Magento
MANAGED SERVICES

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PICTURE THIS: an unexpected bug has developed in your eCommerce software, and a security patch is released to fix the issue. You don't want to leave your customers vulnerable, so you contact your eCommerce partner to get that security update implemented right away.

Unfortunately, your eCommerce partner is stretched to their limit with other projects and can't get to your needs for a few days. In the meantime, your site and your customers' information is vulnerable to potential infiltration and viruses.

Now, picture the alternative: you set up a Magento Managed Services agreement with our team, so when that security patch is released, you have guaranteed access to our team of developers and they have dedicated time and resources set aside to address your needs. Your site receives the necessary updates and you are back to business as usual.

Whether it's urgent security updates or more general support tasks, we aim to provide you with exceptional support after your site goes live. Providing the best possible eCommerce solution isn't the end of an eCommerce project; additional support is needed to make sure your eCommerce site is meeting its potential.

In order to provide exceptional service to our clients as well as ensure that they have access to us when they need it, we offer Magento Managed Services plans.

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An eCommerce site requires system monitoring to ensure that it is providing an optimal user experience, maintaining acceptable response rates, and is loading pages within a respectable time frame. Our Managed Services plans are designed to offer you multiple options that will fit your needs as well as your budget. Regardless of which plan you choose, our team will ensure that your Magento site stays updated with necessary patches and is meeting goals through optimal performance.

We offer two plans that provide regularly scheduled support, typically through continuous site monitoring and guaranteed time from our development team. Based on your needs you can choose from the Standard Managed Services Support Plan or the Advanced Managed Services Support Plan.

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Our base Managed Services Support Plan features the following methods of site maintenance and security:

SITE AUDIT

On a regular basis, we will perform an audit to assess your current plug-ins and extensions. Any updates identified during this review will be addressed.

SECURITY/SOFTWARE PATCHES

We will install timely updates of software patches to make certain your customer information is safeguarded and site performance is not compromised. Sites will also be regularly monitored utilizing the Magento Security Scan Tool. Customers will receive regular updates regarding known security risks, malware, and unauthorized access based on over 30 security tests as well as remediation steps.

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WEBSITE UPTIME MONITORING

Every 60 seconds, your website will be monitored for responsiveness. This only monitors that the application responds and that a page is loaded. It does not monitor whether or not the page has loaded with the proper content.

PAGE LOAD TIME MEASUREMENT

A designated number of pages will be continuously managed for page load times.

TRANSACTION MONITORING

A designated number of transactions will be monitored based on the number of contracted hours.

REAL USER MONITORING

Pingdom allows you to understand how your visitors experience your website by collecting real visitor data and viewing performance trends. You can analyze site visits in real time or from historical data.

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Key Benefits of the Standard Managed Services Support Plan

- You will gain additional insight into user behavior, which will inform site decisions moving forward.

- Your site will receive improved security which establishes trust with your customers.

- Site issues are quickly identified and our team is alerted so they can begin working on the problem.

DEDICATED SUPPORT HOURS

We will work with you to determine the level of support needed on a monthly basis to perform these tasks as well as provide time for any Magento Admin training, user training, and questions related to specific features or functions (i.e. merchandising and promotion set up, import/export assistance etc.).

PERIODIC REPORTING

Based on your needs, we will work together to develop the type and timeframe of reporting you require to support your online store. Some clients find they need reports more often, say twice a month, while others only require monthly or even quarterly reporting.

Any issues that surface are directed to your dedicated managed services support team first, instead of being reported by users or customers to your call center or customer service team.

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In addition to the site monitoring activities included in the Standard Managed Services Support Plan, we'll be offering some advanced features as part of the Advanced Managed Services Support Plan.

Our value added services included in the Advanced Managed Services Support Plan are:

PERFORMANCE

Global CDN – Leveraging Cloudflare's more than 100 data centers located across the globe, we provide the opportunity to cache and deliver content to visitors with location-based access to your website, lowering latency and vastly improving performance.

Caching – Saving server resources and bandwidth, Cloudflare's caching capabilities serve static content directly from their global data centers rather than your server.

Accelerated Mobile Links - Cloudflare's Accelerated Mobile Links, powered by Google's Accelerated Mobile Pages (AMP), loads AMP-enabled external links inside a viewing window within the same tab at least three times faster than normal mobile pages.

SECURITY

Unlimited Distributed Denial-of-Service Protection – Backed by a full SLA, Cloudflare's enterprise-grade mitigation of complex DDoS attacks (specifically against layers 3-4 and 7) includes prioritized IP ranges and routing, ensuring maximum speed and availability, keeping Briteskies customers selling.

