

Apigee Edge Cloud

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 (Support Request Required)
 - Protocol transformation, traffic management, and security mediation
 - Data caching *
 - Microgateway that enables federated deployment of runtime gateways with centralized management
 - Apigee adapter for Istio to enable API Management in a service mesh
 - [Extensions](#)⁽²⁾ to integrate with services and apps
 - [Hosted targets](#)⁽³⁾ for building APIs
- Developer management that includes:
 - Customizable portal to publish APIs and interactive documentation, and to onboard developers and apps
- Analytics that include: *
 - 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
 - Trace and debugging capabilities
 - API version management
- Operations automation includes:
 - APIs to access administrative, operational, and analytics functions

Supported browsers: <https://docs.apigee.com/release/supported-software>

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

⁽¹⁾⁽²⁾⁽³⁾ Please refer to the [comparison matrix](#) for additional details

Hosted Multi-Tenant Cloud with a Choice of Regions

Available in the following regions:

Americas	Europe	Asia Pacific
US - East	EU - Ireland	AP - Australia
US - Central	EU - Frankfurt	AP - Singapore
US - West	EU - Belgium	AP - Japan
SA - Brazil	EU - London	AP - India
Canada - Montreal	EU - Finland	AP - Hong Kong

Developer portals are hosted in US only.

Entitlements

- Does not include northbound IP whitelisting
- Apigee may limit access to any node.js package or functionality that is malicious in nature or has 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 capabilities built-in⁽¹⁾ to Apigee Edge include:
 - 10 developer portals per Org
 - Maximum of 1 million total page views/month per Customer across all portals
 - 1GB of content storage per portal (substantial content assets like videos should be hosted elsewhere and embedded)
- 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
- API calls made to Apigee Edge's 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



Last updated: July, 2019

Categories	User License Only	Starter	Basic	Enterprise	Mission Critical
Support Levels	Developer Support	Starter Support	Basic Support	Enterprise Support	Mission Critical Support
	See Apigee Edge Cloud - Support Services, User Based Licensing Spec Sheet for details on the corresponding Support tier associated with the desired Entitlement tier				
License term	Monthly or 12 months	Monthly or 12 months	12 months	12 months	12 months
Service Availability Commitment ("SLA")	99.5%	99.9%	99.9%	99.9%	99.99%
One Region DN Expansion	N/A	N/A	Optional	Optional	Required add-on purchase
Service Level Availability Expansion	N/A	N/A	Optional	Optional	Included with One Region DN Expansion
Number of Active Users ⁽²⁾	Licensable	Licensable	Licensable	Licensable	Licensable
Org / Env combinations ⁽³⁾	1 Org and 2 Env	1 Org and 3 Env	Up to 10 environments	Up to 10 environments	Up to 10 environments
API Calls ⁽⁴⁾	Up to 15 Million per month	Up to 300 Million per month	Up to 10 Billion	Up to 10 Billion	Up to 10 Billion
Analytics Capabilities ⁽⁵⁾	All dashboard reports, Custom reports, Offline queries	All dashboard reports, Custom reports, Offline queries	All dashboard reports, Custom reports, Offline queries	All dashboard reports, Custom reports, Offline queries	All dashboard reports, Custom reports, Offline queries
Analytics Data History ⁽⁶⁾	Up to 60 days	Up to 90 days	Up to 12 months	Up to 12 months	Up to 12 months
Analytics Concurrent Queries ⁽⁷⁾	Up to 3	Up to 5	Up to 5	Up to 10	Up to 10
Runtime Data	Tokens,	Tokens,	Tokens,	Tokens,	Tokens,

Capabilities	Application Keys, Key-Value Store	Application Keys, Key-Value Store	Application Keys, Key-Value Store	Application Keys, Key-Value Store, Distributed Cache	Application Keys, Key-Value Store, Distributed Cache
Runtime Data ⁽⁸⁾	Up to 1 GB	Up to 10 GB	Up to 10 GB	Up to 100 GB	Up to 100 GB

⁽¹⁾ Developer portals

- Note that built-in refers to the developer portal integrated into Apigee Edge Cloud UI. Customers who had been using the legacy Drupal 7-based portals, which included 1 portal, 1 installed SSL certificate (customer provided), 1 million page views, and 30 GB of storage.

⁽²⁾ Monthly 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 Apigee Edge's APIs at least once during the calendar month. Active user counts include machine users provisioned by Apigee. Any user which has been granted only the zoneadmin role will not be counted against the active user count.

⁽³⁾ 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.

⁽⁴⁾ API Calls per license term:

- The term "API Calls" is defined as any request and subsequent response processed by Apigee Edge Cloud. Calls to Apigee Edge's API 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 specified otherwise.
- 3 API Calls to the microgateway are counted as 1 API Call in Apigee Edge Cloud.
- 3 API Calls to the Apigee Istio adapter 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.

⁽⁵⁾ 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.

⁽⁶⁾ Analytics data history

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

derived aggregation data calculated from raw traffic data. History 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).

⁽⁷⁾ 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.

⁽⁸⁾ Runtime data

- 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)

- Org Add-on Pack
 - + 6 Org/Env combinations
- 1 Billion API Calls Add-On Pack
 - + 1 Billion API Calls per license term (license term corresponds to term of original service contract)
- 10 Billion API Calls Add-On Pack
 - + 10 Billion API Calls per license term (license term corresponds to term of original service contract)
- Runtime Data Storage Add-On Pack
 - + 100 GB data
- Service Level Availability Expansion Pack (see separate spec sheet)
 - 99.99% service level availability commitment
- One Region Distributed Network (DN) Add-on Pack (see separate spec sheet)
- HIPAA Compliance Pack (see separate spec sheet)
- PCI Compliance Pack (see separate spec sheet)
- Traffic Isolation Pack (see separate spec sheet)
- Monetization Pack (see separate spec sheet)
- Apigee Sense (see separate spec sheet)

Definitions

API Calls -- is defined as any runtime request and subsequent response processed by Apigee Edge Cloud. Calls to Apigee Edge's APIs 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 for all API Calls processed by the Apigee Edge Cloud, and do not include API Calls processed by hybrid deployments of Microgateway and Apigee Istio adapter instances.

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

Service Level Availability Commitment

Apigee commits to at least a 99.9% Service Level Availability Commitment ("SLA") during each calendar month 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 the 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 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 a 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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