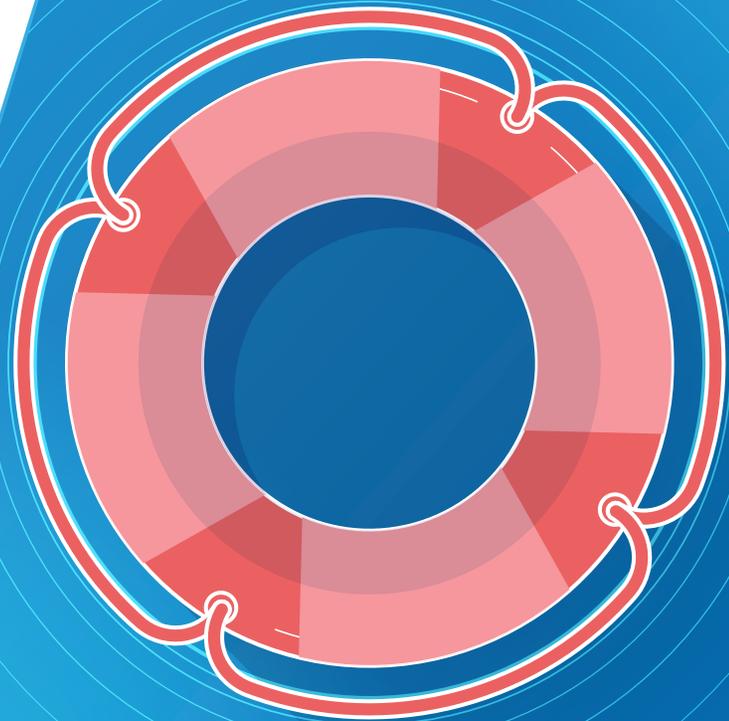




TECHNICAL PAPER

Business continuity and disaster recovery

Last updated June 27, 2016



Objective

The objective of this white paper is to provide information on Anaplan's business continuity and disaster recovery measures, so the reader will understand how Anaplan will provide continuity of service to its customers in the event of a disaster.

Offices

Anaplan operates as a highly distributed global company, to minimize the risk of any single point of failure. We have staff operating from 17 offices spanning four continents and multiple time zones.

Global headquarters is in San Francisco, California. Core product development and technical support is run from our York, UK office. In the event of the UK office being offline, all development, test and support staff are able to operate remotely (from home or a temporary office) over secure VPN connections, providing ongoing development and technical support.

Backup for the UK-based development team is also provided by the San Francisco development team and vice versa. Responsibilities are spread across each team and there are shared skills within every team, in addition to wide geographic distribution to provide backup as described above. Technical Operations and Customer Support team members operate from four offices around the world.

Data centers

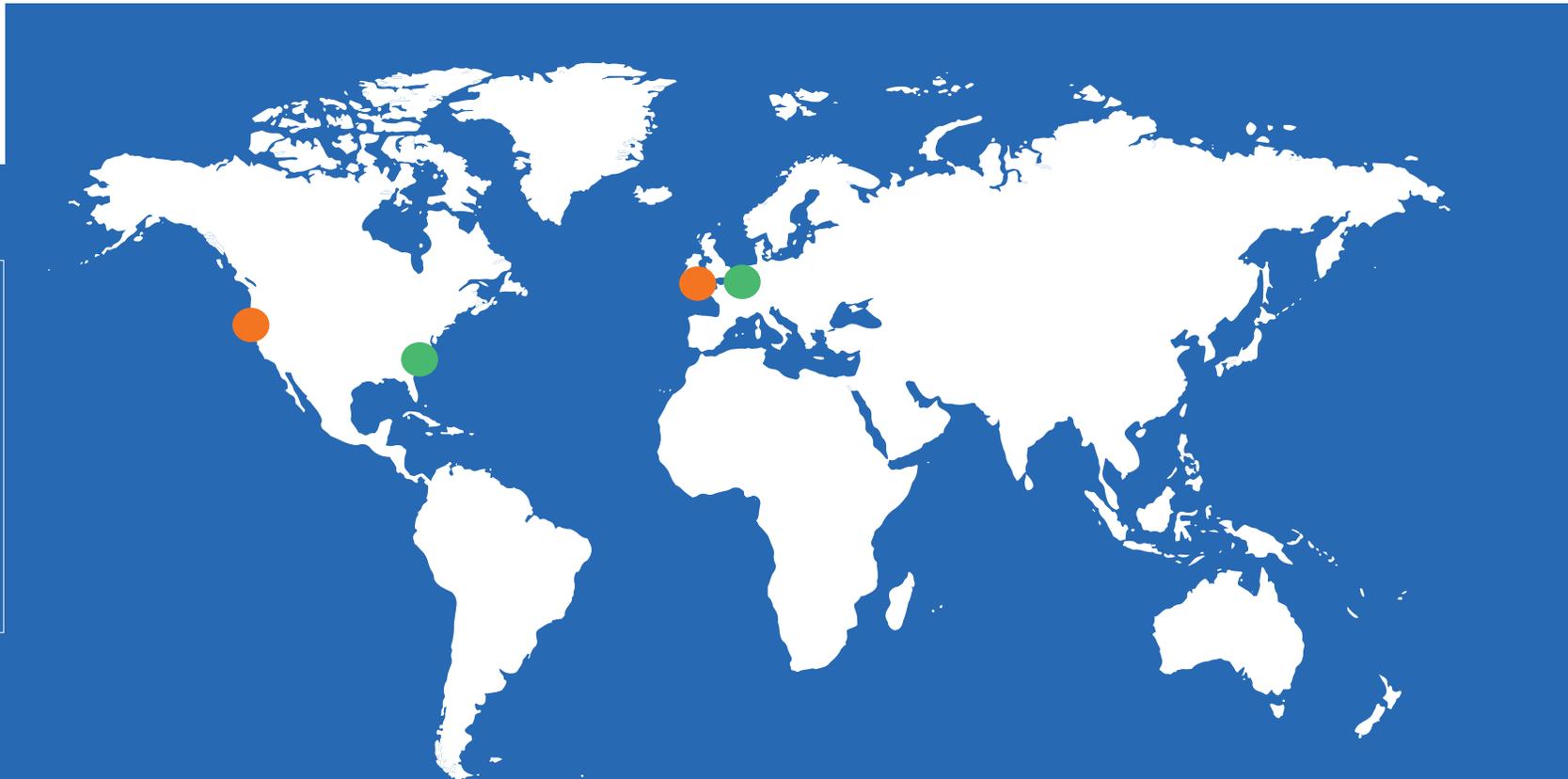
The Anaplan infrastructure is hosted out of globally respected Equinix International Business Exchange (IBX) data centers, based in Ashburn, Virginia, USA, and Amsterdam, The Netherlands, with 24x7 x 365 support. These Equinix data center facilities are ISO 27001 certified and SOC audited with a proven >99.999% uptime record.