Web Application Firewall – Cloudflare's cloud-based WAF runs in real time, preventing automated attacks, SQL injection, Cross-Site Scripting (XSS) injections, and other threatening traffic. No additional hardware or software required.

RELIABILITY

Device Testing and Validation – You will have the ability to leverage multi-device testing without the need to buy new hardware on a regular basis.

Transaction Monitoring – Ensure your site's most critical aspects are fully functional and receive alerts the second any issues may arise. Interactions like adding to cart, signing up for newsletters, and other primary and secondary user actions can be monitored.

Automated Functional Testing – Providing the ability to create and execute automated testing through BrowserStack's selenium-based testing suite. Using these tools enables improved software testing accuracy, efficiency, and coverage.

PERCEPTION

Full-Stack Analysis, Monitoring, and Alerts – In partnership with Simple Helix and New Relic, gain invaluable insights into server resource hogs, application bottlenecks, and customer performance pain points before they cause catastrophic issues.

Enhanced Site Uptime Monitoring and Alerts – Knowing about a website incident is only half the battle: you need to find the root cause of the problem and resolve it quickly. Pingdom runs additional tests and performs a Root Cause Analysis, allowing you to establish what went wrong and minimize the time spent on issue resolution.

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Key Benefits of the Advanced Managed Services Support Plan

- Access to Cloudflare, BrowserStack, Simple Helix, and New Relic features at a discounted price.

- Greater security measures to protect your customers.

- The extended reporting, including more analytics, provides greater opportunity to identify potential problems before they happen.

- Forward-looking analysis of potential site opportunities to improve performance and experience and enhance revenue streams.

DEDICATED SUPPORT HOURS

Along with the training options highlighted in our Standard Managed Services Support Plan, your Advanced Plan could include further training topics, including administrative configuration and content upload and formatting.

ADVANCED REPORTING

Based on your needs, we will work together to develop the type and timeframe you require to support your online store. Advanced reporting will include more analytics which will help you be more proactive in managing your Magento site.

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MANAGED SERVICES PLANS

	GO IT ALONE Without Internal Development Team	STANDARD Managed Services Support Plan	ADVANCED Managed Services Support Plan
Plugin and Extension Audit		X	X
Security Updates		X	X
Software Patches		X	X
Site Uptime Monitoring		X	X
Page Load Review		X	X
Transaction Monitoring		X	X
Real User Monitoring		X	X
Dedicated Support Hours		X	X
Admin/User Training		X	X
Feature/Function Support (Merchandising, promotion set up, import/export assistance)		X	X
Periodic Reporting	X		X
Performance Enhancements (Global CDN, Caching, AMP links)			X
Enhanced Security Protection (Unlimited distribution denial of service protection)			X
Web Application Firewall			X
Multi-Device Testing Capabilities			X
Increased Transaction Monitoring			X
Automated Testing			X
Full -Stack Analysis & Monitoring			X
Amplified Site Uptime Monitoring + Alerts			X
Advanced Training			X
Analytics Recommendations			X
Strategic Guidance			X

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WHY LEVERAGE MANAGED SERVICES?

While we strive to deliver a perfect eCommerce solution for our clients (or as perfect a solution as is possible), the truth is that everyone needs some support eventually. Digital commerce is a constantly evolving landscape and a Managed Services agreement enables you to focus on growing your business while we handle some of the more cumbersome operational tasks. If you're a serious eCommerce merchant, you will need access to support resources at some point and you will want to have the information available to make decisions regarding the future direction of your site.

When it comes to site support, some organizations hire a team of full-time developers. This can be a great option for larger organizations, but in reality, most support work doesn't require a full, 100% dedicated team to maintain. Hiring full-time staff can be an expensive undertaking without providing valuable benefits.

Instead, consider entering into a Magento Managed Services Support Plan, where your organization can have access to a team of talented, trained, and certified Magento developers when you need them. Not only will you receive services like uptime monitoring, transaction monitoring, testing, and other performance reports, but you will have a commitment from our team to timely maintenance and support at a lower rate.

Does Managed Services sound like something that would benefit your Magento implementation?

Contact our team to get started.

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WHY BRITESKIES?

We share Magento's belief that customer support is a vital part of the total Magento customer experience. Creating long-term partnerships with our customers and providing value to our clients is our top priority.

In our recent Customer Satisfaction Survey, when customers were asked whether or not our team had brought value to their company through our work, our team scored a 4.5/5.0. Additionally, our customers ranked our technology offerings and customer service as the top reasons they would recommend our team.

Our goal is to keep you happy by maximizing your Magento investment and keeping your store running at optimal efficiency.

Are you ready to talk details? Contact our team to get started on your Magento Managed Services Agreement.

CONTACT BRITESKIES

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