# Synthesia Definition Document

- what the service is

Synthesia is a SaaS platform that allows you to create videos directly in a web browser. Simply select an actor, type in the text and use AI to generate your video without the need for actors, film crew or expensive equipment and post-production. You can create high quality professional videos in minutes.

The web application is a thin client running in a web browser with all operations executed in our backend infrastructure via API calls. The API and back-end infrastructure is deployed on AWS. Within AWS, we use several IaaS and PaaS services and technologies such as Javascript, Python, Flask, API gateway, Lambda, Batch, RDS, MongoDB, DynamoDB, S3 and more. Please see the Architecture Overview shared on security.synthesia.io for more details on the technology.

- the levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

We perform daily backups of our AWS RDS production database for point-in-time recovery up to 7 days previous. We also perform a daily snapshot and retain these backups for at least 3 months. We use AWS S3 versioning as a backup system for videos generated. In case of disaster, we have plans to recover and redeploy our production system. These plans are tested at least annually. If our video generation service becomes unavailable, the target for full system recovery is set at 72 hours (RTO) with a max data loss of 24h (RPO).

- any onboarding and offboarding support you provide

New customers receive a login via email and a full onboarding/training kick-off call is organised. If the deal size permits, a Customer Success Manager is assigned who will be the primary point of contact during implementation and throughout the contract. They will arrange a kick-off call before go-live, where they will walk through the necessary steps for the project, tailored to the customer's requirements. As part of the onboarding process, we build a custom video template designed around your brand/department requirements and use case.

- service constraints like maintenance windows or the level of customisation allowed

There are no scheduled maintenance windows that require downtime. All server patches and service upgrades are performed without downtime.

Since Synthesia is a browser-based SaaS there is no ability for system configuration/customisation outside of the offered service.

- service levels like performance, availability and support hours

Synthesia provides 99.0% system availability per calendar month (standard SaaS Service Level).

- after sales support

There is in-app support, in-app chat and there are support pages available on the web site. We provide support through email at support@synthesia.io. Support is available 24/7. You can contact support by emailing support@synthesia.io or through in-app chat. A Customer Success Manager will be assigned if the deal size permits. Support personnel are located in the EU, and support is available Monday through Friday.

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- any technical requirements

  Our service is fully functional across all major web browsers including the latest versions of Google Chrome and Microsoft Edge. We ensure compatibility with new browser/platform developments as part of our standard web application maintenance.

- outage and maintenance management

  There are no scheduled maintenance windows that require downtime. All server patches and service upgrades are performed without downtime.

- hosting options and locations

  The AI system is hosted in a shared tenancy environment on Amazon Web Services (AWS). Data is primarily stored and processed in AWS data centers located in Ireland (eu-west-1), with backups in Germany (eu-central-1).

- access to data (upon exit)

  The data is provided in MP4 format and can be downloaded or exported via the API before contract termination. Data storage duration and scope of data retention are managed by the end user. Data can be deleted by request or automatically deleted within 90 days of account termination.

- security

  Synthesia allows you to create videos directly in a web browser. Simply select an actor, type in the text and use AI to generate your video without the need for actors, film crew or expensive equipment and post-production. You can create stunning business videos in minutes.

  As a company pioneering this new kind of media, we're aware of the responsibility we have. It is clear to us that artificial intelligence and similarly powerful technologies cannot be built with ethics and security as an afterthought. They need to be front and centre and an integral part of the company. This is reflected in our SOC2 report, our company policies and the technology we are building. It is also the reason why we are an active member of the Content Authenticity Initiative which was started by Adobe in 2019.

  See this page for more details on our commitment to ethics and our 3Cs framework (Consent, Control, and Collaboration): https://www.synthesia.io/ethics

  For a more narrative description of our Security Practices, please see https://www.synthesia.io/legal/security-practices

  We are SOC2 Type II accredited and ISO27001 & ISO42001 certified.
  GDPR Compliant.

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