Service Certificate – STACKIT Redis

Service Name
STACKIT Redis

High level service description
The STACKIT Redis Service ("Redis") provides fully managed instances of the non-relational open source key-value store Redis. Redis instances can be used as a (in-memory) database, cache, and message broker. Supported data structures include strings, hashes, lists, sets, bitmaps, hyperloglogs, geospatial indexes with radius queries, and streams. Customers can provision instances of Redis in various sizes and use them in applications. Redis instances are deployed on dedicated virtual machines to ensure isolation and high performance. Customers can choose between replica plans that offer resilient operation with a low level of downtime for use in productive environments and single instances, which we do not recommend for use in productive environments. Customers can meet increasing demand by upgrading to larger instances (service plans). Smoke tests, service guards, and automated backups via Backup Manager ensure the secure operation of Redis Service Instances.

Key Features
- On-demand provisioning: Easy and fast provisioning of new service instances of different sizes
- Service Instance Insulation: Deployment on dedicated virtual machines (Bad Neighborhood Protection)
- Easy capacity upgrades via service plan upgrades
- High availability: Possibility of using replicas for increased resilience and fail-safety
- Logging and monitoring: Communication of logging and monitoring information to defined end points
- Backup: Automatic creation and restoration of backups over a period of up to 14 days

Service Plans
Within the framework of the order, the customer has the option to choose from different service configurations. These mainly differ in their performance capabilities or storage capacity.

Service Plan	High availability	Number of nodes	vCPU per node	RAM (GB) per node	Disk per node
Redis-1.2.10-Replica	yes	3	1	2	10

Service Plan	High availability	Number of nodes	vCPU per node	RAM (GB) per node	Disk per node
Redis-1.4.10-Replica	yes	3	1	4	10
Redis-1.4.50-Replica	yes	3	1	4	50
Redis-2.8.10-Replica	yes	3	2	8	10
Redis-2.8.50-Replica	yes	3	2	8	50
Redis-2.8.100-Replica	yes	3	2	8	100
Redis-2.8.250-Replica	yes	3	2	8	250
Redis-4.16.50-Replica	yes	3	4	16	50
Redis-4.16.100-Replica	yes	3	4	16	100
Redis-4.16.250-Replica	yes	3	4	16	250
Redis-8.32.100-Replica	yes	3	8	32	100
Redis-8.32.250-Replica	yes	3	8	32	250
Redis-1.4.10-Single	no	1	1	4	10
Redis-2.8.50-Single	no	1	2	8	50
Redis-8.32.250-replica-HiPerf	yes	3	8[1]	32	250
Redis-4.16.250-replica-HiPerf	yes	3	4[1]	16	250
Redis-2.8.250-replica-HiPerf	yes	3	2[1]	8	250

Service Plan	High availability	Number of nodes	vCPU per node	RAM (GB) per node	Disk per node
stackit-redis-cluster-small	yes	3	2	4	10
stackit-redis-cluster-medium	yes	3	2	8	50
stackit-redis-cluster-big	yes	3	4	16	100
stackit-redis-single-small	no	1	2	4	10
stackit-redis-single-medium	no	1	2	8	20

[1] dedicated CPU for highest performance

A subsequent downgrade of the service plan initially selected by the customer is not possible.

Metric
- Billing per hour or part thereof per commissioned Redis instance

SLA Specifics
- A booked Redis instance is considered available if it can be accessed at the service delivery point.
- The provisions of the STACKIT Cloud general service description apply to the availability of Redis instances.
- To achieve the highest possible availability of Redis instances (for example, for use in production environments), the use of replicas (3 nodes) is highly recommended.
- When using Redis with Single Instance Service Plans, a (temporary) unavailability of Redis instances may occur, especially during maintenance work (e.g. updates), which STACKIT performs on the underlying platform as well as on the selected Service Plans. Maintenance work is considered an excluded event within the meaning of section 2.4 of the STACKIT Cloud service description and is therefore not considered as downtime in the context of availability. The use of Redis with Single Instance Service Plans in production environments is strongly discouraged.
- Incorrect use of the STACKIT Cloud Portal by the customer with regard to the settings made in self-service and a resulting unavailability of Redis will not be taken into account with regard to the actually achieved availability of Redis. The customer is advised that the instance and the associated data may be lost if Redis is set up and used incorrectly.

Backup

Instances of Redis are backed up automatically according to a schedule specified by STACKIT in line with the STACKIT Cloud general service description. This schedule cannot be changed by the customer. However, customers have the ability to create manual backups through the service dashboard and to restore automatic and manual backups.

Additional Terms

- Creating manual backups, as well as restoring backups of Redis instances, is the responsibility of the customer.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (Database Content)	Data stored by the customer in the database (if available) or within the product/service	Yes	Redis Export	-
User Accounts & Permissions	Database or instance users are configurable via the portal or API by the respective customer	Yes	JSON	Data can be configured and exported via API. Further information in our docs.
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	Yes	Graphite Metrics	It must first be configured by the customer. A Graphite endpoint must be provided by the customer. Further information in our docs.
	Sizes and Capacities *Capacities of the available resources / instances*	Yes	JSON	Data can be configured and exported via API. Further information in our docs.
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	JSON	Data can be configured and exported via API. Further information in our docs.

Product / service-related data (product properties)	Configuration data and source code *Configuration of IT-Systems/rudimental IT, Settings, Customizing, IP's, VLAN, Interfaces, Software Code, Scripts*	No. Company confidential STACKIT.	-	-
	Log Data (non personalized and personalized) *System-status, Technical-events, etc.*	Yes	Syslog	It must first be configured by the customer. A Syslog endpoint must be provided by the customer. Further information in our docs.
	Log Data (non personalized and personalized) *Login/Logout of User, User activities*	Yes	JSON	STACKIT Audit Log. Further information in our docs.

Version and start of validity
Version 1.4, valid from 12.09.2025