WP ENGINE SOLUTIONS

	SHARED	PREMIUM DEDICATED	ENTERPRISE CLUSTERS
CORE PLATFORM	Managed performance platform through the WordPress application layer with caching, application security, threat mitigation, daily incremental backups, and proactive patching of the entire stack. Dev tools include the WP Engine User Portal, Git push, Geo-targeted content localization, and Page Performance intelligence. One-click automation for: staging, copy, backup & restore, CDN, SSL, and multisite conversion.		
ENVIRONMENT/ REDUNDANCY	Single shared instance. Redundancy at storage layer.	Single dedicated instance. Redundancy at storage layer.	Dedicated clusters with multi-zone redundancy at all layers: load balancer, storage, web, and database nodes.
PERFORMANCE	Multi-Tenant environment. Resource contention may be impacted by "noisy neighbors."	Better performance with dedicated single VM solution.	Best performance with clustered active/ active (web/storage) configuration. Multiple VMs serving traffic.
UPTIME/ AVAILABILITY	Strong uptime. Availability may be affected by "noisy neighbors" within the shared environment. Single point of failure.	Strong uptime. Dedicated resources protect availability. Single point of failure.	Strongest uptime and resilience against failures with high availability configuration and redundancy across multiple datacenters.
SECURITY	WP Engine managed security stack. No pen-testing.	WP Engine managed security stack. Pen-testing supported. Must coordinate with Support.	WP Engine managed security stack. 3-tier architecture with separation of services: front-end web nodes, DB, and storage. Pen testing supported with additional evaluation resources available.
SCALABILITY	Easy scalability via manual intervention. No separation of web or DB scaling.	Easy scalability via manual intervention. No separation of web or DB scaling.	Easy scalability, with ability to scale web and DB independently.
RECOVERY METHOD	Instance auto-failover from HW failures. Decoupled storage for fast recovery times.	Instance auto-failover from HW failures. Decoupled storage for fast recovery times.	No downtime if within traffic limits of plan design. Real-time auto-recovery, active zone serves all traffic if one zone fails.
CUSTOMIZATION	Customization not supported.	Solution sizing based on engineering recommendation. Support may tune certain platform parameters to your needs.	Custom solution sizing based on engineering recommendation. Support may tune certain platform parameters, with additional needs evaluation. Advanced developer access available.
ONBOARDING	No Onboarding assistance. General Support scope.	30-day Technical Onboarding with migration guidance and Launch Readiness Assessment, led by our dedicated Technical Success Manager.	60-day Technical Onboarding with migration guidance, Launch Readiness Assessment, and Performance Analysis, led by our dedicated Technical Success Manager.
ACCOUNT SERVICE	Account Service not available.	Account Service not available.	Enterprise Account Service for launch support, campaign planning, and strategic guidance including quarterly business reviews.
SUPPORT	General Support serves entire client spectrum. 24/7/365 phone and chat support for most plans.	Premium support for faster response and resolution time. 24/7/365 phone and chat support by our advanced support techs.	Enterprise support for fastest response and resolution time. 24/7/365 phone, chat, and ticket support by our most senior L2 support techs.