

RACKSPACE APPLICATION SERVICES:
APPLICATION OPERATIONS FOR DIGITAL APPS

SITECORE EXPERIENCE PLATFORM AND SITECORE COMMERCE

(Sitecore Experience Platform supported versions 7.2, 8.0, 8.1, 8.2, 9.0)

(Sitecore Commerce supported versions 8.2, 9.0)

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RACKSPACE APPLICATION SERVICES

Rackspace Application Services is a special level of support. We will honor our Fanatical Support® Promise® while supporting your Sitecore® application. Rackspace Application Services: Application Operations for Digital Apps includes support for researching errors and help with determining a root cause. Rackspace Application Services: Application Operations for Digital Apps also includes guidance to help identify solutions for performance issues. We will help determine if you have the correct caching enabled and if it's being used properly. Our Sitecore architects and engineers are your advocates and partners with a unique ability to offer support through the server and into your Sitecore application.

FANATICAL SUPPORT PROMISE

www.rackspace.com/dedicated-servers/promise

SPHERES OF SUPPORT MATRIX

KEY

✓ = Responsible for activity subject to # of hours

O = Optional Rackspace service (for an additional fee)

P = Active participant / collaboration in activity/event

RACKSPACE APPLICATION SERVICES (RAS): APPLICATION OPERATIONS FOR DIGITAL APPS – SPHERES OF SUPPORT SPECIFIC TO SITECORE® EXPERIENCE PLATFORM™ AND SITECORE COMMERCE	RAS TEAM	CUSTOMER/SI
Advisory and consulting services from Sitecore Architect and Engineer Team	✓	
24x7x365 access to a team of Application Support Engineers: <ul style="list-style-type: none"> · Highly technical .NET experts · Experience in infrastructure management · Active monitoring of complete environment 	✓	
RAS Advanced SLA – 100% Production Platform Uptime Guarantee	O	
Consult on Sitecore architecture best practices	✓	
Environment sizing <ul style="list-style-type: none"> · Number and name of environments (DEV, QA, PROD) · Quantity of nodes · Virtual machine CPU and RAM requirements · Amount of disk space needed 	P	✓
Define and document initial OS-level requirements <ul style="list-style-type: none"> · Server naming conventions · IIS website naming conventions · IIS application naming conventions · Access and security 	P	✓
Verify compatibility with Sitecore’s supported environments matrix <ul style="list-style-type: none"> · Operating system · .NET framework · Virtualization 	✓	P
Application code <ul style="list-style-type: none"> · Custom components/templates · Source control · Shared source Sitecore modules from the Marketplace · Third-party Sitecore modules 		✓
Migration of legacy content	O	✓
Consult and advise on Sitecore best practices and standards <ul style="list-style-type: none"> · Content delivery horizontal scaling · Content management horizontal scaling · Platform security · Sitecore audits and architecture reviews 	✓	
Consult on Sitecore-specific disaster recovery and high availability implementations	✓	P
Provide consultation on Sitecore-specific topics of xDB, Coveo, MongoDB®, Solr, etc.	✓	P
Install and configure content delivery (CD) server feature	✓	P
Install and configure content management (CM) server feature	✓	P
Install and configure Sitecore databases	✓	P
Install and configure processing and aggregation server feature	✓	P
Install and configure reporting server feature	✓	P
Install and configure a publishing instance in a multi-CM environment	✓	P
Install and configure xDB using ObjectRocket	✓	P
Install and configure xDB using customer’s MongoDB implementation		✓

