

# Built for Ecommerce

## Managed Infrastructure Performance and Security



### TENZING OVERVIEW

Tenzing helps ecommerce clients use their time improving sales and their customer's experience, instead of managing servers, networks, databases and storage. Working closely with ISVs and SIs, we design, deploy, optimize and manage environments for Oracle Commerce, SAP Hybris, Magento and other leading platforms. We keep your online systems running at peak performance, while you focus on your business!

## Built for Performance

Leverage the full power of Magento with reference architectures that optimize its performance and ensure reliability. We use a broad range of technologies such as Amazon's CloudFront CDN to speed up the delivery of your website using a global network of edge locations. Support for industry-leading systems like Varnish and Solr Search also provide the best available tools to build your site.

Magento Optimized Hosting Managed on AWS by Tenzing lets you dynamically size your environment up or down as needed. Seamlessly scale during peak periods, and pay only for

## Managed by Experts

Managing ecommerce infrastructure is complex and requires specialized expertise. Continually monitoring, and managing change for the application can be an equal challenge.

Skip the heavy-lifting and let our team of experts proactively manage your store 24x7 using certified ITIL-based processes design specifically for ecommerce.

We configure and optimize your web servers, app servers and databases, so you save development costs. We set up custom monitoring and alerts based on your needs and immediately respond. Our support team will also manage security, disaster recovery, and also build operational and escalation protocols to help mitigate risk.

### Quick Facts

- Started in 1998 in Kelowna BC
- Headquartered in Toronto ON
- 15 years ecommerce experience  
*(10 year Oracle Commerce and SAP Hybris)*
- 400+ clients and global coverage
- Singular focus on Ecommerce  
B2C retail and B2B
- 4 x datacenters (Toronto, Dallas, Kelowna, the UK)
- 3 x Customer Support Centers
- End-to-end Infrastructure and Application Management

### Infrastructure Expertise

- Flexible managed solutions, designed for scale and geographical growth. Our multiplatform infrastructure services include;
- Dedicated leased hardware
- Managed public or private cloud
- Optimized managed hosting through the Amazon Web Services (AWS) worldwide network
- Remote managed services to existing environments, anywhere in the world

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## Trusted by Merchants

### AWS Management Expertise

Tenzing was one of the first hosting providers validated through Magento's updated partner program and the very first to offer managed services for Magento on AWS in North America. We are also an AWS advanced consulting partner, and an inaugural partner for the AWS commerce competency program.

We work closely with leading Systems Integrators, bringing the tools, skills, and accountability needed for success. Our proven Magento RACI matrix, guides us in managing the process with all project partners. Also, ITIL-based change management procedures ensure that system changes are carefully reviewed and approved to avoid issues with your site's performance.

### Amazon Infrastructure

With Magento's cloud and scale-friendly licensing model, there has never been a better time to explore Tenzing's Magento on AWS services. Amazon designs its datacenters to deliver high performance, scalability, security and redundancy. Each operational region includes multiple availability zones, sophisticated cloud orchestration and routing technologies, high-speed networks, and intelligent network storage delivered seamlessly as a service.

### Defense-in-Depth Security

Tenzing's security is based on a Defense-in-Depth approach. Our system is built to ensure the availability, confidentiality and integrity of our systems and data. Both Amazon and Tenzing are PCI-DSS compliant and we maintain ongoing compliance by applying the



### Leading SLAs and Inherent DR

Tenzing backs its Magento Optimized Hosting on AWS offering with assurances that go far beyond typical uptime SLAs. We offer a "4x9s Site Availability SLA" and a "100% Site Availability SLA." Both give you peace of mind that your Magento store will run smoothly. Our standard service also includes several options for disaster recovery.

### Tenzing Managed Services

Tenzing delivers infrastructure and managed services to enhance performance, security, and compliance for retailers and manufacturers using leading ecommerce platforms. With deep application expertise and leading service delivery and support, Tenzing is ISO 27001 certified, AT101 SOC audited, and a Level 1 compliant and audited PCI-DSS Service Provider.

