

Cutwise Service Reliability

Dear clients,

In the course of adjusting Cutwise service reliability to the new requirements of high demand we experienced another hardware failure, which took place on the server provider's side (Hetzner). We apologize very much to our clients who were not able to use Cutwise's expertise from 2021-11-16 21:26:58 UTC earliest to 2021-11-17 04:12:19 UTC latest. However, this unfortunate incident made us take strong immediate decisive steps with regards to the new Cutwise service organisational planning and we have to share with you that we are going to quit this provider as soon as possible.

Cutwise is currently a 24/7 tool for many advanced diamond market players, so we have to maintain the reliability of the service according to the best available industrial benchmarks. Amazon Web Services (AWS) is a recognised leader in this area, which, though is not 100% flawless. AWS uses the following Service Credits which are calculated as a percentage of the total charges paid by clients for Amazon CloudFront at the billing cycle in which the error occurred:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

In fact, Cutwise was reliable so far at the following levels:

- 2019: 99,95% yearly / monthly minimum 99,8%
- 2020: 99,99% yearly / monthly minimum 99,9%
- 2021: 99,90% (till current date) / monthly minimum (last 30 days) - 99,0%. Which has been quite comparable with the AWS benchmarks.

Nevertheless, we target better reliability and made the decision to implement a new cluster failover system with different distributed and independent providers and to change our main hosting provider from Hetzner to AWS as soon as possible because of the recent and the previous accident. AWS hosting service will be used alongside current AWS storage and traffic services.

The main part of the transition job will be accomplished in December and it will be completely finished not later than the end of January, 2022. Extra precautions will be taken to avoid accidents before the transition is completed.

In addition, starting from March 2022 a Service Level Agreement system will be introduced to cover Cutwise clients' costs if uptime is lower than the declared monthly 99.85%, which follows up the AWS approach summing up the probabilities on the AWS and Cutwise's sides, please see for more details <https://aws.amazon.com/cloudfront/sla/>

Increase in the costs for Octonus because of the new solution will not result in tariffs increase for all current Cutwise clients. Furthermore, as a compensation we cancel tariffication for 3 months for Storage and traffic option for all clients with contracts signed with Octonus or Lexus before November 17th, 2021. Octonus' reimbursements to clients are 12 times higher than the Service Credit Percentage with AWS.

We again sincerely apologize for all the inconveniences caused. Your feedback and questions are as usually appreciated very much. We are looking forward to establishing the best industrial practices together and opening the new horizons for the diamonds market growth and development.