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# **Saying Farewell to a 'One-Data-Center-Fits-All' Approach, And Hello to Regional Cloud SaaS**

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## DOCEBO IN THE [REGIONAL] CLOUD

As Software-as-a-Service (SaaS) companies grow larger, they must consider their global footprint, especially as it relates to the shape and influence of the architecture of their systems. Organizations that operate in multiple countries or have plans to expand globally require a flexible IT architecture to ensure business growth, producing incredible demand or high-stability, superior quality networks that keep pace with technology and changing demands.

Docebo has grown into a global SaaS organization, with more than 1,400 customers in 90 countries. Therefore, a “one-data-center-fits-all” approach no longer works to support not only the needs of our platform, but also those of our customers.

Given the pace of our growth, respecting our customers' data privacy is paramount. We must do our part to make sure it's managed in a way that maximizes its protection efficiently, while providing users with the speed and reliability they need to achieve their learning goals – no matter where they are in the world.

That means we must also give our customers the mechanisms necessary to meet the requirements of regional data privacy compliance requirements, such as the General Data Protection Regulation (GDPR) in the EU or the Personal Information Protection and Electronic Documents Act (PIPEDA) in Canada.

A cloud-based, regional hosting approach to data management, using Amazon Web Services (AWS), delivers unmatched service, speed and security to everyone who uses our platform – anywhere in the world.

In fact, physical data centers are located in five continents. Docebo customers are served in:

- London (UK)
- Ireland (EU)
- Frankfurt (EU)
- North Virginia (USA)
- Sydney (APAC/  
Australia)
- Singapore
- Montreal (Canada)

At Docebo, we're focused first and foremost on creating and delivering a cloud-based learning management platform that our customers love. That's why we rely on AWS to deliver a high-performing and reliable regional cloud-based learning platform to the learning and development (L&D) marketplace.



## IN A COMPLEX WORLD, CLOUD-HOSTING JUST ISN'T ENOUGH

Cloud services are actually server clusters, typically made up of virtual computers. Instead of having a website or application run on a single server (as is traditional), the cloud spreads an application's data load among multiple machines. It's kind of like having a computer that can be up-or down-graded on the fly, depending on your needs at any time.

Regional hosting with AWS gives Docebo the ability to not only provide lightning-quick product updates to our global customer base, but also gives our clients the confidence that their data is secure and can be reliably accessible at all times, no matter their location.

Improving our cloud infrastructure with regional hosting provides higher levels of redundancy, enabling high availability, disaster recovery, and business continuity to produce a better overall SaaS experience.





**Failover:** The ability to withstand regional system failures, enabling part or all of a system to effectively transition load within the same region.

**Latency:** Processing and serving non-static data without the overhead of long network hops.

**Improved scalability:** Cloud servers can easily add more resources to their cluster to tackle heavy loads on the fly.

**Minimized downtimes:** Generally, if a server goes down, there's no choice but to wait until the provider solves whatever the issue might be. With cloud-hosting, that isn't the case, as there isn't a single point of failure.

**Self-scalability and Redundancy:** The physical and logical separation between the application engine and the user-generated content (Learning Objects and Custom files, etc.). This separation allows Docebo to serve the user's request from multiple web servers instead of a single server. Scalability is a direct application of the same logic: when a high load of traffic is detected, new backend areas are added to resolve a user's request and properly manage the increase in traffic.

**Disaster recovery:** If both availability zones fail, Docebo performs a disaster recovery action to recover the situation and re-establish the service. Docebo recreates the described architecture in a new Amazon availability zone. Disaster recovery sites are located in the same area of the main site, but in an opposite zone. For example, if a user's main site is in Ireland, their disaster recovery site will be in Frankfurt, and vice-versa.



