

**CLOUDFLOOR.DNS**

## ENTERPRISE DNS SERVICES

# Advanced DNS features and the best guarantees in the industry.

As websites and web-based applications have become critical to your enterprise it's easy to forget that they are only as reliable and secure as your DNS provider's infrastructure. But with the right enterprise provider, DNS outages are preventable, not inevitable.

Since our founding CloudFloor DNS has hosted over 45,000 domains for companies small and large, protecting them against DNS outages and their economic consequences.

Enterprise customers choose us, and continue to renew their services for ten key reasons:

- **We're passionate about DNS** – our core business is providing DNS services and it's what we think and care about, day-in and day-out.
- **Reliability** – Our network has redundant carrier-class nodes in Tier 1 data centers. This enables us to guarantee 100% DNS uptime.
- **Performance** – We offer the only 100% performance guarantee.
- **Global service with local support** – our customer support ranks at the top of the industry. Real people answer your telephone calls 24x7. And we are the only enterprise DNS provider with offices, network infrastructure and support personnel in the UK/Europe, US and China.
- **Anycast Plus network** – we offer an extensive global network that incorporates both anycast and unicast nodes for optimized query routing regardless of network conditions. And our network has been refreshed with new equipment to further increase reliability, security and performance.
- **Proactive Monitoring** - Constant proactive monitoring by external, neutral third-parties.
- **Security Against Attacks** – Because DNS is the entry point to your website, it is essential to consider DNS in your overall

security plans. CloudFloor DNS believes that security must go hand-in-hand with the requirement for peak performance and highly reliable web infrastructure. We have designed and implemented multiple security redundancy layers on top of a hardened, distributed infrastructure for best mitigation of Internet and physical security threats.

- **All-inclusive offering** – All the major DNS providers charge extra for enterprise-class services such as failover and Geo-DNS, except us. Every plan includes these business-critical services.
- **No overage charges** – our plans include several levels of annual queries, domains, advanced services and 24x7 local support. Unlike other DNS providers, there are no costly overages with CloudFloor DNS.
- **Scalability** – we built our company and infrastructure to meet the unexpected demands of our enterprise customers – whether it's 100 million queries on Super Bowl Sunday, private node placements, or dedicated support resources – we're able to meet your needs.

### Anycast Plus Network

CloudFloor DNS includes a wide range of enterprise-class DNS features in every plan we offer. The heart of our system is our innovative intelligent anycast network. We've architected our network this way because the shortest route to

our DNS servers does not always deliver the best performance. In some cases, high traffic volumes to a nearby Anycast node may ultimately result in slower resolution times than we can provide from a more geographically distant Unicast node.

Intelligence built into our network evaluates historical traffic patterns as well as current real-time conditions, enabling us to automatically select the best performing route for every query, ensuring you the fastest resolution time.

Another benefit of our anycast-unicast network is a significant increase in fault tolerance. When an anycast node fails, a large portion of the network could become unreachable. This is inherent in how anycast works – regardless of provider. By having unicast nodes as part of our network, they can quickly take over from the anycast nodes and continue to provide DNS resolution.

Today we offer 20 node locations around the world – including two in Asia which is the fastest growing Internet region – so that your queries are processed close to where your servers are.

### The Industry's Best Guarantees

By choosing CloudFloor DNS for your enterprise DNS services you get the best Service Level Agreement (SLA) in the industry. Unlike other DNS providers, CloudFloor DNS guarantees not only reliability but also the performance of our infrastructure – including DNS network latency, server performance and replication time.

For example, we guarantee that our network will be available 100% of the time and the average DNS resolution time will be less than 100ms in North America and Europe.

When either of these metrics dips below our established limits, we provide substantial service credits based on your monthly DNS service spending through a simple support process.

### Additional Advanced Features

- **Failover** - we test your web servers continuously and at the first sign of a failure, our system will instantly switch traffic to your backup server.
- **Geo-DNS** - This service optimizes DNS routing based on the geographic location of your site visitor. This enables you to direct traffic to a specific server and provide a personalized experience for users coming from different regions.
- **Extended logging** - Unlike most vendors that only store your DNS and testing logs for a short time, MicroTech offers up to one year of extended log storage.

### The Logical Choice For Your Business

To learn more about how CloudFloor DNS can improve the reliability, performance and security of your DNS, call us in the US on +1 781-373-5158 or in Europe and the UK on +44 (0)1481 720924.

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