



# Rackspace Application Services for Oracle CX Commerce

Helping you deliver a seamless digital commerce experience.

Rackspace Application Services help businesses maximize the value of their Oracle® Customer Experience digital commerce platform investment. Since Oracle is discontinuing its Oracle Web Commerce platform, customers looking to upgrade the platform will have to transition to Oracle Commerce cloud.

To make this transition, you will require a customized cost-effective digital experience architecture that delivers the target business outcomes, integration plans, application, data and user migration plans. Rackspace collaborates with customer teams to detail and deliver the new operating processes needed to deliver a best-in-class digital experience for customers using Oracle CX Commerce.

For customers currently relying on Oracle’s legacy application, Oracle Web Commerce, Rackspace professional services can help them migrate users, profiles and data into the new SaaS, Oracle CX Commerce.

## Experts Dedicated to Your Success

Oracle Commerce Cloud-certified architects and engineers at Rackspace Technology support customers adopting the new ecommerce service by helping to plan, specify, procure hardware, configure, set up and introduce it into the customer’s business. Oracle Commerce Cloud is subject to automatic quarterly updates and it’s necessary for businesses to prepare for them. As part of managed service for Oracle Commerce Cloud, when Oracle release new features, Rackspace will evaluate customer configurations to determine what changes are necessary to leverage them, all without disrupting your services.

## Key Benefits

- API-first architecture
- Rapid deployment model
- Scalability and availability
- Simplified extensibility
- Automatic seamless upgrades
- Easy front-end configurations

Solution Features	Customer Benefits
Team of Oracle ecommerce experts	Customers can reduce their costs of supporting the Oracle CX Commerce SaaS application while also gaining access to insights developed through Rackspace Technology experience supporting many other customers.
Dedicated teams of application migration experts	Migration planning, preparation and execution performed by a team of Oracle Commerce experts to effectively adopt Oracle Commerce CX cloud.

## 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
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- 24x7x365 support
- 15+ Oracle Commerce customers
- 300+ Oracle and SAP certifications
- Best-in-class Oracle Commerce professional and managed services
- Oracle Platinum Partner
- Oracle-certified database architects

## Fanatical Experience™

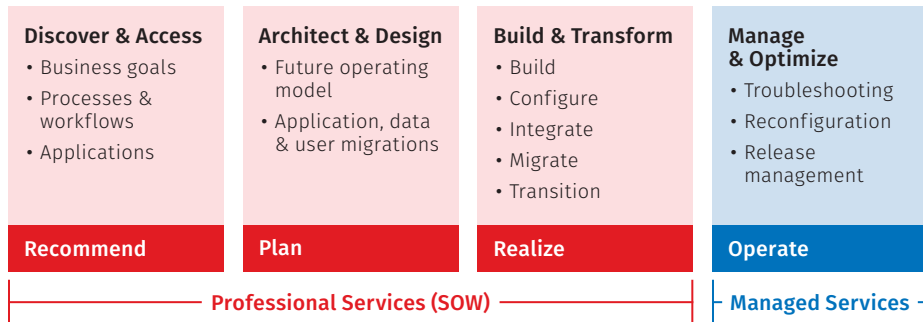
Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

## Support Value

Rackspace Application Services for Oracle CX Commerce offers customers a way to obtain ongoing assistance to troubleshoot issues with their CX implementation and to review the quarterly updates from Oracle in advance of deployment into the customer environment. Deployment of updates without prior review can create issues related to integrations that the customer may have between CX and other applications. Customers can subscribe to a block of hours during which time Rackspace CX experts advise and optimize the configuration of the customer's CX instance with particular focus to those quarterly updates. This service allows the customer to focus on the business generated through the CX platform; for example, the campaigns and promotions — safe in the knowledge that the application is being maintained in an optimum working state and that preventative measures are being taken to avoid future business disruption.

## Helping You Adopt Oracle CX Commerce

Rackspace partners with you every step of the way, from assessment through deployment to ongoing management.



## Take the Next Step

Let's talk about how the Oracle experts at Rackspace Technology can help you deliver a seamless digital commerce experience.

Learn more: [www.rackspace.com/ecommerce-digital-experience/oracle-commerce](http://www.rackspace.com/ecommerce-digital-experience/oracle-commerce)  
Call: 1-800-961-2888