more than Managed Hosting

As your ecommerce operation grows, it becomes a critical contributor to the success of your business. It also becomes more complex to manage and maintain. High availability, performance, scalability and risk-free security are essential in keeping your online store open for business. Achieving these goals internally puts tremendous pressure on the IT department to find and keep specialized talent plus provide 24×7 support for such a demanding environment. Why invest this much time, money and effort when there's clearly a better way?

About Tenzing

Tenzing is a highly specialized managed services provider and we know ecommerce. We have been designing, deploying and managing revenue-generating ecommerce hosting infrastructure for more than a decade and managing a range of ecommerce applications for the past 5 years. By leveraging our resources and expertise, you can focus on increasing online sales, while we provide and operate the foundation that keeps you up and running around the clock.

Whether you have built your own ecommerce site from the ground up, or have chosen a major platform technology, Tenzing can help. We have experience and expertise in with some of the leading platforms in the industry including Oracle ATG, Magento, IBM WebSphere Commerce, Hybris, Intershop and others. We also offer a number of ecommerce related services to help with PCI compliance, application performance monitoring, DoS mitigation, and more.

Why Clients Choose Tenzing

Availability and Expertise
Our mission is to ensure your store is always open for business, every hour of every day. Our top-tier facilities, leading technologies, skilled team and proven ITIL processes make the difference.

Enhanced Customer Experience
Speed impacts the online buying process and we do everything possible to enhance the online shopping experience. We work together with our clients and partners to continually monitor and optimize their systems for peak performance.

Operational Support
Our support teams work non-stop monitoring your environment and managing service requests. We also assign clients a dedicated ITIL-certified, Technical Account Manager to guide you through implementation and provide high-touch, ongoing support.

Capacity Planning and Scale
Your goal is to grow your online business and our job is to make sure the infrastructure can support that growth. We design our solutions to provide ample capacity long after launch, and the ability to scale quickly as needed. By working together and leveraging our Everest Hybrid Cloud platform, we can also help you manage promotional and seasonal spikes in traffic.

Security and Compliance
Tenzing annually maintains major industry certifications including ISO 27001, SSAE 16 type II and PCI DSS. These third-party audits further demonstrate our commitment to providing the highest levels of security for our clients.

Substantial Cost Savings
As you build your online business, containing cost is important. There are efficiencies we gain by being focused, making us extremely cost-effective compared to in-house hosting or less specialized providers. We have helped our ecommerce clients save hundreds of thousands of dollars and we can help you too. You made a wise choice investing in your ecommerce business, but as powerful as your software platform is, it simply won't run without reliable, fast and secure infrastructure. That's why more and more companies choose Tenzing. Contact us today for more information. Even if you have ecommerce questions that are not specific to hosting, we would be please to leverage our vast network of expert partners to help.

Ecommerce Delivery Services

The Foundation

Tenzing's services platform, Everest, is the comprehensive managed hosting solution trusted by leading ecommerce providers. Everest is a highly robust, scalable and secure hosting platform optimized for Ecommerce. Key features include:

- Tier III and Tier IV data centre achitectures
- Self-healing, N+q compute clustering
- Highly scalable compute, storage and network services
- Support for bare-metal, virtualized, and hybrid architectures
- Integrated firewall, load balancing, and intrusion detection services
- Seamless support for VMware, Xen, and Hyper-V
- Support for .NET, Java and PHP application farms
- Support for Oralce, Microsoft SWL Server Clustering
- Support for IIS and Apache Web farms

Summit with Tenzing

The "Summit with Tenzing" approach to managed IT services is one of Tenzing's key differentiators in the marketplace. The objective of this collaborative and proactive approach is straightforward: be a trusted partner. Summiting with Tenzing is a comprehensive, five-step methodology that guides customers with business-critical Internet applications through the entire IT life-cycle in order to minimize the risk and maximize the value delivered back to them. It is designed to foster deep partnerships with our customers and ensure that our teams are in lock-step with your business no matter what may come your way.

Learn more
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Advanced Managed Services

Tenzing's comprehensive hosting portfolio has been specifically designed to meet the unique business needs of e-commerce clients, System Integrators (SIs), and Software-as-a-Service (SaaS) providers. Our Advanced Managed Services represent a new suite of solutions that augment and extend our fully-managed services far beyond the infrastructure. Tenzing is committed to helping our clients solve complex IT and application challenges to achieve the highest possible levels of availability, performance and security.

Site Optimizer
A mutli-endpoint, cloud-based site optimization service that dramatically speeds page performance for online stores. It requires no code changes or additional infrastructure and typically increases page speeds by 40%-80%.

APM Assure
A fully managed Application Performance Monitoring (APM) service used to proactively monitor, detect and resolve performance issues quickly. APM Assure offers a deep and holistic view of performance bottlenecks at the code level, speeding root cause analysis and remediation.

DoS Assure
A highly robust DoS (Denial-of-Service) protection and mitigation service. Managed 24×7 by Tenzing's security team, it offers a cost-effective way to deal with the increasingly disruptive threats of DoS or DDoS attacks, along with other malicious traffic.

PCI Assure
A service that allows merchants to accept credit card data on any page of their website without exposure to risk. It greatly simplifies the PCI-DSS process, for a faction of the cost of attaining in-house compliance.

Data Assure
A reliable and secure offsite digital backup service fully managed by Tenzing. It aligns perfectly with disaster recovery, archiving and data compliance strategies, regardless of where the primary site is located.

Contact Tenzing for information on how to get more from your eCommerce operation.
1.877.767.5577 | www.tenzing.com