



The Communications Platform

Service Monitoring Guide

24/7 Infrastructure Monitoring

We operate a Security Information and Event Management (SIEM) system that monitors all activities across our infrastructure continuously. Our team conducts daily automated reviews of comprehensive audit logs covering user logons/logoffs, system changes, administration activities, access to sensitive data, and account modifications.

Performance and Availability Tracking

We employ continuous monitoring through automated systems that track performance metrics, system health, and potential security events. Our monitoring infrastructure includes third-party service status monitoring and independent external verification through Down Detector, with real-time alerts for any anomalies or performance degradation.

High Availability Infrastructure

We maintain a 99%+ uptime SLA with redundant systems and infrastructure designed for high availability. Our platform operates across multiple server regions to ensure continuous service delivery.

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