



# Oracle Commerce Managed by Tenzing

Tenzing allows Oracle Commerce users to focus on growing sales and delivering customer value, not managing servers, networks, databases and storage. Working closely with Oracle and often your SI, we can design, implement and tune your Oracle Commerce environment, delivering the commerce platform you need for an optimal user experience.



## Best in Class Performance, Managed by Experts

Our support and service delivery teams have years of ATG / Oracle Commerce experience and the expertise to optimize your environment.

## High Value, Cost Effective Solutions

As an ecommerce specialist Tenzing can leverage efficiencies to build a solution to fit your budget, maximizing the value over in-house or less specialized hosting providers.

## Increased Security and Simplified Compliance

Tenzing maintains major industry certifications including ISO 27001, SSAE 16 type II and PCI DSS and offers enhanced security services to protect your environment.

## MANAGED SERVICES

Tenzing's managed services are specifically designed to ensure efficient implementation and optimal performance. We leverage proven reference architectures so that your Oracle Commerce web store provides an exceptional user experience for your brand. They include:

**Platform and Application Management** including the installation, configuration, management and optimization of the full software stack, from the operating system to the commerce application itself.

**Security Services** like intrusion detection and prevention, antivirus and file integrity monitoring.

**OS Administration** for day-to-day maintenance including user administration, file system management and service/process management.

**Patching** of your operating system and key components including Oracle Database, Apache and Java.

**Backups** of your data and application code based on your recovery time (RTO) and recovery point (RPO) objectives.

**Performance Load Testing** for cloud based multi-end-point load testing to simulate peak load on your site.

**DDoS Mitigation** with a fully managed, cloud-based solution that continuously analyzes and removes suspicious traffic, allowing you to continue your business, even under extreme Denial of Service attack conditions.

**PCI Compliant Card Tokenization** that enables you to accept credit cards without processing or storing credit card information, dramatically simplifying your PCI compliance.



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## Monitoring

Tenzing has assembled a range of monitoring capabilities to ensure the smooth operation of your Oracle Commerce web store, including:

- **Availability Monitoring** that continually tracks the uptime of your web store and alerts you and Tenzing when downtime occurs
- **Performance Monitoring** that tracks server CPU, RAM and storage utilization and provides historical trending for better capacity management.
- **Oracle Commerce Monitoring** developed by Tenzing to monitor the health and performance of key Oracle Commerce components like Oracle Database, Apache and Java.
- **Application Performance Monitoring** that automatically tracks performance and resource utilization at the code level

## Platform and Application Management

Our operations teams work closely with your commerce development group to provide the installation, configuration, management and optimization of Oracle Commerce with industry leading application SLAs. The result is a turnkey solution that delivers a scalable, secure and high-performing ecommerce environment.

Beyond platform management, Tenzing's application level support implements, tunes and secures your commerce application for a high performance user experience. Our application support begins during implementation, continues during your peak season, all the way through to your next upgrade. Our level of engagement can be customized to your project needs, including the support of a DevOps or agile approach.

## ABOUT US

Founded in 1998 Tenzing is a web performance and security specialist for SaaS and ecommerce businesses. Tenzing delivers scalable infrastructure, fast networks, and great managed services to help our clients create remarkable customer experiences. Tenzing is SSAE16 Type II, ISO 27001, PCI-DSS and VISA PCI Certified with datacenters in the US, Canada, and United Kingdom and a partnership with Amazon Web Services for the global delivery of managed services.

## FLEXIBLE INFRASTRUCTURE

### Tenzing Datacenters

Tenzing's Grade Tier 3+ datacenters are fully redundant sites with 100% network and infrastructure availability. Tenzing offers fully dedicated and clustered servers with a 1 hour hardware replacement SLA, backed by 24x7x365 onsite support. All of Tenzing's datacenters have been audited by third parties and are ISO 27001, SAS 70 Type II certified.

### AWS Datacenters

For merchants looking to build a scalable environment, Tenzing offers Oracle Commerce on AWS, managed by Tenzing. Merchants can leverage the scalability of AWS without being bogged down by the complexity of the platform. Tenzing's in house Oracle team has worked diligently to build and test various options for hosting Oracle Commerce on AWS efficiently; all supported by Tenzing's core and advanced managed services.

### Oracle Commerce Anywhere

Oracle Commerce Anywhere is a service that enables retailers to take advantage of Tenzing's deep Oracle Commerce expertise, and managed services in any datacenter in the world, including their own. That means merchants who are expanding geographically can confidently rely on Tenzing to install, configure, manage and optimize their Oracle Commerce, regardless of location. It also means that customers with existing infrastructure investments, either on-premise or hosted at another provider, can immediately take advantage of Tenzing's expertise without a need to migrate.