


# Webscale One CloudOps Plans

Software and services for ecommerce businesses of all sizes

2022 was a milestone year for U.S. ecommerce – online retail sales surpassed \$1 trillion for the first time in history, and the share of online transactions as a percentage of total retail sales is projected to reach 23% this year, up from 17% in 2021.

The ever-increasing demands of modern commerce call for powerful software to optimize and secure your storefront, and an extensive use of automation and tech-enabled managed services to monitor all aspects of the business and deliver engaging and highly personalized digital experiences to customers.

We call it the Webscale One Intelligent CloudOps platform.

  
**Webscale One  
CloudOps Plans**

» Webscale One plans empower merchants, and their developers, with the world's most advanced suite of software and services to manage, accelerate and secure their storefronts. Whether you're looking to bring your own cloud environment and manage it yourself, or you'd like us to allocate and manage the resources for you – Webscale has a solution to fit.

A simple breakdown of our plans by feature, so you can choose a plan that best addresses your business needs.

<b>Base</b> Perfect for simple, non-customized storefronts, or developers needing a hosted test environment, providing entry-level security, and 100% availability. <ul style="list-style-type: none"><li>• Webscale Data Plane</li><li>• Predictive Auto-scaling</li><li>• Load Balancing</li><li>• DDoS Protection</li><li>• Level 1 Origin Protection</li></ul> <b>Hosting Included</b>	<b>Advanced</b> As your business grows, so do your infrastructure demands. The Advanced plan offers merchants enhanced security and performance features, as well as actionable insights. <ul style="list-style-type: none"><li>• <b>All Base plus*:</b></li><li>• Dynamic Site Cache</li><li>• Basic WAF</li><li>• Content Security Policies</li><li>• Ecommerce Analytics</li></ul>
<b>Premier</b> Fine grain security enhancements, image optimization, and multiple compute options for more flexible deployments, are the hallmark of the Premier plan. <ul style="list-style-type: none"><li>• <b>All Advanced plus*:</b></li><li>• Edge and Serverless Compute</li><li>• Advanced WAF</li><li>• Image Optimization</li></ul> <b>PWA-Ready</b>	<b>Ultra</b> The best of the best. The industry's most complete security stack for ecommerce, combined with multiple deployment environments, all monitored through our powerful analytics suite. <ul style="list-style-type: none"><li>• <b>All Premier plus*:</b></li><li>• Carding Attack Prevention</li><li>• Secure Access</li><li>• Data Loss Prevention</li><li>• Multiple Environments</li></ul> <b>PWA-Ready</b>

\*Excludes Hosting and Support

# Compare Webscale One Software Plans

Feature	Base	Advanced	Premier	Ultra
<b>Performance &amp; Delivery</b>				
Predictive Auto-scaling	✓	✓	✓	✓
Self-healing	✓	✓	✓	✓
Load Balancing	✓	✓	✓	✓
Elastic Data Plane	Shared	Shared	Shared	Dedicated
CDN	Basic	Basic	Advanced	Advanced
Application Hostnames	2	5	20	100
Data Transfer (included)	50GB	250GB	500GB	1000GB
Dynamic Site Cache	✗	1GB	5GB	10GB
Dynamic Site Cache Rules	✗	1	5	10
Custom Web Controls	✗	10	20	100
Site Splicing	✗	✗	✓	✓
Custom Microsites	✗	1 up to 5MB	5 up to 20MB	10 up to 50MB
Edge Compute	✗	✗	✓	✓
Serverless Compute	✗	✗	✓	✓
Compute Invocations	✗	✗	5M/month	10M/month
Image Optimization	20K/month	100K/month	200K/month	500K/month
<b>Security</b>				
Origin Protection (App Shield)	Level 1	Level 2	Level 2	Level 3
Auto HTTPS	✓	✓	✓	✓
Bring your own SSL certificate	✓	✓	✓	✓
Geo-blocking	✓	✓	✓	✓
DDoS Protection	✓	✓	✓	✓
Origin Certificates	✓	✓	✓	✓
CSP	✗	✓	✓	✓
Rate Limiting	✗	Basic	Basic	Advanced
Bot Challenge	✗	✗	✓	✓
WAF (WAAP)	✗	Basic	Advanced	Advanced
WAF (WAAP)	✗	✓	✓	✓
Role-based Access Control	✗	✗	✓	✓
Carding Attack Protection (CAP)	✗	✗	✗	✓
Trusted Proxies	✗	✗	✗	✓
Secure Access	✗	✗	✗	✓
Data Loss Prevention	✗	✗	✗	✓
<b>Observability</b>				
Traffic Viewer	1 day	1 week	2 weeks	1 month
Audit Logs	✗	✓	✓	✓
Session Tracking	✗	✓	✓	✓
Real User Monitoring (RUM)	✗	✓	✓	✓
Additional Online Logs	✗	✓	✓	✓
Archived Logs	✗	✓	✓	✓
Monitors (included)	✗	5	10	50
Custom Log Capture	✗	✗	✓	✓
Custom Metrics	✗	✗	✓	✓
<b>Environments</b>				
<i>For customers selecting the Cloud Hosting add-on service only. Additional environments may be setup and use allocated resources, but are not managed unless indicated.</i>				
Production Environment	✓	✓	✓	✓
Dev Environment	✗	✓	✓	✓
Cron/NFS Single Server	✗	✓	✓	✓
Staging Environment	✗	✗	✓	✓
Testing Environment	✗	✗	✓	✓
Server-based Container	✗	✗	✓	✓
PWA Environment	✗	✗	✓	✓
Static Java Script Container	✗	✗	✓	✓
Dedicated Environment*	✗	✗	✗	✓

