscription.

## 6.1.8 Technical Account Manager Option

A personalized assistance service can be organized:

- Service Level Agreement monthly reporting (conference call)
- Escalation dedicated contact

## 6.2 Professional Pack

The Professional range is powered by mutualized instances.

The choice of pack depends on the number of page views for the site or the web application.

Pack	Standard	Medium	Large	XLarge	2XLarge
vCPU	1	2	4	8	16
RAM (GB)	1	3	6	12	24
Block Storage (GB)	5				
Outgoing datacenter traffic (GB)	500				
Maximum number of page views	100,000	500,000	1,000,000	2,000,000	4,000,000

### 6.2.1 Environments

Each pack includes:

- 1 production environment
- 3 development environments

### 6.2.2 Backups

The Customer can make backups of his Environment and keep up to 20 of them with a retention period of 7 days. An automation process, to be set up by the Customer, is available.

### 6.2.3 SSL Certificate

A Let's Encrypt certificate is included with each pack.

### 6.2.4 Three Additional Development Environments Option

This option offers the Customer three additional development environments.

### 6.2.5 Additional Storage Option

The Customer may choose to subscribe for additional storage in blocks of 5 GB.

## 6.3 Services in both the Enterprise and Professional Packs

### 6.3.1 Updates

Orange Business Services will carry out all the following system updates:

- Operating System
- Middleware required to run the application (PHP, ElasticSearch, etc.) installed by Orange Business Services

“Minor” updates and security patches will be automatically deployed to the Customers' infrastructures.

Major updates, such as PHP version upgrades, will be offered to the Customer and must be validated by the Customer before going into production. Orange Business Services will inform the Customer of the end of support for obsolete versions.

Customers are responsible for their application, it is up to them to ensure that all embedded libraries, frameworks, and software are also up to date and do not contain any known or foreseeable security flaws.

## 7 Limitation

Flexible Web Platform does not provide access to the probes and logs for its solution. If necessary, the Customer may request the required logs from support, which will be provided if they are available.

The Customer can use third-party applications to monitor their applications.

For mutualized packs, the vCPU resources mentioned are maximum resources.

## 8 Support

The following levels of support are available:

- For the Enterprise pack: Enterprise support, dedicated or mutualized
- For the Professional pack: Professional support

For the Professional support level, support teams may only be contacted to report and resolve incidents.

Support is provided in English, and if possible in French.

Support services can be contacted via the following channels:

- Ticket submission : <https://accounts.platform.sh/platform/support>
- Instant message : <https://chat.platform.sh>