

CUSTOMER SUCCESS STORY

The uptime commitment they could finally evidence.

A B2B SaaS platform promised availability in every contract and could not demonstrate a tested recovery path behind it. **UPC DRaaS** turned a contractual assertion into something its customers' auditors accept.

Contractual not tested

Enterprise customers stopped accepting the SLA as evidence. Security questionnaires now ask when failover was last tested, what the measured recovery time was, and whether the AI features carry the same protection as the core product.

THE SITUATION

An SLA with nothing behind it

The platform's contracts committed to availability targets its infrastructure could probably meet. Probably was the problem:

- **Failover had never been fully tested.** A complete drill meant duplicating production capacity, which the margin would not absorb.
- **The AI tier was unprotected.** Model serving and vector indexes had become core product with no recovery plan.
- **Questionnaires asked for evidence** of tested recovery, and the honest answer was slowing enterprise deals.
- **Multi-tenant recovery was unproven** — restoring one tenant without disturbing others had never been exercised.

THE DECISION

Make the drill affordable, then run it

The platform moved to warm replication with on-demand compute for drills, bringing the AI tier into scope and running quarterly failover tests it could document for customers.

“We were selling four nines and hoping. The first honest full failover test was the most valuable thing we did that year — and we could only afford it because the compute was on demand.”

— VP OF PLATFORM ENGINEERING

DEPLOYMENT SNAPSHOT

SECTOR

B2B SaaS platform

WORKLOADS

Core application · Data tier · AI serving · Vector indexes

TIERS

Platinum core and AI serving; Gold data tier; Silver internal

TOPOLOGY

Active-Active for the core application

MODEL

Pay-on-Activation with quarterly drills

TENANCY

Secure multi-tenancy with tenant isolation

EVIDENCE

Documented drill outcomes for customer audits

PLATFORM

SOC-compliant, N+M high availability

HOW IT WAS DELIVERED

Tiering

Core application and **AI serving on Platinum**; the data tier on Gold; internal tooling on Silver — so the AI features carry the same commitment as the product around them.

AI scope

Model registries, inference data, and vector indexes replicated alongside the application, closing the gap enterprise buyers had started probing.

Drills

Quarterly full failover tests on on-demand compute, producing measured recovery times rather than contractual assertions.

Tenancy

Secure multi-tenancy with isolation controls, so tenant-level recovery can be exercised without disturbing the rest of the estate.

WHAT CHANGED

BEFORE UPC DRAAS

- Availability committed, **never fully tested**
- AI serving and vector indexes unprotected
- Security questionnaires answered with assertions
- Tenant-level recovery unproven
- Full drills priced out by duplicate capacity

WITH UPC DRAAS

- **Quarterly failover tests** with measured results
- AI tier protected at the same level as the core
- Questionnaires answered with **documented evidence**
- Tenant-level recovery exercised and recorded
- Drill cost limited to the drill itself

WHERE THE CHANGE CAME FROM

A drill you can afford is a drill you run

On-demand compute changed full failover testing from an annual budget argument into a quarterly operational task.

The AI tier joined the product

Giving model serving and vector indexes the same tier as the core application closed the gap enterprise security reviews had begun to find.

Evidence beat assertion

Documented recovery times turned the availability commitment from a contractual clause into something a customer's auditor could verify.

WHY THIS MATTERS FOR A SAAS BUSINESS

Capabilities doing the work in this deployment:

Platinum core & AI serving

Active-Active topology

Quarterly tested failover

Secure multi-tenancy

Model & vector index recovery

SOC-compliant platform

N+M high availability

Documented drill evidence

BOTTOM LINE

UPC DRaaS turned a contractual uptime promise into a tested, documented recovery capability the sales team can evidence.

Let's build your continuity plan.

Speak with a specialist, or ask us to model your RPO/RTO tiers and DR cost.

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