INRIVER PRODUCT MARKETING CLOUD

This paper describes the technical aspects of the
inRiver Product Marketing Cloud Service.

Availability	99.9%
Performance	Elastic scaling without manual intervention
Scalability	Access new platform features via continuous releases
Security	ISO CSA cloud security alliance® ITAR HIPAA IRS
Disaster recovery	Full-stack content disaster recovery is included in the service.

Service Management   Monitoring is done on:

1. PING (answer and response)
2. CPU (load)
3. RAM (load)
4. Disk (utilization and trends)
5. Backup (verify)

Storage/Backup   Backup is included at no charge. Customers only pay for the storage it takes up. 14 days for media and 30 days for product data retention included.

Content transfer   The inRiver PIM Cloud Service can be terminated and the content can be moved at any time.

Support   The service is monitored 24/7/365. Support is available 24/7 or during business hours (9am-5pm). Service issues are addressed within 60 minutes.

www.inriver.com

inRiver is the market leader for simplifying Product Information Management (PIM). We help B2C and B2B multi-channel commerce and marketing professionals tell perfect product stories. Our powerful inRiver Product Marketing Cloud service radically facilitates the creation, handling, and distribution of perfect product information for a world-class customer experience across all touchpoints, in multiple languages. More than 900 brands around the world rely on inRiver Product Marketing Cloud for efficiently controlling the product (information) flow for their globally recognized brands.

inRiver was founded in 2007, and is today a well-recognized, award-winning, and rapidly growing company with an extensive partner network (PRIME). The company is headquartered in Malmö, Sweden, with offices in Chicago, London, Amsterdam and Stockholm and sales offices in Phoenix, and Istanbul.