



Adobe Experience Manager Implementation Assessment

Expert analysis and guidance on your Adobe Experience Manager Implementations

Adobe Experience Manager (AEM) is a dynamic and highly customizable content delivery system. Each installation is different, and a heavily used AEM Platform changes constantly. Most businesses using AEM will need some investigation into issues and some help tuning the platform for it to perform optimally. Rackspace Technology is offering to run a top-down assessment of your application with the goals of providing you maximum visibility into how it is performing today, what can be done to make it perform better and how to keep it stable and secure in the future.

An Adobe Experience Manager Implementation Assessment can take as little as a week to complete, depending on your goals. During the assessment, Rackspace Technology learns about your current business and technical goals through joint workshops and discovers challenges, strategies and positions related to the use of the AEM application. Once all requirements and deep-dives have been completed, Rackspace Technology will create a detailed findings summary report that provides recommendations and insight into your current position.

Experts Dedicated to Your Success

As the leading multicloud specialist with extensive AEM expertise, Rackspace Technology offers advice and recommendations based on industry-leading best practices, delivered by a large pool of technology talent from across the globe that's dedicated to not just meeting, but exceeding your business objectives.

Key Benefits

Customer experience: Delivering optimal customer experiences demands optimal performance and operations of your AEM platform. Health Check Assessment recommendations can help improve performance and operational capabilities, leading to better customer experience.

Reduced risk: Rackspace Technology AEM assessments and recommendations are based on Adobe best practices and can reduce security risk when implemented properly.

A clear path to reaching goals: Rackspace Technology will help you establish and track toward achieving your business and/or technical goals, delivering value through:

- AEM cost optimization
- Opportunities to improve content velocity and customer experience
- Identified opportunities for reuse and reduce custom development
- Full utilization of AEM Platform features
- Better alignment with the AEM Platform Roadmap
- Platform performance optimization and improved customer experience
- Security optimization
- Managed services operations optimization

About Rackspace Technology™

Rackspace Technology is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2020 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 2,500+ cloud engineers
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 120+ countries
- #1 hosting provider for Internet Retailer Top 1,000 — seven years running
- 24x7x365 specialized application support
- Hundreds of years of collective application and application framework experience
- Industry-leading application performance monitoring (APM) tools
- Five-Time Microsoft Hosting Partner of the Year
- Certified Adobe Experience Manager architects, engineers, developers and DevOps specialists
- 500+ Adobe Experience Manager server installations under management

“It's nice to be able to rely on Rackspace Technology to be part of our team. [They are] always proactive, fixing issues before we're even aware of it.”

Jared Ray :: Digital Marketing Manager, Micron CPG

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

Assessment Deliverables

The exact deliverables will be defined by the goal and scope of the assessment. Here is an example of various deliverables that will be produced as part of an assessment that is focused on cost optimization:

- Platform & Infrastructure Assessment
- Platform Architecture Review
- Performance Tuning Assessment
- Security Assessment and Best Practices
- AEM Sites Implementation Review
- AEM Digital Assets Management Review
- AEM Configuration Management Review
- AEM Operations and Maintenance Review
- Content Delivery Network Analysis
- APM Analysis

Assessment Prerequisites

To be able to perform an accurate assessment and provide an optimization plan, your participation is essential. Before beginning the assessment, Rackspace Technology requests the following arrangements to be made:

- Complete and return an Adobe Experience Manager Implementation Assessment worksheet, provided to you by Rackspace Technology.
- Participate in one or two phone sessions to ensure Rackspace Technology has received all of your relevant information.
- Communicate the purpose and goals of the assessment to your participants.
- Send invitations to your participants for each session, including meeting location and/or virtual technology (Webex/Teams/Zoom).
- Distribute the assessment agenda to your participants.
- Provide access to your AEM environments
- Allow Rackspace Technology to install and use specific tools on your environments during the analysis

The following is a list of your responsibilities to ensure a successful assessment:

- Time and commitment from architects and technology leads.
- Accurate and up-to-date details of the following:
 - AEM architecture
 - Cloud/on-premises network architecture
 - AEM production, versions, patches
 - HA/DR, RPO/RTO
 - Integration and dependencies
 - Non-AEM interfaces and dependencies
 - Business dependencies and end-user usage patterns
- Rackspace Technology engineers and SMEs will need access to your systems such as infrastructure dashboards and asset lists on cloud or on-premises systems.

Take the Next Step

Let's talk about how an Adobe Experience Manager Implementation Assessment helps you achieve your goals.

Learn more: www.rackspace.com/applications/adobe-experience-manager
Call: 1-800-961-2888