DISRUPTIVE

DEPLOY

DEPLOY

Hosting

Lightning-fast, ultra-reliable hosting. Enjoy the fastest, most scalable hosting technology for your brand — without all the hassles of domain setup, FTP, cPanel, and other resource intensive programs alongside an an entire website management platform.
Manage

Updates in seconds, not hours.
When you host with Disruptive, design and content changes are just a click away. Because Webflow is code-free, there's no need to bug engineers, wait for a codebase to deploy, or work with code.

Site content managers
Publish new items and make content changes in seconds from the Editor, without relying on developers.

Updating content in the Editor

Designers
Publish new pages, layout tweaks, or website sections right from the Designer.

Building in the Designer

Backups and versioning
Preview and restore your site from ongoing, automatic backups — or create save points to mark progress and track changes.

Password protection
Password protect individual pages or your entire website to protect in-progress work or restrict access.

Custom forms
Create custom forms to collect data from customers, and connect them with marketing automation platforms as needed.

SEO management
Keep your SEO in check with 301 redirects and a customizable XML sitemap.

Integrations
Easily integrate Google Analytics, Google Optimize, and other marketing tools by dropping custom code snippets in your site template.

Site search
Create a custom search engine for your site with full control over the look and feel of your search results page.

Zero maintenance
No updates to run, packages to install, or headaches to deal with. Just publish your site and let us take care of the rest.

Powered byAmazon Web Services & Fastly
AWS provides a global infrastructure supporting millions of sites. While Fastly delivers your content in milliseconds.

Custom domain hosting
Publish, secure in the knowledge that your new site is fast, scalable, and secured with availability for primary and sub-domains alongside 301-redirects for existing websites.

Infinitely scalable server fleet
Avoid downtime when you hit biggest traffic-spikes without the server costs to ensure you're back up and running without a hitch.

100+ datacentres and servers worldwide
So your site loads quickly, for everyone.

HTTP/2 ready
Meets new HTTP/2 standards out of the box, ensuring your site loads as quickly as possible.

SSL comes standard
Enjoy better SEO and remove unnerving security warnings with free SSL Certification with every website.

Security

Our systems follow SOC 2 (Service Organization Control 2) compliancy.

To be SOC 2 compliant, a provider must meet five trust services criteria:

1. Security: Systems and information are protected from unauthorized access.
2. Availability: Those systems are available to be used consistently.
3. Processing integrity: Systems operate in a timely and accurate manner.
4. Confidentiality: Information designated confidential is protected.
5. Privacy: That information is collected, retained when used, and then securely disposed of.

AICPA has more detailed information on the requirements, but the primary takeaway is that third-party auditing means you don't have to just take a provider's word on their security practices. Webflow is both SOC 2 Type I and Type II certified.

We conduct 3rd party pentests at least annually. In addition to regular pentesting, we also use scanning tools to monitor and detect vulnerabilities.

Data Centre
Tier II, managed network infrastructure, on-site power backup and generators, redundant network, 24/7/365 system monitoring, multiple data centres with failover capability.

Bandwidth
Multiple network providers, burst bandwidth of at least 22Gb/s

Disaster Recovery
24/7 emergency support, online status monitor, event notification emails, recovery time objective no greater than eight hours, recovery point objective no greater than 24 hours, pre-emptive monitoring, geographically redundant backup.

DDoS Mitigation
Fully-covered

DEPLOY

Maintenance & Support

Disruptive Social provide 4 level tech-support, for the duration of your contract, with clear service level agreements (SLAs) calculated on a 24/7 basis and will meet the SLA Specified. In addition, new releases, versions, and upgrades will be included in the cost. As well we will develop online training manuals with tutorials for ease of reference.

Availability SLA	Downtime (per day)	Downtime (per month)	Downtime (per year)
99.999%	00:00:00.4	00:00:26	00:05:15

The use of the software product / SaaS application is not conditional on the ongoing purchase of support and maintenance services. Please find below a description of our Maintenance Services:

- Assign a contact person/account manager to be responsible as the person of contact (POC).
- We will document escalation procedures - the levels of escalation and name and contact details for the contact person.
- We will use a ticketing system (Trello/Slack) that records all incidents reported that can be accessed and generates reports of various incidents upon request.
- On call, working hours 9am - 5pm Monday-Friday.

Response Times*		
Severity	Response Time	Resolution Time
1	1 hour	4 hours
2	4 hours	24 hours
3	4 hours	72 hours
4	8 hours	72 hours

Examples of Severity cases:

- Level 1: Database or server becoming corrupted or inaccessible.
- Level 2: Inability to update website by entities representatives or some of the endpoints are inoperable.
- Level 3: This may be a minor issue with limited loss or no loss of functionality.
- Level 4: Important problem but it can wait, no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

LEVEL 1 — Urgent

A severity one (1) issue is a serious production problem which may severely impact the Required Service\Solution Availability, in such case, part or all Required Service\Solution production components are down or not functioning; loss of production data and no procedural work around exists.

Examples of Severity one cases: Database or Server becoming corrupted or inaccessible.

LEVEL 2 — High

A severity two (2) issue is a problem where the Required Service\Solution is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of product solutions and productivity of required services. The system is exposed to potential loss or interruption of service.

Example of Severity two cases: inability to update database by entities representatives or solution administrators, inability to synchronize data or some of the endpoints are inoperable.

LEVEL 3 — Medium

A severity three (3) issue is a medium-to-low impact problem which involves partial non-critical functionality loss one which impairs some operations but allows the Required Service\Solution users/administrators to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

LEVEL 4 — Low

Important problem but it can wait no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

We offer quarterly maintenance check-ins after the contract period at no additional cost. These sessions will provide opportunities to jointly take stock of progress of implementation to date, identify barriers to progress, solve problems, and make course corrections as necessary.