



Managed Cloud

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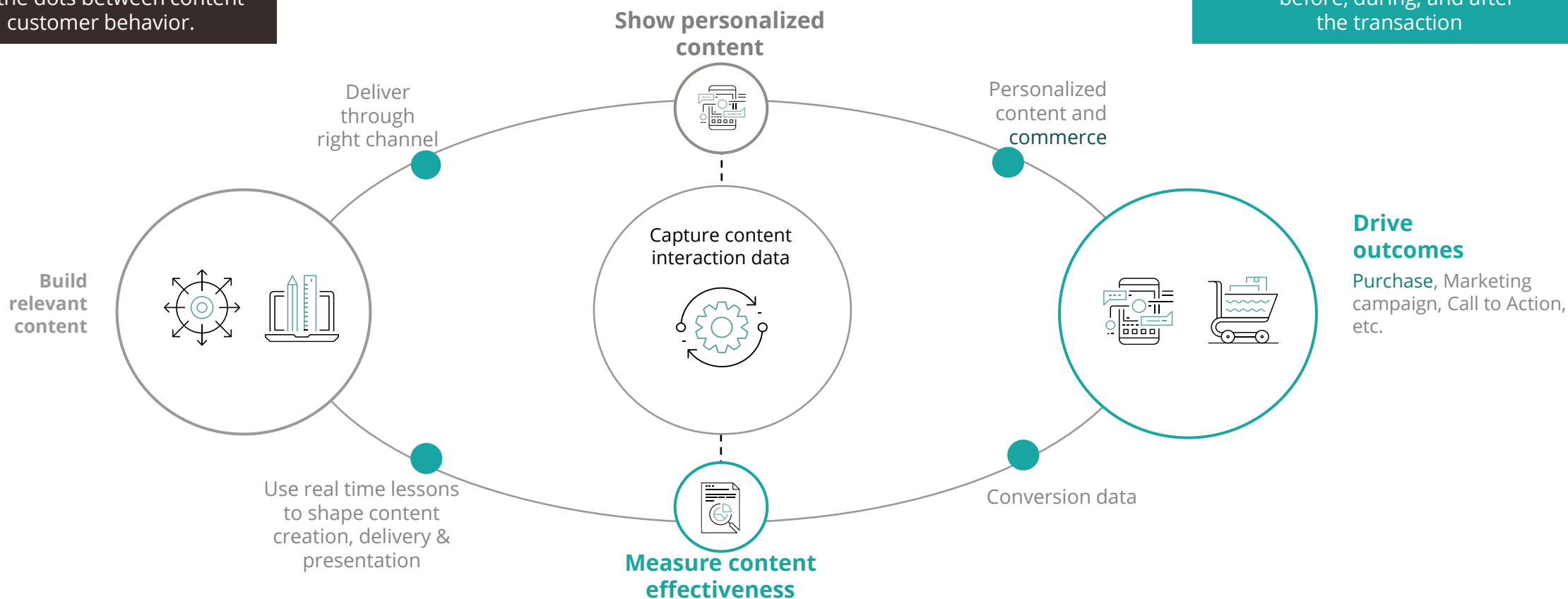
Sitecore Experience platform

Sitecore Content Hub

Easily plan, create, collaborate, store, distribute, manage and publish any content across all channels – and connect the dots between content and customer behavior.

Sitecore Commerce

Empower marketers and merchandisers to fully personalize the end-to-end shopping experience – before, during, and after the transaction



Different hosting options for different needs



ON-PREM

On-Premises hosting provides total ownership of the full infrastructure, including the responsibilities for hardware.



I A A S

Infrastructure as a Service

IaaS provides rental hardware, on a pay-as-you-go basis.
IaaS hardware can be rented at any cloud provider.



