

Purpose:

Kitepipe offers a range of hosting and support services around the Boomi integration platform on the AWS Marketplace. This document captures questions frequently asked by customers evaluating the Kitepipe Boomi hosting packages and services

Frequently Asked Questions:

1 Scope of Services:

What is included in the Kitepipe hosting service?

This is a comprehensive Boomi managed hosting service that includes:

- Assessment of your current or future Boomi infrastructure;
- Best Practices build of a dedicated Boomi runtime environment in AWS;
- Installation of your Boomi licensing;
- Support for migration of your Boomi processes;
- Customized Datadog monitoring dashboards for Boomi;
- 7x24 monitoring of your Boomi environment;
- Ongoing management and patching of the environment;
- and all AWS infrastructure fees are included.

Is the hosting environment dedicated or multi-tenant?

Each Managed Cloud Services customer is hosted in their own AWS VPC, with no shared resources, infrastructure or services. All tiers have separate VPCs for Prod and Test. The Molecule product tiers segment the compute nodes across multiple AZs for high reliability and availability.

Does the service include Boomi licensing?

No – the Boomi integration platform and tools are purchased separately from Boomi. See the related service listing in the AWS marketplace from Boomi. The Boomi integration product and platform is full featured – contact us to



learn more about Boomi licensing, or to be connected with your local Boomi sales representative – at boomihelp@kitepipe.com

Does the configuration support a Boomi atom or molecule?

Both configurations are supported in different product tiers. A Boomi atom is the single node runtime engine - we install a test and a prod atom in different VPCs. A Boomi Molecule is the clustered configuration of the Boomi runtime - for this tier we install two Molecules - one in the prod environment, one in a separate test environment.

How is the environment kept current?

Kitepipe uses an industry-leading DevOps architecture to build and manage the AWS-Boomi configuration. Terraform scripts driven by a CircleCI-based deployment and update process ensures that the environment starts and stays solid.

2 Onboarding:

Once contracted, how do I get started?

Kitepipe has a mature customer onboarding process resulting in a go-live of the customer Boomi account in the new environment.

The process starts with a kickoff call where we lay out the process, confirm that correct Boomi licensing is in place, and get started. For existing Boomi customers we do a review of their current Boomi operations, and develop a migration plan.

We onboard the customer into the Kitepipe Jira-powered support team. Then we run the build, which creates AWS VPC, nodes, Datadog agents, and installs Boomi. The result is a fully functional Boomi Atom or Molecule in AWS, supported by Kitepipe.

3 Support:

How is support managed?

In the onboarding process, the customer is set up in their own account in the Kitepipe jira-powered support platform. Tickets can be submitted:

- via email -
- directly into the Jira platform via browser
- via phone to our 800 number support line.

The Kitepipe support team is comprised of AWS and Boomi certified engineers and augmented by the Kitepipe best-in-class development team and AWS engineers from Kitepipe support partners. We use a follow the sun model augmented by AWS Premier Tier partner Trek 10. .

Are there proactive monitoring metrics?

Yes. Metrics like disk capacity and memory available are proactively monitored. Datadog agents and dashboards are used to follow trends in both the AWS infrastructure and Boomi processes. Datadog for Boomi is a separate add on available to customer who either purchase our Boomi Datadog module or contract separately for Kitepipe Boomi support

Is Boomi process and application support included?

No. Customers may contract separately with Kitepipe for support for the Boomi processes and runtime. Customers who perform their own Boomi services support and updates may purchase Kitepipe's Datadog monitoring service separately.

What are the Service and Support SLAs?

The Kitepipe Boomi Hosting in AWS service has an SLA agreement that closely matches the Boomi Premier tier SLA and Support Service description, which can be found here:

<https://boomi.com/sla/>

<https://boomi.com/legal/service>



Kitepipe AWS Marketplace

Boomi Hosting:

Boomi Hosting FAQs

Version: 2.05 Revised 11/10/22

This SLA may be provided through a direct relationship with Kitepipe, or under your current Master Services Agreement with Boomi.

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