



target
build
integrate
convert

550 15th Street, Suite 31 San Francisco, CA 94103
800.591.4710 • www.sysiq.com

Ecommerce Hosting & Managed Services for Intershop Enfinity

We take care of your ecommerce applications so that you can take care of your business.

BENEFITS

- Allows 100% focus on your business - not systems issues
- Gain access to world-class capabilities and skills
- Access to SysIQ Portal which allows you to monitor performance and run reports
- Reduced Costs & Risks
- Proactive monitoring and maintenance maximizes uptime and keeps uninterupted order flow

FEATURES

- Services tailored to each client's needs, resources, and budget
- All-encompassing systems monitoring
- Load testing and performance tuning
- Disaster Recovery Services
- 24 x 7 x 365 Support services
- Ability to scale and address your needs as they evolve over time

With over a decade of experience building, hosting and managing advanced ecommerce solutions, SysIQ works to keep your systems up and running so you can make the best use of them. SysIQ Hosting and Managed Services will help you reduce the cost of supporting and maintaining your systems, improve systems availability, redundancy and security, or scale up your operations. By becoming an extension of your business operations, SysIQ provides on-demand computing resources, licenses and engineering resources that work in unison with your internal IT and marketing teams on an ongoing basis.

SysIQ's operational expertise goes far beyond the data center. SysIQ's service offerings are based on a set of integrated processes coupled with a reliable and highly-available infrastructure. The end result is repeatable, predictable performance that our clients and their customers can count on.

SysIQ has engineered an accelerated managed services engine designed to drive the performance of our clients' ecommerce channels. Surpassing the standard services offered by other

managed hosting companies, we provide premium business performance services such as agile infrastructure management, adaptive computing, performance tuning, sophisticated ecommerce domain expertise and 24/7 support, all from the top ecommerce solution specialists in the business.

Our managed hosting services will power your retail site ahead of the competition.

In addition to our premium performance services, we also provide the safety and security you need to manage the risk of running your business online. We provide you with Fully Integrated Alarm, Performance, and SLA Monitoring Solutions, along with SysIQ's Service Level Management platform to offer you the peace of mind only a scalable, resilient, and reliable monitoring system can. Our highly trained Intershop Enfinity 6 certified support engineers and administrators watch over your infrastructure and critical business services so you can focus on taking your business exactly where you want it to go.

We bring the know-how, resources, and

tools to implement, host, manage, and maintain your complete ecommerce environment, backed by service level agreements. You benefit from flexible options, reliable service, and a predictable monthly fee.

Domain Expertise

Retail Ecommerce faces a unique set of challenges and demands which is why SysIQ has focused its domain expertise on ecommerce specific solutions. Our experience providing solutions and services to retailers for more than 10 years has allowed us to develop the specific Intershop Enfinity Suite 6 MQ and UDB administration and management skills necessary to keep you competitive. At SysIQ our main focus is on ecommerce, and you can be certain you are getting knowledge and support targeted towards your business needs.

SysIQ specializes in all Intershop Enfinity versions system support and management. Starting with the proper configuration of devices, we maintain optimal performance through system tuning and careful long-term management. We'll be there to analyze logs and identify potential issues, introduce and integrate new technologies into your existing data center environment, perform application and database audits, and ensure that everything is backed up on a reliable schedule. Whatever it is your business needs to maintain peak performance, our administrators are there to make sure your system responds the way it should, and answer any questions you might have.

Starting with the initial build and deployment, we bring together the complete package of services necessary to keep your solution running smoothly:

- Supporting Custom Code and Business Logic

- Integrating Third Party applications
- Implementing and supporting Data Feeds
- Migrating data and applications
- Applying patches & Updates
- Fixing bugs and executing rollbacks

Intelligent Management & Monitoring

SysIQ Hosting & Managed Services packages are designed to free up your internal resources from dealing with day-to-day application management tasks (such as 24/7 monitoring of hardware, applications, databases and custom batch jobs, tune-up, optimization, patching and updating of databases and applications, etc.) to focus on growing your business.