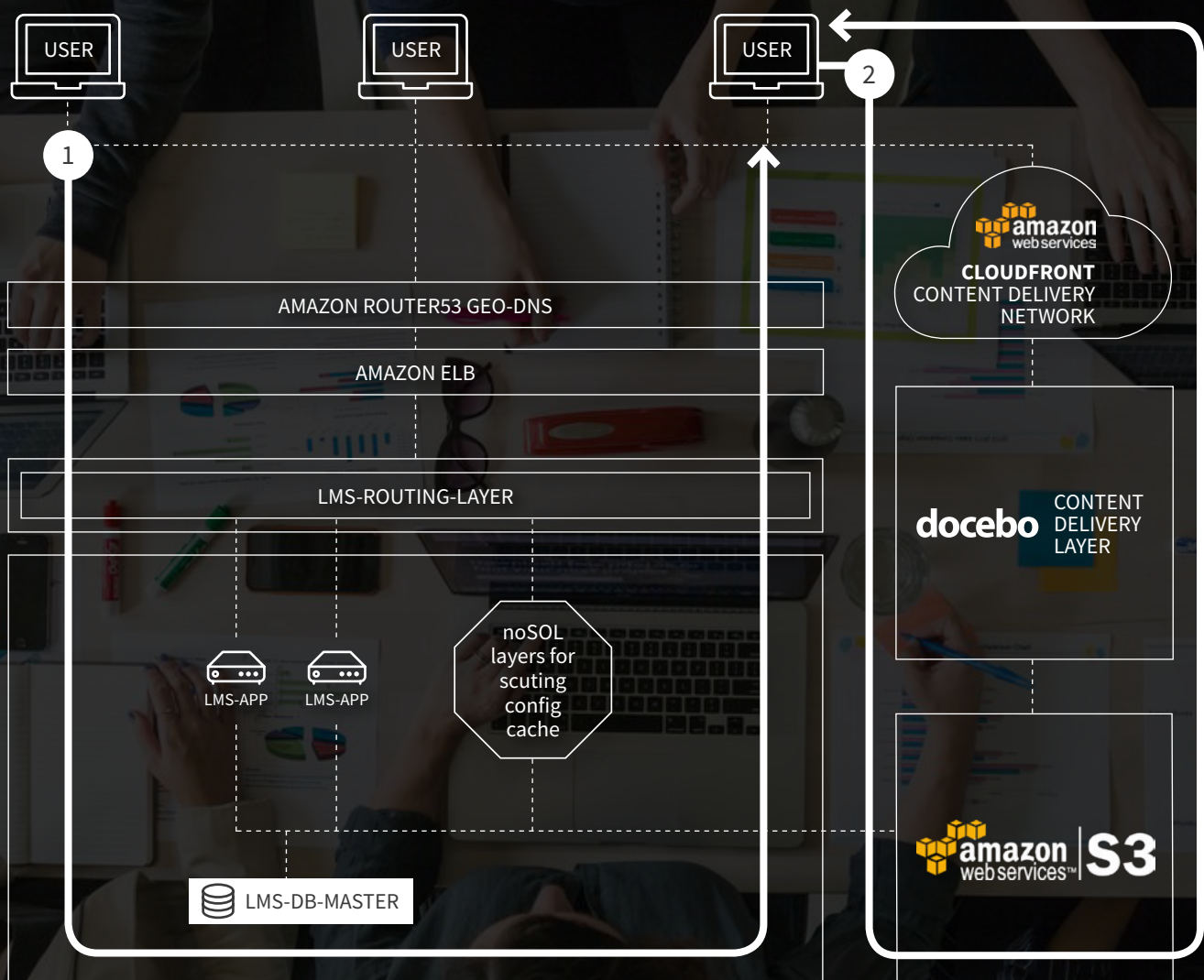


## DOCEBO CONTENT DELIVERY NETWORK (CDN)

Docebo's state-of-the-art CDN is a globally distributed network of servers that replicates static content to a specified location that's close as possible to a user's location, which reduces latency issues and improves the speed of content navigation.

This is crucial to organizations that require content to be distributed at the highest of performance standards to end-user's located across multiple geographic locations.

For example, videos uploaded to Docebo learning platforms are delivered to end-user's via the CDN. This way content is served by the closest available data center to that user, which allows speedier loading times and the ability to increase the number of concurrent supported users.



## REGIONAL HOSTING AND DATA-PRIVACY REGULATORY COMPLIANCE

Compliance is often driven by the regional regulations that govern data privacy. Data sovereignty and General Data Protection Regulation (GDPR) requirements will often impose restrictions that can only be successfully addressed through some flavor of a regional strategy. In these cases, you may find yourself balancing the complexity of deploying and managing a more complex architectural footprint.

Docebo Enterprise customers are allowed to specify the location where their personal data will be processed within the AWS Network, including: Ireland (EU), Frankfurt (EU), North Virginia (USA), Sydney/Singapore (APAC/Australia), Montreal (Canada).

Moreover, Docebo's compliance with GDPR and other privacy regulations is reinforced through the adoption of an information security management system (ISMS) and a comprehensive information security program that includes a full set of controls implemented in accordance with ISO 27001 and AICPA SOC 2 (managed by a dedicated security team). Docebo is developed, maintained and operated through a Software Development Life Cycle (SDLC) and a Change Management process, including the security by design principle, and the highest security and quality standards.

## REGIONAL HOSTING PROVIDES A SUPERIOR LEARNING PLATFORM EXPERIENCE

The phenomena that are regional clouds and regional hosting is an incredibly exciting development in the SaaS universe. In Docebo's case, its growing global footprint (and that of its customers with employees at multiple locations around the world) has begun to expound a reality in which there is a need to move from static learning content distribution to a regional cloud model that places more emphasis on availability, performance and regional compliance considerations.

Doing so requires SaaS organizations to introduce new and custom mechanisms to achieve regional goals. With a cloud-based, regional hosting model powered by AWS, Docebo has laid the foundation its customers need to enjoy its platform at the speed, reliability and security they expect to make the most of their corporate learning strategies, while bringing together and empowering their learners – no matter where they are in the world.

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**GIVE DOCEBO A TRY, TODAY!**

## ABOUT DOCEBO

Docebo is a learning platform that is laser-focused on changing the way people learn through a cloud-based, user-friendly technology built for the modern user. Established in 2005, Docebo (Latin for “I will teach”) offers companies and their employees, partners and customers a learning ecosystem that increases performance and learning engagement. Docebo is designed to power a cohesive L&D strategy, and has been embraced by more than **2,000** companies around the world for its elegance and ability to deploy blended learning strategies (formal, social and experiential).



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