Anaplan owns and operates all infrastructure supporting the application, and controls physical access to this equipment. The Anaplan application and all customer data are stored within the data center, i.e. there is no customer data or production application code stored or processed on computers issued to personnel.

The Anaplan application has been jointly developed between teams in the United Kingdom, France, and the United States.



- **Primary**
Virginia, USA
Netherlands
- **Disaster Recovery**
Oregon, USA
Ireland



In line with data regionalization requirements, backups of all customer Workspaces and Models are maintained both within the primary data center and at the relevant AWS facility. Data is persisted to onsite encrypted SAN and streamed in near realtime to the respective Amazon Web Services (AWS) facility, this being either Ireland, EU or Oregon, U.S., depending on location of the primary data.

Redundancy

Anaplan has created a fully self-managed infrastructure at Equinix in Amsterdam and Virginia to provide in-region data hosting. Equinix data centers were designed and built to high availability standards. Redundancy extends throughout from multiple Internet Service Providers, Uninterruptible Power Supply systems with N+1 or greater redundancy levels, on-site auxiliary power generators and fuel, and guaranteed fuel delivery contracts with both in-region and out-of-region providers.

Anaplan's application infrastructure is built with high availability features as well. Each server has redundant network cards and power supplies. All onsite data is held on redundant disk-encrypted SANs. Additional availability controls are tested in the SOC 2 audits.

AWS facilities are provisioned as a backup and disaster recovery to allow for full data redundancy for each geographic region, with streaming file replication for all models and transaction logs, so that in the event of a major disaster, a secondary infrastructure could be activated and customer redirection invoked with minimal disruption and downtime. Anaplan provides a Recovery Point Objective (RPO) of 30 minutes and a Recovery Time Objective (RTO) of 12 hours.

As Anaplan continues to grow, we will continue to invest and support our customer base throughout the globe.

Disaster recovery

Minor incidents such as the failure of a core application server will be handled without any data loss through the redundancy in the server infrastructure, and resilience built into the Anaplan architecture.

In the event of a major disaster that results in a complete loss of either data center, backup infrastructure will be invoked at AWS in the U.S. or EU respectively. Our disaster recovery efforts are coordinated and managed by a multi-disciplinary team of appropriately authorized and qualified Anaplan individuals. The disaster recovery plan is thoroughly documented and tested quarterly.

Cyber and physical defenses

Substantial defenses are in place to protect our services against the ever-increasing array of cyber threats. Anaplan has contracted with Verisign for DDoS mitigation. Firewalls block unwanted connections.

All customer access to the application is via secure encrypted HTTPS / TLS connections. Anaplan administrative access is via a combined mandatory two-factor and SSH PKI authentication system with individual RSA keys for each of a limited set of senior technical staff. (See the Security Overview white paper for further information).

Regular vulnerability scans and penetration tests are performed to ensure that the infrastructure is securely configured.

Physical access to the production environment is restricted to data center staff (for remote hands-on management of the physical hardware if needed), together with a select number of trusted Anaplan Operations employees. These are mature and responsible individuals of the highest integrity, with long experience of working with critical customer data.

The data centers feature state-of-the-art physical security, including round-the-clock staffing and CCTV monitoring, two- and three-factor authentication at entry points, mantraps, and biometric scanners. Visitors must be pre-authorized, have their identity verified and be escorted through the facility.

Data center staff are subject to the operating procedures required for SOC 1 Type II, SOC 2 Type II, and ISO 27001 compliance.

Summary

Anaplan operates in a decentralized way that gives significant resilience against threats and disasters. Onsite and offsite backups, resilience and redundancy in the infrastructure, availability of secondary data centers, and the use of geographically distributed infrastructure support staff will enable disaster recovery plans to be implemented quickly and efficiently in the event of a major disaster.





About Us

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