Umbraco RPO / RTO Overview

The figures on this page are the recovery targets Umbraco works to for each service. They are targets, not guarantees. Our contractual commitments are set out in the Umbraco Terms and Conditions.

How this applies to Umbraco and Microsoft Azure

Umbraco Cloud and hosted services run on Microsoft Azure infrastructure. Consequently, target recovery times and data limits rely both on internal operational procedures and underlying Azure service performance.

- **Shared Responsibility Model:** Microsoft manages data centers, physical hardware, networking, and core platform availability. Umbraco HQ manages application configuration, database schemas, backup policies, monitoring, and recovery workflows.
- **RPO Implementation:** The 10-minute target for customer products and 20-minute target for internal tools are supported by automated database snapshot intervals and storage replication cycles.
- **RTO Implementation:** Restoration timelines depend on incident detection speed, escalation workflows, and automated pipeline execution. Tiered plans, feature stricter RTOs corresponding to higher SLO tiers.
- **Microsoft Azure Dependencies:** Widespread or regional Azure outages directly impact recovery metrics. Umbraco monitors Azure service health and takes Microsoft's own SLAs into account when reviewing these targets.

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Targets per critical system

Critical System	SLO	Tolerable Downtime / mo.	RPO	RTO
Umbraco Cloud - Enterprise	99.95%	21 minutes	10 minutes	20 minutes
Umbraco Cloud - Pro	99.9%	43 minutes	10 minutes	40 minutes
Umbraco Cloud - Standard	99.9%	43 minutes	10 minutes	40 minutes
Umbraco Cloud - Starter	99.5%	3h 37m	10 minutes	3h 30m
Umbraco Cloud Portal	99.5%	3h 37m	10 minutes	3h 30m
Umbraco Shop	99.5%	3h 37m	10 minutes	3h 30m
Umbraco Headless	99.5%	3h 37m	10 minutes	3h 30m
Cloud - Apps & Services	99.5%	3h 37m	20 minutes	3h 30m
CMS - Apps & Services	99.5%	3h 37m	20 minutes	3h 30m
DXP - Apps & Services	99.5%	3h 37m	20 minutes	3h 30m

Note: Rows 1–7 cover customer-facing products; rows 8–10 cover internal applications, services, and products by business area.

Review cadence

These targets are reviewed every six months.

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