

APPLICATION SERVICES FOR ECOMMERCE AND DIGITAL EXPERIENCE PLATFORMS

Application expertise, performance insights and proactive operational support for your ecommerce and digital experience platforms.

Cutting-edge ecommerce and digital experience platforms can deliver a powerful competitive advantage, but implementing and maintaining them is often difficult, expensive and time-consuming. Key challenges include rapidly delivering new deployments to production, boosting system performance, and optimizing resource utilization. Rackspace has the experience and next-gen technology tools to manage the entire application stack and infrastructure, including rapid scaling to handle traffic spikes and expert assistance to ensure compliance with regulations like PCI and GDPR. Rackspace leverages a process-driven approach to help you identify, implement and manage the platforms best suited to your unique needs.

WHY RACKSPACE FOR ECOMMERCE AND DIGITAL EXPERIENCE PLATFORMS?

Rackspace Application Services for Ecommerce and Digital Experience Platforms will help you build a reliable, secure and compliant application environment that offers the flexibility and agility you need as you speed to market with new deployments and upgrades. Rackspace offers cost-efficient, optimized IT benefits and unbiased expertise with a process-first, technology-second approach across an unrivaled portfolio of the leading ecommerce and digital experience platforms.

KEY FEATURES

24x7x365 Administration, Monitoring and Maintenance Support: Our experts are available around the clock to help manage and optimize your application stack and supporting infrastructure with industry-leading performance management tools.

Five-Minute Notifications: We help you rapidly identify a course of action to minimize business impact.

Flexible Options: Choose 10, 20 or 40 hours of support per month to minimize your costs and resource usage.

100% Production Platform Uptime Guarantee: We offer one of the most aggressive SLAs in the industry because we know downtime and latency directly affect your revenue, customer loyalty and business operations.

Security and Compliance: We offer solutions to help you meet data protection regulations such as PCI-DSS and GDPR and apply security hardening technologies and best practices, including WAF and zero-day exploit patching.

KEY BENEFITS

Shorter Time to Production: Spend less time on implementation and integration and more time running your application. Our application-specific experts are available 24x7x365 to help you get your environment up and running smoothly and quickly.

Better Uptime and Faster Response Times: We offer proven best practices, optimized application architectures and environments, application performance monitoring and insights, and an optional 100% production platform uptime guarantee.

Improved Cost-Efficiency and Resource Optimization: Our certified application support engineers and architects manage your environments so you can lower IT costs and focus on core support functions while providing 24x7x365 coverage for your digital experiences.

TRUST RACKSPACE

- A leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide
- Hosting provider for more than half of the Fortune 100
- 3,000+ cloud experts
- 20+ years of hosting experience
- Customers in 150+ 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

“WHERE OTHER LEADING PROVIDERS WERE NOT AS WELL-SUITED TO DEAL WITH MERCHANDISING SYSTEMS OR STORE SYSTEMS, RACKSPACE HAS DONE A GREAT JOB WITH ECOMMERCE AND WE WANT TO EXPAND THAT BUSINESS WITH THEM AS WE GROW.”

STEVEN HUNTER :: EVP & CIO, STAGE STORES

CONTACT US

1-800-961-2888
www.rackspace.com/digital



EXPERTISE

Rackspace is a proven strategic partner with deep expertise managing and optimizing ecommerce and digital experience platforms:

- **Deep implementation and integration expertise:** Our experts have hundreds of years of combined experience across Oracle® Commerce, SAP® Hybris Commerce, Sitecore® Experience Platform, Sitecore Experience Commerce and Adobe® Experience Manager. They'll work with you to ensure that your environment delivers great customer experiences and scales rapidly without impacting response times.
- **Full range of solutions:** Rackspace can help you deliver integrated omni-channel experiences with solutions to run both ecommerce and digital experience platforms.

SERVICE

We deliver **Fanatical Support®** for the world's leading clouds – it's the specialized expertise and 24x7x365, results-obsessed customer service that's been a part of our DNA since 1999.

Regardless of where you are on your journey, we can help you optimize your ecommerce and digital experience platforms, so you can provide a differentiated experience for your customers. Speak to a Rackspace application specialist today to set up a free advisory session.

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