

Apigee Edge Cloud - Bundles Spec Sheets

Description

Apigee Edge Cloud is an API management platform to securely deliver and manage all APIs. Apigee Edge Cloud manages the API lifecycle with capabilities that include, but are not limited to, API runtime, developer management, analytics, API development, and operations automation.

Key Features

Apigee Edge Cloud provides:

- API runtime that includes:
 - Multiple security protocols such as OAuth, 2-way TLS, SAML to protect access to all API traffic in transit
 - Fixed Southbound IP address for IP whitelisting (NOTE - not included in Team Bundle)
 - Protocol transformation, traffic management and security mediation
 - Data caching *
 - Node.js environment for hosting server-side apps
 - Microgateway that enables federated deployment of runtime gateways with centralized management
 - Apigee API Management adapter for Istio that enabled API management in an Istio service mesh
- Developer management that includes:
 - Customizable portal to publish APIs and interactive documentation, and to onboard developers and apps
- Analytics that includes: *
 - Out-of-the-box dashboards and charts
 - Custom reports and queries
 - Offline queries and scheduled reports
 - Custom attributes and query optimizations
- API development includes:
 - Transformation, traffic management, and security policies
 - Programmable interface to customize API proxies using JavaScript, Java callouts, and python scripts (**NOTE** - some restrictions in Team Bundle)
 - Trace and debugging capabilities
 - API version management
- Operations automation includes:
 - Platform APIs to access administrative, operational, and analytics functions
- Supported browsers: <http://docs.apigee.com/api-services/reference/supported-software>

* Entitled capabilities may vary depending on level of support and entitlement plan purchased.

Hosted Multi-Tenant Cloud with a Choice of Regions

Available in the following regions:

- US East (Virginia)
- US Central (Iowa)
- US West (Oregon)
- EU (Ireland)
- EU (Frankfurt)
- EU (Belgium)
- EU (London)
- South America (Sao Paulo)
- Asia Pacific (Singapore)
- Asia Pacific (Tokyo)
- Asia Pacific (Sydney)

Developer portal instances are hosted in US only. Deployment of developer portal in other regions can be requested at an additional charge.

* Region not currently eligible for DN expansion.

Limitations

- 1 SSL certificate deployment for inbound and outbound API traffic endpoint (for e.g. <api.mycompany.com> - i.e, Northbound)
 - Customer provides SSL certificate.
- Up to 10 SSL certificate deployment for Southbound traffic (i.e, for traffic between Customer Env or API proxy bundles on Apigee Edge Cloud and Customer's backend systems).
- Does not include Northbound IP whitelisting.
- Apigee may limit access to certain node.js packages or functionality that is malicious in nature or have security vulnerability when it has the potential to impact or disrupt Apigee Edge Cloud systems. Any data stored on Apigee Edge Cloud systems from Node.js is on the local filesystem and is transient.
- Developer portal:
 - 1 Developer portal per Customer. Additional instances available at extra charge.
 - 1 SSL certificate installed per developer portal. Customer provides SSL certificate.
 - Maximum of 1 million page views/month per developer portal
 - 30GB of content storage per developer portal
- Performance:
 - Throughput will vary based on API proxy processing needs
 - Performance and any security testing requires prior notification to Apigee Support
 - Performance testing API Call traffic counts against the quarterly limits
- Data migration services not included.

- API Calls made to Edge Management APIs do not count toward API Call volume or against the SLA (as defined below). Restrictions may apply toward throughput and response times.
- See <https://docs.apigee.com/api-platform/reference/limits> for applicable product limits

Entitlement Tiers

| INCLUDED SERVICES | Apigee Team Bundle | Apigee Business Bundle |
|---|--|--|
| License term | Monthly Or 12 months | Monthly Or 12 months |
| Number of Active Users ⁽¹⁾ | 3 | 5 |
| Organization / Environment combinations ⁽²⁾ | 1 Org and 2 Envs (test, prod) | 1 Org and 3 Envs (dev, test, prod) |
| API Calls ⁽³⁾ | Up to 15M per month | Up to 300M per month |
| Max API requests / second | No limit | No limit |
| Number of API Proxies | No Limit | No Limit |
| Basic API policies | Y | Y |
| Advanced API policies | Y | Y |
| Node.js | Y | Y |
| API access to features and data | Y | Y |
| Web services callouts | Y | Y |
| API white-labeling | Y | Y |
| Developer Portal | Y | Y |
| Federated Gateways (Microgateways, Apigee APIM adapter for Istio) | Y | Y |
| Fixed southbound Apigee IP Address | N | Y |
| Java callouts and Python scripting | N | Y |
| Distributed traffic management policies | Y | Y |
| Analytics capabilities ⁽⁴⁾ | All Dashboard reports, Custom reports, Offline queries | All Dashboard reports, Custom reports, Offline queries |
| Analytics data retention ⁽⁵⁾ | Up to 60 days | Up to 90 days |
| Analytics Concurrent Queries ⁽⁶⁾ | Up to 3 | Up to 5 |
| Runtime Data Capabilities | Application Keys, Key-Value Store | Application Keys, Key-Value Store |
| Runtime Data Retention ⁽⁷⁾ | Up to 1 GB | Up to 10 GB |
| Distributed Network (multi-region presence) | N | N |
| Monetization engine | N | N |

