



WEBSCALE

DATASHEET
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Webscale Support

Award-winning team of DevSecOps and SRE qualified, cloud-certified, ecommerce experts

Not all ecommerce businesses have the resources to keep a DevSecOps team on staff, so if serious security or performance issues are identified, those merchants need experienced, rapid support to ensure there is no downtime or serious damage done to the customer experience. Even if you are willing to wait for tickets to be answered, your customers are not.

That's why we created our Webscale Services team.



Webscale Support



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 One CloudOps Plans come with the Silver Support package. Businesses needing faster troubleshooting, advanced infrastructure monitoring and/or dedicated assistance, can choose from two more support packages on offer - Gold and Platinum.

Webscale is an awesome company to work with! Their support and staff are exactly what I would expect. Our sites are faster than ever and we are happier than ever. No other provider has worked with us on a level like they have.



Webscale Support Services

The number one reason global brands remain with Webscale is our Support team. Webscale's proactive team fulfill three critical functions:



Onboarding Support

This one-off DevOps support marks the start of any engagement. It involves the provisioning of a new environment, and helping you to quickly deploy code, seamlessly, to your new cloud infrastructure.



DevOps Support

Available as a value-added service, DevOps Support provides your team with 24x7 continuous integration and deployment services for your environments, helping to ensure virtually no downtime during new content and code pushes.



SRE Support

Webscale's 24x7x365 Site Reliability Engineering (SRE) support includes round-the-clock monitoring and troubleshooting, as well as ongoing optimizations to ensure your application continues to improve in performance and reliability.

Choosing The Right Support Package

The level of support you need from Webscale will depend on the level of your in-house expertise.

- If you prefer a fully managed service, as many do, where Webscale manages your entire infrastructure, including building and maintaining your hosting environments, security and CDN, then we recommend the Platinum package.
- However, if you have in-house resources to manage some aspects of your infrastructure, then you could consider either the Silver or Gold package.

Webscale Support Packages

Silver Support

24x7 basic monitoring and support. Included with all Webscale plans

Gold Support

24x7 advanced infrastructure monitoring and on-call support for merchants on Webscale Advanced, Premier & Ultra software plans

Platinum Support

24x7 comprehensive monitoring and dedicated support including DevOps for merchants on Webscale Premier and Ultra software plans

	Silver	Gold	Platinum
Support Channels			
Support Portal	✓	✓	✓
Slack Chat	✗	✗	✓
Phone Support	✗	24/7 for P1 24/5 for P2 and P3	24/7
Support First Response	P1 – 1 hour 24/7 P2 – 4 hours 24/5 P3 – 8 hours 24/5	P1 – 15 mins 24/7 P2 – 1 hour 24/5 P3 – 2 hours 24/5	P1 – 15 mins 24/7 P2 – 30 mins 24/5 P3 – 1 hour 24/5
Monitoring			
Basic (Uptime)	✓	✓	✓
Monitor Alerts and Notifications	✗	✓	✓
Infrastructure Monitoring (Metrics + Logs)	✗	✗	✓
DevOps Support*			
Basic Dev Copies (Code Repository)	✓	✓	✓
Basic Assistance/Initial Deployment	✓	✓	✓
CI/CD	✗	Initial Setup	Initial Setup
Upgrades or Replatforming	✗	✗	✓
Additional Environment Support	✗	✗	✓
CDN & Security Support			
CDN Configuration	Initial Setup	Initial Setup	Initial Setup
Varnish Site Cache Assistance	✗	Initial Setup	Initial Setup
CDN Health Monitoring	Initial Setup	Initial Setup	Initial Setup
Image Optimization	Initial Setup	Initial Setup	Initial Setup
Security Monitoring	Initial Setup	Initial Setup	Initial Setup
Web Controls Management	✗	Initial Setup	Initial Setup
Add-ons			
Virus/Malware Scanning	✓	✓	✓
Backup every 24 hours	✓	✓	✓
Application Monitoring Setup Assistance	✗	✓	✓
Control Panel – Configuration	✗	✗	✓
Event Preparation and Monitoring**	✗	✗	✓
Product Update Reviews	✗	✓	✓

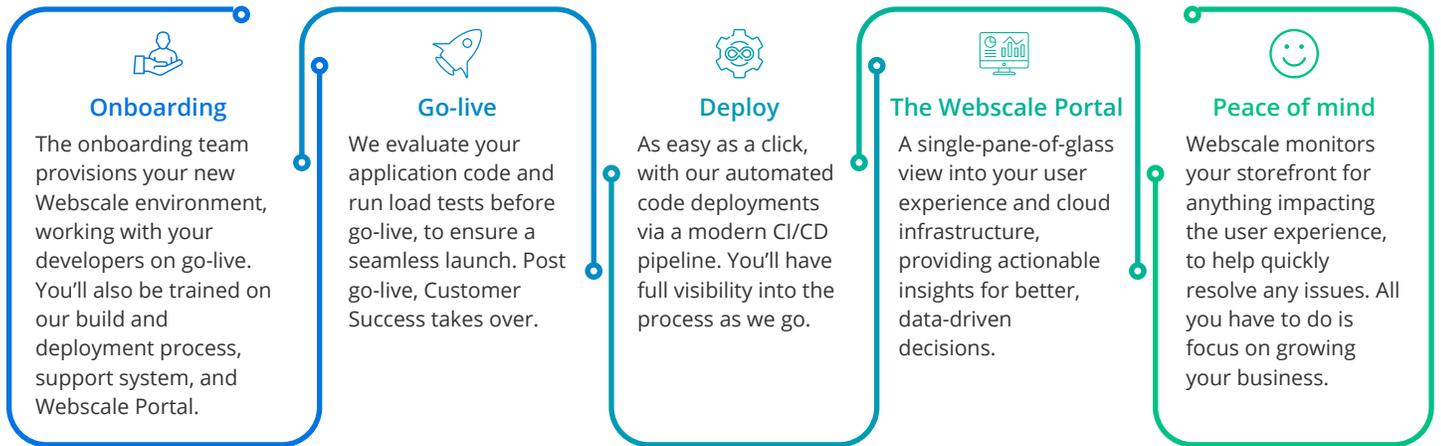
* Applicable if DevOps Support package has been procured at extra cost. ** To be procured at extra cost, as applicable.

We are happy with the speed of support and the monitoring process of our different storefronts.



The Webscale Experience

You're now in the ecommerce industry's safest hands!



Add-On Services



Cloud Hosting

Fully managed hosting on any public cloud for ecommerce businesses

- Included with Base plan; optional for Advanced, Premier and Ultra plans
- 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 One platform; auto-provisioning systems to prevent human errors common with manual traditional hosting providers
- *Plans priced based on consumption of resources*



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 Support Datasheet