Based on our experience and collective wisdom derived from managing applications for hundreds of clients SysIQ has developed proprietary methodologies, processes and systems to keep your ecommerce operations finely tuned. SysIQ prides itself with its ability to

quickly respond to and resolve even the most difficult issues and maximize your ability to sell online. SysIQ provides the following services:

- 24/7/365 application and database monitoring
- Critical support from a 24/7 team that knows your business and technology
- Remote application management and maintenance if you opt to host solutions within your existing infrastructure
- Patch management, fixes, and updates
- System performance and capacity management
- System backup and restore
- Change management for prompt, accurate, and documented system changes
- Dedicated Customer Relationship Manager who focuses on coordinating SysIQ resources to bring you the highest level of service



At SysIQ we believe an ounce of prevention is worth a pound of cure. Our intelligent management services are structured to anticipate potential problems before they arise, and are designed to ensure their potential is never realized. We take all possible steps to anticipate and prevent rather than scrambling for fixes when things go wrong.

Through years of experience SysIQ has developed a knowledge base of potential problems and hot spots that we carefully watch. Through proactive management, log file analysis and data capture we are able to thoroughly monitor your systems operations. We can even establish automatic remediation scripts to make adjustments once certain performance benchmarks have been reached.

SysIQ's Intelligent Management services not only keep an eye on your system's performance, but we also work with you to make sure you're reaching your business goals. We keep our ears to the ground for the latest developments in ecommerce technology and are always on the look out for successful new strategies we can help our customers leverage to improve customer satisfaction and grow revenues.

Performance Tuning

Retail sites have constantly changing performance requirements depending on their rate of growth or time of the year. Even launching a hot new product can have a dramatic impact on your traffic levels and order volume. SysIQ understands that your site needs to run at its peak, regardless of the circumstance. This is why we regularly test and tune our customers' sites to keep them at optimal performance year round.

With SysIQ's virtualization technology we

can easily deliver processing, memory and storage on demand. This technology makes capacity available as you need it, and when you need it. While our regular testing and tuning ensure that your infrastructures is aligned with your business goals, our capacity on demand options allow you to scale up as your customer traffic spikes and grows.

- Holiday Readiness (Capacity and Resource planning/Sizing)
- Stress/Load Tests
- Database Tuning
- Cache Tuning

Security & Compliance

SysIQ provides its customers with both physical and logical security to ensure performance of your applications. A powerful, efficient network that provides a superb user experience in a secure and effective manner is essential to ongoing growth and success, but it is equally important that it is housed in a physically secure facility and that it meets the Payment Card Industry Data Security Standards (PCI DSS).

Since security vulnerabilities are often exploited in a variety of different ways, we employ managed security services that offer a comprehensive strategy for ensuring the integrity of your network. Different types of protection are deployed at multiple layers – the perimeter, network, host, application and data layers – to build a series of barriers that detect, prevent, and defend against specific threats.

The best way to defend your applications and data is to detect and prevent network intrusions before they happen. Our comprehensive intrusion detection systems employ the latest technology, configuration, and network management

techniques while allowing you to focus on your business goals.

- PCI Compliance
- Intrusion Prevention
- Managed Firewall
- SAS 70

Data Protection and Disaster Recovery

Electronic assets, like physical assets, are only as valuable as your ability to keep them secure. Technical problems and larger disasters are inevitable risks that SysIQ specializes in managing. We provide the infrastructure, staff, and processes required for effective data protection.

SysIQ simplifies all aspects of protecting your data, including easy set-up, automated backups, and rapid restores. Daily backups occur automatically with minimal impact on performance. We can easily enable data restores whenever and wherever you need them, whether to an existing company location or a disaster recovery facility. This offers you a fast, cost-efficient, and convenient way to increase your data protection level across your ecommerce operations.

- Disk Backup
- Tape Backup
- Disaster recovery
- Continuous Data Availability

Software-as-a-Service (SaaS)

Through a unique partnership with Intershop, SysIQ is able to deliver the most powerful ecommerce platform, Intershop Enfinity Suite 6, as a service thus minimizing your upfront investment in licenses and allowing your company the flexibility to



procure the capacity in-line with the performance of your online business.

Much more than just a help desk

SysIQ delivers complete ecommerce operations support center services, twenty-four hours a day, seven days a week, throughout the year. Our experts are on call and specialize in addressing concerns specific to the retail space.

Our support service is provided through a network of hotlines, trouble ticketing, environment monitoring, and automatic remediation. SysIQ offers tiered support plans that include:

- Runbook triage
- Business process escalation
- Incident based escalation
- Event troubleshooting and remediation

SYSIQ CUSTOMERS INCLUDE:

