



# hybris

## Managed by Tenzing

hybris Optimized Hosting is a comprehensive managed services and infrastructure solution that ensures that your hybris web store delivers superior performance and reliability. It delivers robust, scalable infrastructure and a full range of core and advanced managed services designed to keep your hybris store running smoothly.



### Focus on Omnichannel, Not Infrastructure

With 24x7x365 security, monitoring and support behind your site, you can focus on delivering a remarkable omnichannel shopping experiences and leave the rest to Tenzing.

### Invest in Growth, Not Infrastructure

Avoid expensive, upfront capital infrastructure investments in favor of an operational expense model that scales as your business grows. Tenzing will also continually evaluate your capacity requirements and ensure that your solution is right-sized to deliver cost-effective performance.

### Performance That Delivers Results

Tenzing's services are specifically designed to deliver optimal performance for ecommerce. Tenzing can help dramatically increase page performance translating to higher search rankings, greater user engagement, and ultimately increased revenues.

## MANAGED SERVICES

Tenzing's managed services are specifically designed to ensure efficient implementation and optimal performance. They include:

**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.

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

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

**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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## FLEXIBLE INFRASTRUCTURE

### Monitoring

Tenzing has assembled a range of monitoring capabilities to ensure the smooth operation of your hybris 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.
- **Application Performance Monitoring** that automatically tracks performance and resource utilization at the code level

### Platform Expertise

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

### 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 has a global partnership with Amazon Web Services for the delivery of managed services. Merchants can leverage the scalability of AWS without being bogged down by the complexity of the platform.

### Remote Managed Services

Tenzing offers custom remote managed service solutions that enables retailers to take advantage of Tenzing's deep ecommerce 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 hybris, 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.

## ABOUT US

Tenzing delivers solutions and services that enhance performance, maintain security and simplify compliance for retailers and manufacturers. By combining deep technical expertise with exceptional service delivery and support, Tenzing helps clients alleviate risk and maximize revenue from their digital investments. Tenzing deploys, manages and optimizes software and infrastructure for leading commerce platforms from partners such as Oracle, hybris, Magento, and IBM. With offices and customers in the Americas, EMEA, and APAC, Tenzing is regularly recognized as a high-growth company and industry leader. Tenzing is SSAE16 Type II, ISO 27001, PCI-DSS and VISA PCI Certified. Tenzing also partners with Amazon for the global delivery of managed commerce services on AWS. For more information, visit: [www.tenzing.com](http://www.tenzing.com).