

Service certificate

STACKIT

Key Value Store

**Version and start of
validity**

Version 1.0	Valid from 2026-08-04
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Service certificate | STACKIT Key Value Store

Service name

STACKIT Key Value Store

High level service description

The STACKIT Key Value Store Service provides fully managed instances of the non-relational open source key-value store Valkey. Key Value Store 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 Key Value Store in various sizes and use them in applications. Key Value Store 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 are not recommended 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 Key Value Store 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

When ordering the service, the Customer has the option to choose from different service configurations. These mainly differ in their performance capabilities or storage capacity.

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

Metrics

- Billing per hour or part thereof per commissioned Key Value Store instance

SLA specifics

- A subscribed Key Value Store instance is considered available if it can be accessed at the service delivery point.
- The provisions of the STACKIT Cloud Service Description apply to the availability of Key Value Store instances.
- To achieve the highest possible availability of Key Value Store instances (for example, for use in production environments), the use of replicas (3 nodes) is highly recommended.
- When using Key Value Store with Single Instance Service Plans, a (temporary) unavailability of Key Value Store instances may occur, especially during maintenance (e.g. updates), which STACKIT performs on the underlying platform as well as on the selected Service Plans. Maintenance 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 Key Value Store with Single Instance Service Plans in production environments is not recommended.
- Incorrect use of the STACKIT Cloud Portal by the Customer with regard to the settings made in self-service and a resulting unavailability of Key Value Store will not be taken into account with regard to the actually achieved availability of Key Value Store. The Customer is advised that the instance and the associated data may be lost if Key Value Store is set up and used incorrectly.

Backup

- Instances of Key Value Store are backed up automatically according to a schedule specified by STACKIT in line with the STACKIT Cloud 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 Key Value Store 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	Key Value Store Export	-
User accounts & permissions	Information about users and their permissions	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	Yes	JSON	Data can be configured and exported via API. Further information in our docs.
	<i>Capacities of the available resources / instances</i>			
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	No. Company confidential STACKIT	-	-
	<i>Configuration of IT-systems / rudimentary IT, settings, customizing, IP's, VLAN, interfaces, software code, scripts</i>			
	Log data (non personalized and personalized)	Yes	Syslog	It must first be configured by the Customer. A Syslog endpoint must be provided by the Customer.

<i>System-status, technical-events, etc.</i>				Further information in our docs.
Log data (non personalized and personalized)	Yes	JSON	STACKIT Audit Log.	Further information in our docs.
<i>Login/logout of user, user activities</i>				