We worry about your website, so you don't have to.

Tenzing enables your business by managing the infrastructure, security and performance of your site. We offer managed services for bare metal, cloud, and hybrid infrastructures.

A 24x7x365 support team will be behind you, whichever you choose. Our expert teams work tirelessly to keep your environment up to date and running smoothly.

Our suite of advanced managed services allows us to work closely with you to optimize and improve the performance of your environment.

We also know how seriously you take security, which is why we're dedicated to keeping your environment and customer data secure.

High Performance

Our engineers will work with you to architect an environment that can handle your business. Whether you're looking to leverage our expertise for SAP, Oracle, Ebay or IBM enterprise software, or want to work with us on a custom environment, we'll make sure we're building a solution that ensures performance. Our industry leading SLA's will guarantee it. Once you're up and running, our teams will handle the backup, patching and monitoring of your environment to ensure consistent performance. Our service delivery is designed to deliver stable and proactive management of your environment.

Premium Support

With a 24x7x365 support desk, we're available for our clients, whenever they need us. Our highly trained support team works directly with clients and partners to ensure optimal performance and high security. Our technical account managers ensure our services match your priorities as your business evolves. With an internal commitment to training and service excellence, our aim is to minimize risk and maximize value for clients.

Advanced Security

We're committed to securing our clients' environments.

- **ISO 27001 certification** guarantees that our Information Security Management System is best in class.
- Yearly **SAS-70/SSAE-16 Type 2** audit validates that our security controls and processes are in place and under correct management.
- Our support for transactional sites is backed by our **PCI Level 1 compliance**
- Our suite of security services, including **DoS mitigation**, **Penetration Testing**, and **PCI Tokenization**, is designed to ensure our clients are operating a secure and protected environment.

Infrastructure Expertise

Tenzing offers flexible infrastructure solutions, designed to scale for capacity and geographical growth. Our multiplatform management service options include;

- Dedicated leased hardware
- Managed Public and Private Enterprise Cloud
- Cloud hosting through **Amazon Web Services** worldwide network
- Remote managed services to existing environments, anywhere in the world

Platform Expertise

We understand the importance of knowing a client's business to help them succeed, which drives us to learn about the business we are hosting. Our partnerships with SAP, Oracle, Magento and IBM demonstrate this commitment, as do our optimized reference architectures for platforms such as

- Oracle Commerce
- Magento
- Hybris

Our willingness to work with our clients and partners to learn about their platforms and applications improves our support and ensures we are providing the right services for your business.

Services

We've built a suite of advanced services that go beyond typical managed services. These include solutions like

- Site Optimization
- Application Performance Management
- Load Testing
- Search Optimization.

Our Technical Account Managers work with our clients to understand how our services might be able to support their individual priorities and challenges.

OUR RESULTS

High Value, Cost Efficient Solutions

With a streamlined operation built on years of experience, we can offer exceptional service at great value. One of our largest clients switched from a competitor, saving 50% in their hosting fees and gaining **'5 times the level of service … with an immediate response time',** according to their Business Manager.

Supporting you 24x7x365

Our service and support is proactive and deep. We take the time to learn about your business, including your application, so that we can help you when you need it most. Ask a client whose site was severely compromised by a code error. The client's legal department was pushing to shut down the site, which would have resulted in lost revenue and reputation. Tenzing uncovered the code issue, avoided the shutdown and helped the retailer fix it. **"We trust Tenzing implicitly. We have demanding customers who pay us a premium and expect premium performance"** said the client. **"Tenzing allows us to exceed their expectations."**

High Performance, Solid Support

Our teams work hard to understand your business, we'll also advise your partners and teams on business processes and best practices to protect your performance. Sometimes we do this too well. Just ask a client whose marketing team launched a 'crash the site' sale over the holiday season. **Even though products were discounted by up to 99% and traffic exceeded all predictions; the site didn't budge.** Knowing the sale was on; Tenzing support was on standby, however our planning and preparation meant the retailer ran out of stock before running out of capacity.

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 delivery of managed services globally.