

DATASHEET  
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# Shopware Cloud Delivery in North America Powered by Webscale

Accelerating the adoption of "modern commerce"

Webscale is the first cloud delivery engine for Shopware storefronts in North America. Shopware merchants, from high-growth startups to enterprises, leverage Webscale's developer-centric platform, managed CI/CD, and containerized cloud deployments with headless capabilities, to realize the advantages of truly customizable commerce and faster time to market.



**100% Uptime:** Webscale's predictive auto-scaling ensures zero downtime for Shopware storefronts during traffic peaks



**Next-gen Security:** Webscale's 360-degree security suite is purpose-built for ecommerce, protecting Shopware storefronts from all known malicious threats.



**Lightning-fast Performance:** Webscale's automated performance optimization and CloudEDGE CDN deliver smarter page acceleration and high Core Web Vitals scores for Shopware storefronts.



**Ecommerce and Cloud Expertise:** 24x7x365 support from award-winning, cloud-certified ecommerce experts with thousands of deployments under their belt.

## Webscale + Shopware

Shopware 6 comes with an all-new Symfony-based kernel, delivering a superior shopping experience, coupled with high performance and extensive integration capabilities. The front end, built on the Vue.js framework, offers substantial flexibility with less complexity for dynamic content customization. Shopware gives merchants full control over their customer experience without the need to learn any new naming or code structure.

Webscale leverages distributed systems, cloud, automation, machine learning, and DevOps protocols to address the needs of growing brands. By simplifying the deployment and day-to-day management of Shopware storefront infrastructure, Webscale provides merchants with a quick and easy path to headless and progressive web apps, allowing for dramatically improved flexibility, site performance and Core Web Vitals.

## Robust Security Against Cyber Threats

Webscale offers the ecommerce industry's most comprehensive security technology stack providing 360-degree protection from the traffic edge to the proxy layer and deep into the application infrastructure. It includes:



**Cloud Web Application Firewall (WAF):** Detect and prevent application-level DDoS attacks



**Intrusion Detection:** Identify spurious infrastructure changes, quarantine servers and self-heal the backend, while blocking requesters



**Web Controls:** Application-aware, customized rules to block sophisticated attacks



**App Shield:** Respond only to traffic served from the Webscale proxy later, which is always

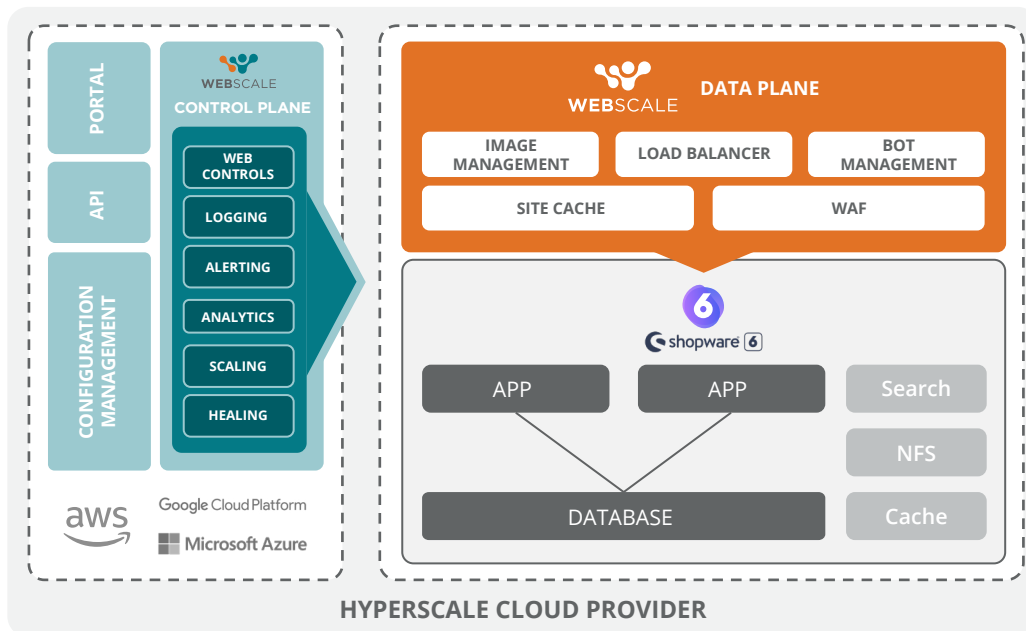


**CSP (Content Security Policy) Protection:** Identify, report and prevent real-time script violations from pre-established policies