| | | |
|-----------------------------------|--|--|
| PCI/HIPAA Compliance | N | Add-on |
| Advanced Security (Bot Detection) | N | N |
| Runtime Availability SLA | 99.5% | 99.9% |
| Message Processor Deployment | Google Cloud Only | Google Cloud Only |
| Support Entitlement | Developer Support | Starter Support |
| Initial Response Goal | P1: N/A P2: < 48 hours P3 < 72 hours | P1: < 6 hours P2: < 12 hours P3 < 48 hours |
| Resolution Goal | N/A | P1: <= 24 hours P2: <= 5 business days P3: <= 10 business days |
| Support Portal | Yes | Yes |

(1) Active Users

- Rounded-up average for each calendar quarter on a monthly basis for the number of unique users who login (or authenticate) using their user credentials either via the Apigee Edge Cloud UI or via the Apigee Management APIs at least once during the calendar month.

(2) Org / Env combinations

- Total number of Organizations (Orgs) and Environments (Envs) combinations, where Orgs provide logical separation for Apigee Users, proxies and data, and Envs help logical separation for SDLC (Software Development Lifecycle). For physical traffic separation within specific Envs, additional purchase of Traffic Isolation Pack is necessary.

(3) API Calls per license term:

- The term “API Calls” is defined as any request and subsequent response processed by Apigee Edge Cloud. Apigee Management API calls are excluded from the API Calls calculation. The most current list of these can be found on <https://apigee.com/docs/management/apis>.
- Up to the specified number of API Calls per 12-month period unless otherwise specified.
- 3 API Calls to the microgateway are counted as 1 API Call in Apigee Edge Cloud.
- 3 API calls processed by the Apigee adapter for Istio are counted as 1 API call in Apigee Edge Cloud
- API Call limits expire at the annual contract renewal date and unused API Calls do not roll forward beyond the licensing term.

(4) Analytics capabilities

- Dashboard reports include Proxy Performance, Target Performance, Cache Performance, Latency Analysis, Error Analysis, Developer Engagement, Traffic Composition, Business Transactions, GeoMap, and Devices.
- Custom reports allow Apigee Users to build their own custom charts by selecting the desired sets of metrics, dimensions, and filters for those charts.

(5) Analytics data retention

- Maximum duration for data retention is 12 months. Consists of raw traffic data captured from API traffic flowing through Apigee Edge Cloud and all microgateway instances as well as all derived

aggregation data calculated from raw traffic data. Retention does not apply to Customer metadata stored in Apigee Edge Cloud.

- Maximum duration of analytics data access is determined by the selected Entitlement tier (across all Org/Env combinations).

⁽⁶⁾ Analytics concurrent queries

- Number of custom queries (does not include dashboard reports) that are actively consuming computing resources at any given time. Queries submitted by Apigee Users and/or other applications (via APIs) will be added to a queue and will be executed in a first-in-first-out sequence once the previously running queries are completed.

⁽⁷⁾ Runtime data retention

- Collectively applies to all the entitled runtime data capabilities, which includes Application Keys, Key-Value Store, and Distributed Cache.

Add-on Options (in addition to original entitlements)

- HIPAA Compliance Pack (see separate spec sheet)
- PCI Compliance Pack (see separate spec sheet)

Definitions

API Calls -- is defined as any runtime request and subsequent response processed by Apigee Edge Cloud. Apigee Management API calls are excluded from the API Calls calculation.

Apigee Users -- Defined as individuals with a unique account ID and authorization credentials that are used to access any of the Org/Env combinations either via the Apigee Edge Cloud UI or APIs. Apigee Users may not share their credentials with any other individuals or systems at any time. Apigee Users do not include developers onboarded either via an online portal or by other Apigee Users to consume the published APIs via registered apps.