\*Requires Managed Services Level Support

# Key Capabilities



## Analytics

*Data You Can Act On*

Webscale Analytics is the ecommerce industry's most comprehensive observability solution offering real-time insights and deep analytics covering end user experience, business performance and security posture. It includes critical intelligence, delivered via the Webscale Portal's intuitive dashboard, and simple to deploy policies and rules via Webscale Web Controls, making it easy to take immediate actions to optimize, secure and grow your business.



## Velocity

*Performance You Can Bank On*

The greatest challenge facing ecommerce merchants today is digital acceleration – how to scale the business in the cloud while improving conversions and brand loyalty. The Webscale One platform equips merchants with automation, and software for performance and security, combined with the industry's most experienced managed services team, dramatically simplifying the migration, deployment, management, and maintenance of storefronts in any public cloud.



## Award-winning support

*Managed Services from a team of DevSecOps and SRE qualified, cloud-certified, ecommerce experts*

No one knows ecommerce better - Webscale's 24x7x365 DevSecOps and SRE support team has migrated, and continues to manage, thousands of online storefronts all over the world for Fortune 1000 companies. All Webscale software plans come with the Basic Support package. For businesses needing faster, advanced and dedicated assistance, choose from three support packages - Standard, Premium and Managed Services.



## Security

*Protection You Can Rely On*

Webscale Security is the gold standard in ecommerce security. Purpose-built for modern commerce, it leverages automation and advanced analytics, to proactively monitor, identify and protect ecommerce applications from complex threats – from form jacking (Magecart), bots & scrapers and access breaches to carding and DDoS attacks, injection (SQL and XSS) and server-side request forgery (SSRF).



## Headless Commerce Infrastructure & PWA Delivery

*Accelerating The Transition To Modern Commerce*

With the Webscale One platform, merchants have the freedom to deploy their storefront any which way they deem best – headless, composable, or PWA – and simplify its migration, optimization, and ongoing management. Digital agencies and merchants powered by Webscale One, focus on increasing conversions by delivering highly personalized user experiences, while our experienced 24x7x365 DevSecOps support team does the rest.

## Optional Add-on Services



### Cloud Hosting

*Fully managed hosting on any public cloud for ecommerce businesses*

- Your application deployed in AWS, Google Cloud, Azure or any other public cloud service provider
- Unlimited, real-time, predictive auto-scaling and right-sized hosting infrastructure ensuring the lowest cost and highest ROI
- Free migration to the Webscale platform; auto-provisioning systems to prevent human errors common with manual traditional hosting providers
- *Included with Base plan; optional for Advanced, Premier and Ultra plans*



### Code and Infrastructure Review

*A one-time assistance to resolve specific hard-to-troubleshoot issues*

- Provide specific remediation
- Investigate specific problem or bug
- New Relic / Blackfire Profiler
- Review of error logs
- Review problem database queries
- Provide specific areas of code causing slowness or errors
- Full malware scan
- *Suitable for all Webscale software plans*



### DevOps Support

*Critical assistance to bridge the gap between dev and infrastructure*

- Pre-launch review for application upgrades
- Assistance with application functionality
- Multi-store configuration assistance
- Assistance with PWA demo installation
- Webscale approved application patch installs & recommendations
- Application tracing
- *Suitable for all Webscale software plans*



### Application Load Testing

*Comprehensive load testing that measures capacity from home page to checkout*

- Full environment replication
- Post deployment load testing against cloned production environment
- Customized testing plan to best simulate real user load
- Submission of test orders to fully flush out checkout issues
- *Suitable for all Webscale software plans*

Scan the QR code to  
download our latest  
Webscale One CloudOps  
Plans Datasheet

