

CLOUD SUPPORT



IS YOUR ONLINE STORE PREPARED FOR THE HOLIDAYS?

The most important time of the year for digital commerce, the Holiday Season typically contributes more than half of an online merchant’s annual revenues. However, this time can be as scary for merchants as it is rewarding. Infrastructure and hosting challenges such as downtime, performance slowdowns, and cyber-attacks can have an adverse impact on online revenues, as well as cause a decline in customer loyalty. In addition, many merchants suffer from escalating cloud infrastructure costs during this season, due to excess provisioned capacity or lack of adequate automation and management.

Hosting and infrastructure management in the cloud with a focus on scalability, uptime, performance, and security, can be challenging for a merchant. This is due to the huge cloud skills shortage in digital commerce, a problem that is accelerating due to the extraordinary growth the industry is experiencing. To make matters worse, most cloud hosting providers lack critical capabilities such as auto-scaling, do very little to improve uptime and performance, and offer extremely limited protection from modern, sophisticated cyberthreats and bot attacks.

WEBSCALE CLOUD SUPPORT

Webscale Cloud Support provides on-demand 24x7 support, delivered using technology, automation, and DevSecOps, to online merchants wanting to augment their technology, security, and support teams during crucial events such as the Holiday Season, Black Friday, and Cyber Monday sales.

50+ CERTIFICATES



1200+ APPS



PRODUCT BENEFITS



INDUSTRY-LEADING 24X7 SUPPORT AND EXPERTISE

Cloud Support gives merchants access to Webscale's deep technology and automation stack along with an award-winning team of cloud and e-commerce experts. With more than 30 Amazon Web Services (AWS), Google Cloud Platform (GCP), and Microsoft Azure certifications and accreditations, and five years of flawless execution around the holidays, Webscale offers the industry's highest standards of support for digital businesses operating their storefronts in the public cloud. It delivers the perfect extension to a merchant's technology and support teams, while supporting industry-leading response time SLAs.



SECURITY ANALYSIS AND OPTIMIZATION

Based on the Cloud Support package selected, Webscale can perform a security audit of a merchant's infrastructure, identify top security vulnerabilities, and provide guidance on how to mitigate sophisticated cyberthreats. Additional security services such as DDoS mitigation, custom web application firewall (WAF) rules, virtual patching, etc. can also be provided on request to ensure enterprise-grade security. With a DevSecOps methodology, development, deployment, and security can no longer be separate and must be integrated into a success path from the beginning. Webscale can help merchants get there simply, quickly, and affordably.



ARCHITECTURE AND COST OPTIMIZATION

Webscale can conduct a detailed architecture review and cost analysis for online storefronts, and build customized best practices reports for merchants, so they can keep their infrastructure right-sized and costs low. Log aggregation and visualization can also be provided.



ACCESS TO BEST PRACTICES FOLLOWED BY THE FORTUNE 1000

Webscale's team borrows from the learnings, experiences, and successes gained from executing massive sale events for more than 1,000 digital businesses including a few of the Fortune 1000, and provides customized best practices reports on how merchants can deliver unmatched user experiences, with 100% uptime, predictive scalability, and blazing fast performance.



VIRTUAL WAITING ROOM

It's not uncommon for online storefronts to be inundated with shoppers during the Holiday Season. This can overload the application backend, resulting in very slow checkouts or even downtime. Based on the Cloud Support options selected, Webscale can enable a customer-branded microsite as a virtual waiting room for shoppers, providing a more positive user experience and reducing bounce rates.

KEY FEATURES (VARY BY PACKAGE) ○

Cloud Support comes in a range of packages, differentiated by the support services offered, number of support hours included (additional hours available on-demand), and variations in response time SLAs and communications channels.

- ✓ 24x7 Support team
- ✓ Response time SLAs
- ✓ Webscale monitoring and alerting on critical events
- ✓ Webscale documented architecture
- ✓ Customized, best practices reports on uptime and performance
- ✓ Report on top e-commerce security vulnerabilities and an explanation of DIY rules to mitigate cyberthreats
- ✓ Security audit report
- ✓ Daily uptime monitoring
- ✓ Dedicated Slack channel
- ✓ PCI Compliance support and log analysis
- ✓ Load testing (browsing experience and checkouts)
- ✓ Penetration Testing
- ✓ Infrastructure Analysis (Cost Analysis, Logical Architecture Review, Network Architecture Review, Architecture Best Practices Report, Log Aggregation / Visualization)
- ✓ Advanced Scalability, Uptime, Performance, and Security Optimization (Custom WAF Rules, Virtual Patching, DDoS Mitigation, Daily Performance Testing, A/B Testing, Conversion Rate Monitoring, Rate Limiting, Microsite, Site Cache)



One of the reasons we went with Webscale was for the support. They can handle anything. It's like having a couple extra team members. I can go on vacation and not have to worry about answering my phone at 2:00 am.

Jesse Thomas, E-Commerce Group Manager and Web Developer,
Skate One