Infrastructure reliability

Technology you can count on anytime, no matter what

The GoTo services have a robust, global and redundant service infrastructure that's set up with full disaster recovery sites. GoTo technology was built with reliability at its core so companies can count on it regardless of the situation. Whether the emergency be a natural disaster or a sick child at home, the GoTo services will be available and ready whenever you need them. This fact sheet details redundancy, capacity, bandwidth and disaster recovery systems that are built into the robust GoTo global infrastructure.

Global infrastructure and redundancy

We currently have brokers and communications servers distributed among multiple interconnected datacenters across the globe. We are constantly evaluating our datacenters and Internet service providers (ISPs) to optimize performance for our customers in regards to bandwidth, latency and disaster recovery isolation. Our datacenters are situated in secure co-location facilities that are ISP carrier neutral and provide physical security, redundant power and simultaneous access to top-tier ISP's and peering partners. They are built with fault-tolerant architecture with full redundancy and rapid fail-over capability.

GoTo products deliver optimal performance to users because our propriety Network Path Selection Technology dynamically load balances the communications servers datacenter usage to automatically move new sessions to the datacenter that has the best response time without human intervention.

Capacity

As a general rule we maintain excess capacity in all aspects of our infrastructure to accommodate our growing business and to meet peak usage requirements. We are confident in our ability to provide service and scale based on our current and future customer needs (even those needs that may arise during an emergency). We typically maintain 50 percent excess capacity. Our service level agreements (SLAs) from the ISPs are 99.9 to 99.8 percent. We typically have 3 ISP feeds per datacenter. Failover between ISPs is automatic.

Our growth and capacity needs are monitored carefully, but in the event that we had to increase capacity suddenly, we could easily scale our application server tier horizontally (and linearly) by simply adding more load-balanced application servers.

Bandwidth

We are located in premier co-location facilities that are ISP carrier neutral and maintain a minimum of 50 percent more bandwidth than needed in case of increased usage, such as in the case of a pandemic. We maintain agreements with at least 2 bandwidth providers per site and with 4 bandwidth providers in all our primary sites. All North American datacenters have no less than 3 gigabit Ethernet feeds from independent Tier 1 ISPs. We can add additional gigabit capacity inside of a week to any of our 6 datacenters with a large number of ISPs to select from.

Disaster recovery

We perform disaster recovery (DR) tests annually. All of our major services are run in an N+2 configuration, meaning that the full network is replicated twice for added insurance. We maintain full capacity DR sites. We annually test our DR centers by shutting down our primary site for 24 hours.

Conclusion

The GoTo service infrastructure was built to stay up during any disaster. With excess bandwidth and capacity, as well as full disaster recovery sites, you can count on GoTo services in the event of any disaster or business disruption.