## Flexible Delivery Models

### Webscale Commerce Cloud Delivery

Fully managed SaaS delivery from the edge to the back end

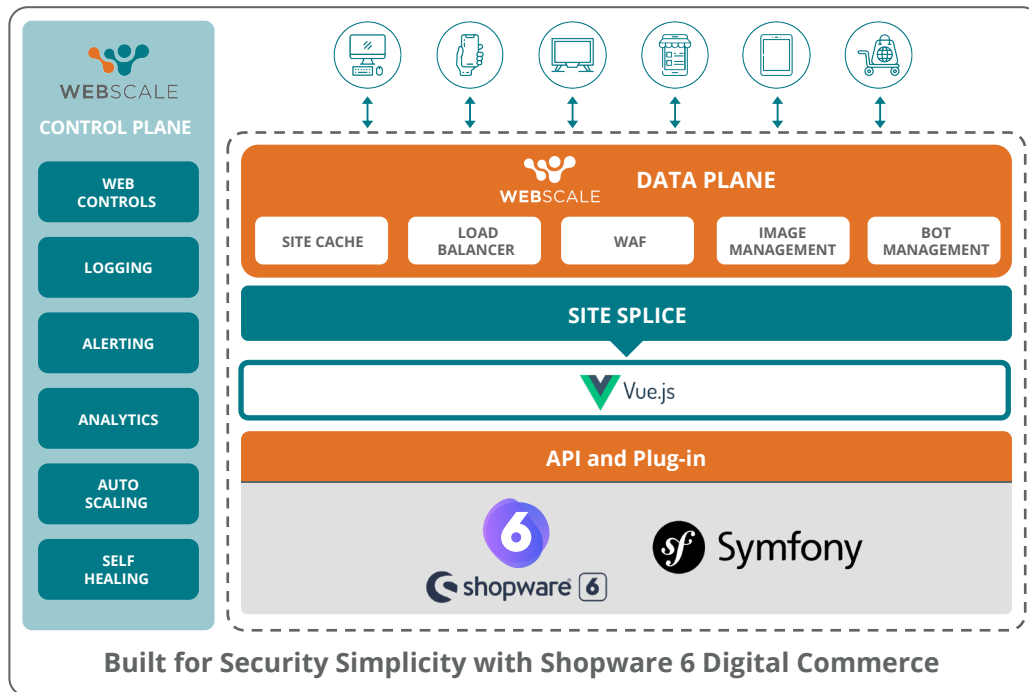


- The Webscale platform automates daily tasks around cloud security, auto-scaling, and performance optimization.
- Continuous deployment and integration for Shopware storefronts in any public cloud environment

## Webscale PWA Cloud Delivery

*Delivering the content and presentation layer with power-packed edge security*

Shopware progressive web applications (PWA) utilize the Vue.js storefront. Webscale and Shopware combined provide merchants with an out-of-the-box PWA solution, on Webscale's highly scalable, container services and cloud delivery platform.



- Simplified Shopware headless deployments
- Available as SaaS, with instant turnaround and zero maintenance
- Available today and running in all hyperscale public cloud providers
- Site Splice for custom routing via Webscale Web Controls

### What is included

- Production environment (Staging and Dev environments available)
- Dedicated or Shared Elastic Data Plane (including Proxy, Cloud WAF, Cloud Load Balancer)
- CloudEDGE CDN
- HA Architecture
- Webscale Portal access
- Daily or Premium Backup
- Disaster Recovery to different AWS Regions and Availability Zones (Active/Active)
- Regular Maintenance, Updates and Patches
- Proactive Monitoring
- Security Management and Response
- 24x7x365 Support with 15-minute response time SLA for critical incidents
- Additional SaaS Functions

Availability	Security	Performance
<ul style="list-style-type: none"><li>● Cloud Load Balancer</li><li>● Predictive Application Auto-scaling</li><li>● Self-healing Infrastructure</li><li>● Application Backup</li><li>● Custom Maintenance Mode</li><li>● Rate Limiting</li></ul>	<ul style="list-style-type: none"><li>● Cloud WAF</li><li>● OWASP Protection</li><li>● Application-specific WAF rules</li><li>● DDoS Shield Mode</li><li>● Web Controls</li><li>● Address Sets</li><li>● CSP Monitoring</li><li>● Malware Scanners</li></ul>	<ul style="list-style-type: none"><li>● CloudEDGE CDN</li><li>● HTTP/2</li><li>● Cache Control</li><li>● Content Optimization</li><li>● TLS Offload</li><li>● Dynamic Site Cache</li></ul>

### Add-on Solutions

Shopware merchants can further enhance the security and performance of their storefronts with these add-ons from Webscale:



**Bot Management** offers real-time bot monitoring, detection and management capabilities. It proactively identifies suspicious browsing and attack patterns, and mitigates malicious bots through IP reputation and machine learning techniques.



**Image Management** provides automated image optimization and management for website administrators to store images, dynamically optimize delivery, improve page load times and reduce spend.



**Application Testing** runs synthetic tests across any staging or cloned production site, hosted in any cloud provider or on-premise data center to simulate end user patterns and shopping behavior on the application, while measuring the site's responsiveness and overall performance, especially after new code deployments and at higher traffic volumes.

## Webscale 24x7x365 Support

*Proactive “follow the sun” DevSecOps support*

- Rapid 24-hour Support
  - 24x7x365 active and passive monitoring, response and resolution
  - 15 minute critical SLA (Averaging <10 mins)
  - Triage System: all tickets start at L3/L2 and assign down
- Industry leading Service Level Agreements
  - 100% Availability SLA for Webscale’s network
- Technology support systems
  - Portal, Email, Phone\* and Slack\* options
  - Desk.com Ticket tracking and archiving
  - Knowledge base and API access
- Experienced “Customer First” support personnel
- DevSecOps and automation oriented
- Cloud providers and cloud technologies
- Core networking experience
- Standard LAMP stack technologies
- Ecommerce applications

*\*Included in Premium Support*

## The Webscale Portal

*Absolute insights and control*

Webscale offers the ecommerce industry’s most intelligent visibility and analytics tool providing real-time, single-screen view into the health of a Shopware application.

- Application overview for all applications
  - Infrastructure view
- Traffic Viewer for every session
- Event Viewer for every administrative action
- Web Controls to customize site traffic
- Traffic offload and ADC hits
- Security – WAF, Custom rules, Certificate
- Advanced Security Dashboard (threat identification, bot analytics, CSP violations, rate limits)
- Scaling history
- Site response time
- Requests per second
- Integration of 3rd party tools (billing and support)
- Browser and device analytics