Case Study | MEDALS OF AMERICA

Medals of America was founded in 1976 by U.S. Army Veteran Colonel Frank Foster and his spouse Linda Foster. After a lengthy search for his father's WWII medals, and learning that other veteran families had similar challenges, Frank decided to set up Medals of America. Today, it is the number one source for government approved official military medals.

"We were looking for a hosting partner offering better performance and support. Webscale hosting has always been excellent. We now have full control over deployment so the need to reach out to Webscale support is minimal. We have zero unexpected downtime. Webscale did what they said they would do and without any surprises!"

John Noone, President
Medals of America

Industry
Style and Fashion

Monthly Traffic
201K

Platform
Magento

Agency partner
InteractOne

Challenges

Medals of America's Magento 2 Commerce Edition storefront was hosted with Magento Commerce Cloud. They were facing challenges around deployments and availability, as well as issues with support that were impacting their customers' user experience. When the Magento hosting contract came up for renewal, they went in search of an alternative.

#1 Challenge
Need for error-free code deployment and support

Switched from
Magento Commerce Cloud

Solution

Medals of America's digital agency InteractOne recommended Webscale based on past work experiences with other clients. InteractOne was certain that Webscale's managed CI/CD protocols, which automate the testing and management of web applications, could effectively solve their client's pain points.

Medals of America uses **Webscale Pro (with Cloud Hosting)**. In addition to full application visibility and control, Medals of America selected Webscale for its best-in-class deployment workflows, and world-class support team.

Webscale provides Medals of America with:

- Stable, secure, and scalable cloud hosting infrastructure, with sophisticated cloud automation capabilities including unlimited, real-time, and predictive auto-scaling, ensuring 100% uptime.

- Zero-downtime code deployments which are single click operations.

- Advanced infrastructure management features like right-sizing, predictive scaling and server self-healing to ensure deployments remain cost effective and high performing with minimal human interaction.

- An auto-provisioning system that prevents human errors during deployments, and always blueprints applications for future use.

- 24x7 proactive support from an award-winning team of certified cloud and ecommerce experts.

- End-to-end, real-time visibility into their hosting infrastructure, code deployments, site traffic, and user experience through the Webscale Customer Portal.

"With Webscale, we were able to improve the hosting experience for our client. We now have complete visibility and control over deployments and downtime is non-existent. The deployment process is seamless."

Zach Stutzman, VP Production
InteractOne

Results

Zero
Unplanned Downtime Events

Webscale's highly defined DevOps workflows, CI/CD integrations with leading code repositories, zero-touch deployments and massive error avoidance during deployments with easy rollback mechanisms, ensure zero unexpected downtime for Medals of America.

50+
Cloud Certifications

Medals of America has access to Webscale's team of cloud and ecommerce experts, with 50+ cloud accreditations and certifications, acting as their extended IT arm.

24x7
Proactive Support

Webscale's proactive support team offers Medals of America peace of mind during deployments, with unmatched cloud and ecommerce expertise.

100%
Visibility and Control

The Webscale Portal, Web Controls, and Traffic Viewer give Medals of America unprecedented visibility into their site's infrastructure and code deployments.

About InteractOne

InteractOne is a digital agency in Cincinnati, Ohio specializing in ecommerce development and marketing. In 2009, InteractOne became one of the first Magento Professional Solution Partners and Certified Developers. Development services include: Magento support, custom-designed websites, Magento extensions and integrations. Internet marketing services include: Search Engine Optimization (SEO), SEM and Pay-per-click (PPC), display advertising, affiliate marketing, email marketing and blog development. InteractOne is recognized as an integration expert, building connections between Magento and OMS, inventory systems and POS systems like NCR's Counterpoint.

For more information, visit www.interactone.com

About Webscale

Webscale is the world's safest cloud management and hosting provider focused exclusively on ecommerce. Offering enterprise-grade security, predictive scalability and blazing-fast performance, the Webscale SaaS platform leverages automation and DevOps protocols to simplify the deployment, management and maintenance of infrastructure in multi-cloud environments, including Amazon Web Services, Google Cloud Platform, and Microsoft Azure. Webscale powers thousands of B2C, B2B, and B2E ecommerce storefronts in nine countries and seven of the Fortune 1000 businesses and has offices in Santa Clara, CA, Boulder, CO, and Bangalore, India.

For more information, visit www.webscale.com

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