## Overview

Bare-Metal offers single-tenant, dedicated servers in its cloud with a curated set of server configurations that are perfect for common use-cases.

If hardware with any of these standard public cloud configurations fails, we are required to provision another machine for you. We do not keep an agent on a machine once it is provisioned, so you are responsible for monitoring the health of your hardware, such as disk drives. If hardware fails or becomes unstable, let us know at support@baremetal.com and request a new machine. Note that you will still need to migrate your data, as we do not offer such a service.

We do not provide load-balancing or high-availability configurations, relying on you to provision and configure your servers in a way that provides the right level of redundancy, capacity, backups, and disaster recovery planning for your use-case.

## Rack-level diversity

To ensure resilience, we deploy a pair of switches per rack to eliminate a single point of failure. Depending on a variety of factors — including the sizeof our global facilities that host your machines— servers may be available in multiple racks. For further redundancy within a data center, you may want to spread your servers over multiple racks.

Although it is not possible to query rack information in advance of a deploy, we do provide a Switch ID hash (in the Portal or via our API) for any already-deployed instance. Each Switch ID hash represents a switch pair, which allows you to understand the diversity of your infrastructure.

If you are looking to achieve a certain diversity (or concentration) of infrastructure, these are your options:

* Provision on demand servers. You can destroy and then provision another available server to achieve a particular setup. We cannot always provide the diversity.
* Reserve hardware in advance. We can work with you to provide the needed setup, pending availability.

## Sparing

For specialized workloads, we can provide customized server configurations on a contract basis. Interacting with custom configurations is similar to our public cloud, but the inventory is more limited. If there is a problem with custom hardware, you can either leverage on-demand servers or tap into dedicated “spares” — extra machines that are reserved just for this purpose.

No matter the use-case, we highly encourage a thoughtful approach to high-availability. Sparing is an excellent tool and we would be happy to discuss it with you.