

# Zipline Disaster Recovery

Ensuring the information that powers your business is always available.



**With Zipline, your employees always have access to the information they need to get their job done, to communicate important information to the rest of your business, and provide visibility of task status.**

Downtime costs your business money, and it's our number one priority to ensure Zipline is always fast, responsive, and accessible.

Zipline is built using two leading cloud hosting platforms, Heroku and Amazon Web Services. They take care of much of our disaster recovery plan, including:

- **Failover of physical infrastructure, data centers, power and cooling**
- **Redundant network connectivity**
- **Failover and replication of application and database servers**

By leveraging the high-availability features of AWS and Heroku, we're able to focus our attention on building features and functionality that power your business, whilst providing industry-leading uptimes.

## DR Testing

We further enhance the disaster recovery and high availability features of our cloud hosting providers by maintaining our own disaster recovery plan.

The scope of our plan covers the restoration of the production database from backup. It takes into account a scenario where we may need to redeploy the application on a different hosting platform.

## RTO

Our recovery time objective is 4 hours. This is based on how long it takes to perform a full database restoration in order to restore application functionality.

Under normal circumstances, a complete database restoration is never necessary because Heroku replicates the primary database in real-time to a hot-standby, ready for instant failover in the event of an issue.

## RPO

We take full daily backups of the production database, therefore our recovery point objective is 24 hours.

This takes into account the worst case scenario where both the primary and hot-standby databases fail, and we need to restore from backup files. In reality, our hot-standby database ensures there is zero data loss in a typical failover scenario.