Unsuccessful API Calls -- Any Customer-initiated API Call (excluding requests to Apigee platform API) that is processed by Apigee Edge Cloud and returns an HTTP status code in the 5xx family due to an Apigee error.

Apigee Error Rate -- The total number of Unsuccessful API Calls divided by the Total API Calls during that five minute period. Apigee calculates the Apigee Error Rate for each Customer account as a percentage for each five minute period in the calendar month.

Service Availability -- Is calculated on a monthly basis by subtracting from 100% the average of the Apigee Error Rate(s) from each five minute period in the calendar month, excluding Scheduled Maintenance Window, for all API Calls processed by the Apigee Edge Cloud, and do not include API Calls processed by hybrid deployments of Microgateway instances.

Total API Calls -- The total number of successful and Unsuccessful API Calls (excluding requests to Apigee Management API calls) that are processed by the Apigee Edge Cloud.

Scheduled Maintenance Window -- The time during which scheduled maintenance of the Apigee Edge Cloud may be performed. Apigee targets zero downtime maintenance, but in the event Apigee expects the

Scheduled Maintenance Window activity to result in the Apigee Edge Cloud being unavailable to Customer, Apigee will provide Customer with a minimum of five (5) Apigee business days advance notification.

Service Level Availability Commitment

Apigee commits to at least a 99.5% Service Level Availability Commitment (“SLA”) during each calendar, excluding Scheduled Maintenance Windows, with the purchase of a Support Plan.

Apigee uses autoscaling for its infrastructure and therefore does not place any restrictions on the peak request rate for its customers and should be able to handle vast majority of our Customer’s use cases. However, in certain scenarios, such as extreme sudden surge in peak request rate or flash traffic increase or when the traffic growth isn’t gradual (for e.g. 10-100x average traffic within 2 minutes), Apigee recommends the Customer contact our support for “pre-warming” the infrastructure for the Customer’s requirements. The Customer can also contact support ahead of time and test the auto-scaling for the Customer’s requirements and understand the limitations if any and plan for the appropriate “pre-warming”. While contacting support the Customer will need to know the start and end dates of of the Customer’s tests or expected flash traffic, the expected or estimated request rate per second and the total size of the typical request/response that the Customer will be testing or foreseeing.

Customers are responsible for performing appropriate scaling tests and using the pre-warming feature to ensure the Customer does not experience adverse impacts of rapid traffic increases. Apigee cannot be held responsible for SLA misses due to an rapid traffic increase unless the pre-warming feature was used but failed to perform as expected.

In the event Apigee does not meet the SLA, the Customer will be eligible to receive a Service Credit as described below.

Service Credits

Service credits are only applicable with the purchase of a Support Plan. The SLA by Apigee is 99.9% unless a higher SLA is purchased. If the actual measured SLA for a particular month is less than 99.9%, and if Customer has fulfilled all of its obligations under the Agreement and this SLA, Apigee will provide Customer a Service Credit for the month in which the failure to meet this SLA has occurred. The Service Credit is calculated on the pro-rata monthly Apigee Edge Cloud subscription fees (inclusive of Apigee User, entitlement tiers, and add-on option fees) attributed to the corresponding month in which the failure to meet this SLA has occurred (“Service Credit”). The Service Credit is provided on a validated claim attributable to the failure to meet this SLA and based on the percentage identified in the table below.

| Apigee Edge Cloud Availability per Calendar Month | Service Credit |
|---|----------------|
| Equal to or greater than 99% but less than 99.9% | 10% |

| | |
|---------------|-----|
| Less than 99% | 25% |
|---------------|-----|

A Validated Service Credit shall be credited and applied to future invoices or refunded if Customer has paid Apigee in advance. Unless otherwise provided in your agreement with Apigee covering the Apigee Edge Cloud, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the Apigee Edge Cloud SLA is the receipt of a Service Credit (if eligible) in accordance with the terms of this document.

Customer must notify Apigee via email at servicecredits@apigee.com within five (5) calendar days of the month end that the incident occurred to receive a Service Credit under the SLA.

The above represents current Apigee Edge Cloud specifications, and Apigee reserves the right to change features and functionality and the corresponding specifications in this sheet. The latest spec sheet may be found at <http://apigee.com/about/documents/apigee-specification-sheet-current>, and any updated specifications will be deemed substituted for the above upon their being posted/made accessible at the foregoing location.

Performance throughput will vary based on different API proxy processing factors.

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