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Service Limits & Performance

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Summary

This page describes the service limits and performance you can plan around when rolling out GC Surge.

These are the operating targets the platform is designed to meet, so your team can size deployments and set expectations with confidence. Covers: Service limits and targets, What this means for your rollout.

Service limits and targets

AREA	TARGET
Alarm latency	Under 10 seconds from alarm receipt to visibility in the live operator workflow.
Devices per tenant	Up to 10
Burst handling	Up to roughly 1
Service availability	99.9% platform availability target.

What this means for your rollout

- Large sites and multi-site customers can be onboarded on one tenant without splitting across accounts.
- Alarm spikes during high-activity periods are absorbed without dropping events from the operator queue.
- The same latency and availability targets apply across all subscriptions.

Need a higher limit or a contractual service-level commitment for your deployment? See [Contact Support](#).