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Install and configure session state in MS SQL Server	✓	P
Install and configure session state in MongoDB using ObjectRocket	✓	P
Install and configure session state in another provider (or customer's MongoDB implementation)		✓
Perform Sitecore Security Hardening Guide analysis	✓	P
Perform Sitecore CMS Tuning Guide analysis	✓	P
Perform Sitecore Installation Guide analysis	✓	P
Sitecore user administration <ul style="list-style-type: none"> · Group creation · User creation · SSO · Access control 		✓
Active Directory integration with Sitecore authentication provider	P	✓
Advanced synthetic URL monitoring: Verifies that your website visitors can complete a necessary series of steps successfully and without any site errors	✓	
Application monitoring: Enables monitoring of individual transactions throughout the application layer to alert customers of potential issues impacting performance	✓	
Read-only access to monitoring systems for the customer	✓	
SMS/Robocall option for alerts	✓	
Create and maintain customer information library/runbook <ul style="list-style-type: none"> · Known issues · Key monitors · Long-term architecture and performance plans · Return-to-service instructions 	✓	
Validation of Solr search configuration to ensure proper integration with Sitecore	✓	P
Configure connections to Sitecore-supported search providers	✓	P
User management		✓
Content creation/migration		✓
Workflow management		✓
Installation and management of third-party plug-ins		✓
Define approval process for production code deployments		✓
Define rollback procedures for production deployment	P	✓
Custom code deployments	O	✓
Digital asset management		✓
Application smoke testing and quality assurance		✓
Performance load testing	P	✓
Escalate Sitecore issues to Sitecore	P	✓
Troubleshoot ObjectRocket™ MongoDB Issues	✓	P
Troubleshoot non-ObjectRocket MongoDB Issues	O	✓
Troubleshoot application server issues	✓	

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Provide guidance/insight with application monitoring tool data <ul style="list-style-type: none"> · Application performance · Faster root cause analysis · Business transaction errors · Identify bottlenecks · Average response time metrics 	✓	
Define IIS and Sitecore log retention policy	P	✓
Implement IIS and Sitecore log retention policy	✓	P
Implement and manage Sitecore maintenance operations	✓	P
Troubleshooting Solr and custom search provider issues	P	✓
Provide tuning recommendations based on Sitecore best practices	✓	
Provide recommendations on new Sitecore Service Packs and hotfixes	✓	
Provide environment trend data for capacity planning	✓	
Provide reporting around the customer experience: <ul style="list-style-type: none"> · Understand how pages are performing over time · Gain insight into the performance of individual pages and requests as experienced by your end users · Find the worst-performing pages by multiple common metrics 	✓	
Provide application monitoring toolset <ul style="list-style-type: none"> · Application performance monitoring tool · Infrastructure monitoring tool · Synthetic transaction monitoring tool · Browser real user monitoring tool · Data analytics tool · Ability to profile Java and .NET · Application performance dashboard · Faster root cause analysis · Identify bottlenecks 	✓	
Consult and advise on Sitecore Commerce best practices and standards	✓	
Installation and configuration of the Sitecore Commerce Engine and the Business Management Server role for Sitecore Commerce (includes dependencies such as ASP.NET Core)	✓	
Installation and configuration of commerce server staging for Sitecore Commerce	✓	
Configuration and maintenance of the standard Sitecore Commerce SQL Server databases (or Azure SQL)	✓	
Configuration and maintenance of Solr as Sitecore search provider for the default search indexes	✓	
Installation of Sitecore Reference Storefront for Commerce (optional – may not be suited for production environments)	✓	
Installation, configuration and maintenance of Microsoft Dynamics AX or Dynamics AX AOS server in conjunction with the Sitecore Commerce implementation		✓
Installation, configuration and maintenance of BizTalk with the Sitecore Commerce system		✓
Installation, configuration and maintenance of other auxiliary technologies to the Sitecore Commerce system		✓
Development of implementation-specific solution for Sitecore Commerce (storefront, user experience, personalization, etc.)		✓

ABOUT RACKSPACE

Rackspace is the #1 provider of IT as a service in today's multi-cloud world. We deliver certified expertise and integrated managed services across public and private clouds, managed hosting and enterprise applications. Because Rackspace partners with the leading technology providers, including Alibaba®, AWS, Google, Microsoft®, OpenStack®, Oracle®, SAP® and VMware®, we are uniquely positioned to provide unbiased advice on the technologies that will best serve each customer's specific needs. Rackspace was named a leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honored by Fortune, Glassdoor and others as one of the best places to work. Based in San Antonio, Texas, Rackspace serves more than 150,000 business customers, including a majority of the Fortune 100, from data centers on five continents.

Learn more at www.rackspace.com or call us at **1-800-961-2888**.

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RAS-CSS-Digital_Sitecore_Commerce_SOS_beta-10331

August 17, 2018

