Oracle Commerce for B2B
Managed by Tenzing

It is no secret that B2B ecommerce is exploding - some estimates put growth at three times the rate of B2C. Whether your organization's goals for B2B ecommerce are to lower costs, increase revenues or even to catch up with your competitors, it is critical for your business to get it right. Not only because your traditional competitors are, or will soon be online, but also because it won't be long before you're up against industry disrupters like Amazon Supply and Google.

Creating or updating your B2B ecommerce environment is not just adding another sales channel, it is a big step in the digital transformation of your business. Whether that transformation takes one year or ten, you need to choose partners that can help you plan for that transformation while still meeting your current needs.

By selecting Oracle Commerce you've now got the power of an incredible platform behind you and there are a number of skilled System Integrators that you can work with you to build an extraordinary portal, but where do you go from there? Do you have internal resources with the knowledge, expertise and bandwidth to keep that environment performing at the rate your customers demand?

At Tenzing, we do.
We provide Commerce Anywhere.

Leverage Ecommerce Expertise

As an ecommerce specialist Tenzing has been keeping retailers up and running for over a decade. Our B2C merchants have taught us that site performance and security are a priority, and that expectations are sky high. We help our clients exceed these expectations through solutions like site optimization, advanced security and application performance monitoring services. Our B2B clients have taught us that a B2B ecommerce environment is often more complex and may include many more integrations, but these facts don't stop their customers from having the same high level of expectations in regards to the user experience. From mobile optimization to omnichannel integration, B2B customers expect the same level of performance and experience as a consumer site, and we help our clients deliver.

Focus on your business, not your infrastructure

In order for Oracle Commerce to run optimally and scale, it requires the right combination of infrastructure and software, configured for performance. With Tenzing's Optimized Oracle Commerce Reference Architecture we can build out the best infrastructure to support your business goals, in our datacenter or yours. The result is a significantly higher price/performance from your underlying infrastructure and the ability to scale and grow when and if you need it, all managed by Tenzing. Tenzing allows Oracle Commerce users to focus on growing sales and delivering customer value, not managing servers, networks, databases and storage. By working closely with Oracle and your SI, we configure, provision, deploy, and manage the entire Oracle Commerce infrastructure. Going far beyond the hardware, we provide expertise in the middleware components and databases required to support this powerful application.

Deliver Omnichannel

Tenzing understands the challenge of building a complex ecommerce environment and the importance of teamwork in delivering a great customer experience. That's why Tenzing developed a delivery and management processes specifically designed for ecommerce – The Summit with Tenzing Approach. Leveraging clear, detailed responsibility matrices and ITIL®best practices in incident, change and problem management, Tenzing ensures that everyone involved in delivering your omnichannel experience – your internal teams, your system integrator, industry solution partners, even Oracle itself – all understand the role that they play and are held accountable for delivering a seamless operational environment for you to conduct commerce. The result is consistent delivery of your omnichannel experience anytime, anywhere, and anyway that your customers choose.

Leverage Tenzings Ecommerce Expertise with

- Optimized Oracle Commerce Reference Architectures
- Ecommerce managed services delivered in your datacenter or ours
- Application Availability SLA
- 24x7x365 Service Desk with Oracle Commerce Expertise
- PCI-DSS Certified and ISO 27001
- Advanced Monitoring for Oracle Commerce
- Ecommerce performance optimization

Flexible Service Delivery

Tenzing's Managed Oracle Commerce solution is designed to be flexible enough to map to your current set of operational capabilities as well as give you options for future growth. We work with you to decide whether it is best to host the environment in your data center or ours.

If you decide to host with us, your infrastructure will be located in top-tier datacenter facilities that offer 2(N+1) power redundancy, redundant Tier 1 network fabric, advanced environmental management technology, and hardened physical security measures. Our facilities are ISO 27001 and SSAE16 certified, and backed by industry-leading SLAs.

If you're looking for support in your own datacenter, we can work with you to deliver the exact set of managed services that you need to ensure the smooth operation of the B2B commerce platform. Choose from a number of options and capabilities that compliment your own, from comprehensive monitoring and incident notification to core and advanced managed services to complete turnkey management of your Oracle Commerce platform.

We bring our Oracle Commerce Expertise anywhere you need us.

Platform Management

Tenzing combines installation, configuration, management and optimization of Oracle Commerce and industry leading application SLAs to deliver a turnkey solution for your environment. The result is a scalable, secure and high-performing B2B commerce delivery platform that's fully managed by Tenzing.

Operational Support

Our support teams work non-stop in monitoring your environment and managing service requests. We also assign B2B commerce clients a dedicated ITIL-certified, Technical Account Manager to guide you through implementation and provide high-touch, ongoing support.

Security and Compliance

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

Comprehensive Monitoring and Incident Notification

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, dramatically speeding up root cause analysis and remediation of performance issues before they affect your shopping experience.

Our team reviews, correlates and communicates incidents 24×7, providing holistic and integrated incident reports that help your team quickly find and fix issues with your web store.

Core and Advanced Managed Services

Tenzing 's core managed services are specifically designed to ensure that your Oracle Commerce web store runs smoothly and recovers quickly in the event of an incident. Tenzing's core managed services consist of the following:
- Backups of your data and application code based on your recovery time (RTO) and recovery point (RPO) objectives, all fully managed by Tenzing.
- Patching of your operating system and key components of Oracle Commerce like Oracle Database, Apache and Java.
- OS Administration that addresses the day-to-day maintenance of your Oracle Commerce infrastructure. Examples include user administration, file system management and service/process management.
- Oracle Commerce Component Administration that addresses the installation, configuration, management and optimization of key components like Oracle Database, Apache and Java.
- Security Services like intrusion detection and prevention, antivirus, file integrity and log management and more.

Additionally, Tenzing offers a compliment of advanced managed services designed to help increase revenues and ROI. These include Site Optimization, Load Testing, Applicaiton Performance Monitoring, PCI Tokenization and Data Protection Services.

To learn more about how Tenzing can help your B2B ecommerce operation
call 877-767-5577 email ecommerce@tenzing.com or visit www.tenzing.com