P A A S

Platform as a Service

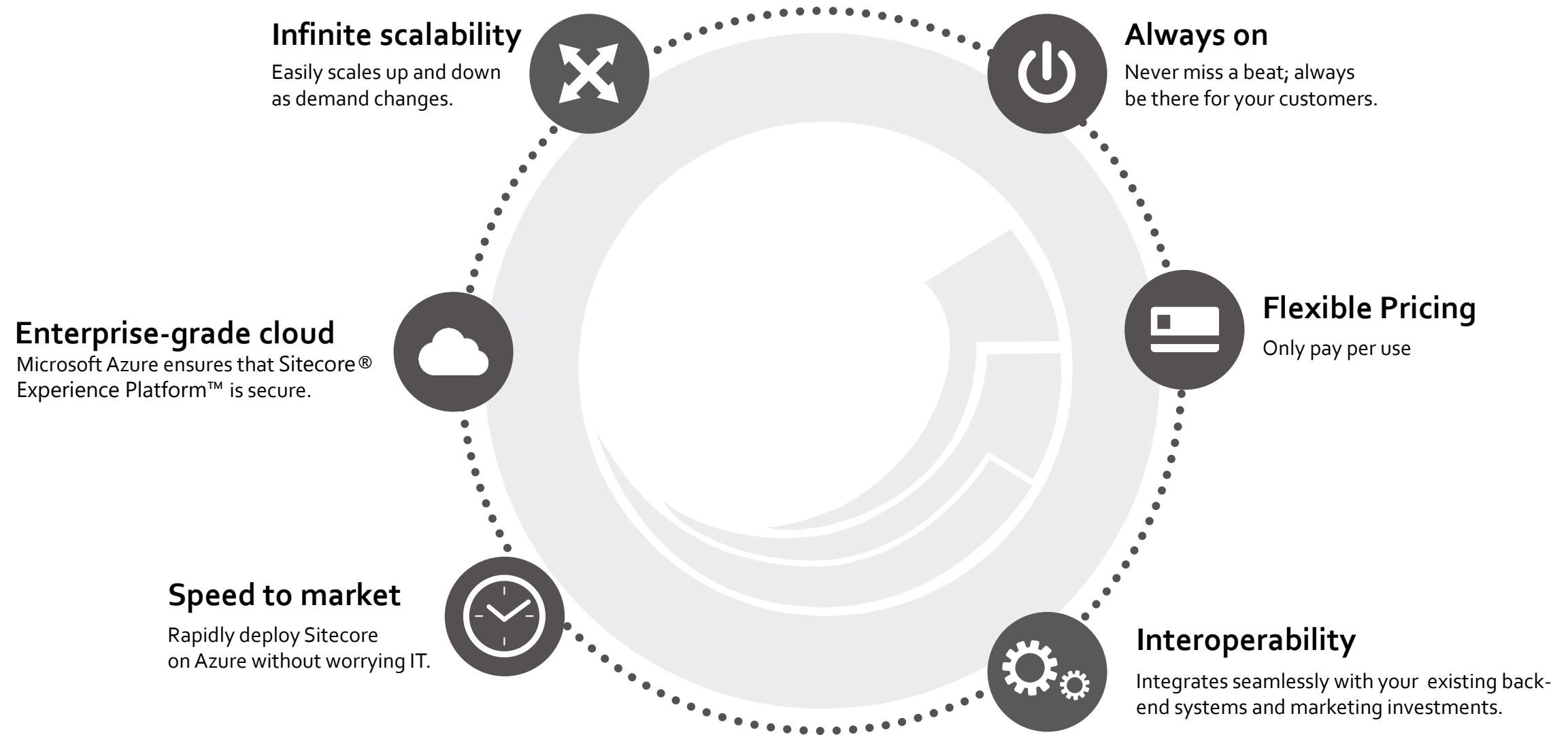
PaaS provides a best in class reliable, flexible, global on-demand hosting environment based on Microsoft Azure.



MANAGED CLOUD

Sitecore's Managed Cloud provides a one stop full hosting package. Including actively monitoring, managing and maintaining the installation of Sitecore.

Why Move to the Cloud?



○ What is Sitecore Managed Cloud?

Sitecore Managed Cloud offers complete outsourcing of the infrastructure ownership.

Focus on creating better customer experiences and business results by removing the responsibility for the infrastructure.

Sitecore's Managed Cloud service actively monitors, manages and maintains the installation of Sitecore Experience Platform and Commerce products.





Assurance

Sitecore Managed Cloud is compliant with the ISO standards*



Single Point of Contact

Sitecore provides you 24x7 support for applications issues and infrastructure hosting with the Sitecore experts



Time to Market

Instant deployment and quickly reach new markets by deploying to other regions



Ease of mind

Scale to support high traffic spikes and 99.9% infrastructure availability with Microsoft partnership

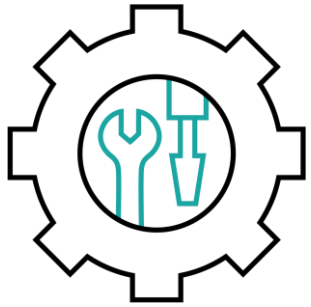


Expertise

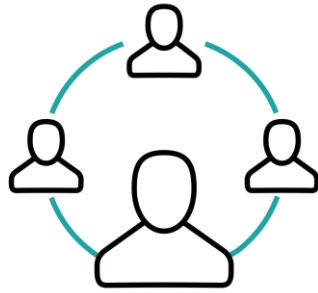
Benefit from our Sitecore cloud experts to make the most efficient use of cloud resources

**ISO 27001/27017/27018, CSA Star, SOC 2 compliance*

The effort of hosting



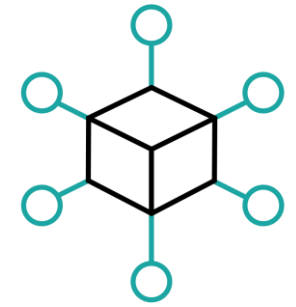
INFRASTRUCTURE
OWNERSHIP



RISK MANAGEMENT
EFFORT



SECURITY MANAGEMENT
EFFORT



SCALING EFFORT

Different hosting options for different needs



ON-PREM

On-Premise hosting provides total ownership of the full infrastructure, including the responsibilities for hardware.

INFRASTRUCTURE OWNERSHIP



RISK MANAGEMENT EFFORT



SECURITY MANAGEMENT EFFORT



SCALING EFFORT



IAAS

Infrastructure as a Service

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INFRASTRUCTURE OWNERSHIP



RISK MANAGEMENT EFFORT



SECURITY MANAGEMENT EFFORT



SCALING EFFORT

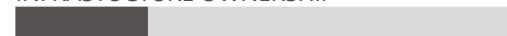


PAAS

Platform as a Service

PaaS provides a best in class reliable, flexible, global on-demand hosting environment based on Microsoft Azure.

INFRASTRUCTURE OWNERSHIP



RISK MANAGEMENT EFFORT



SECURITY MANAGEMENT EFFORT



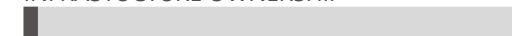
SCALING EFFORT



MANAGED CLOUD

Sitecore's Managed Cloud provides a one stop full hosting package. Including actively monitoring, managing and maintaining the installation of Sitecore.

INFRASTRUCTURE OWNERSHIP



RISK MANAGEMENT EFFORT



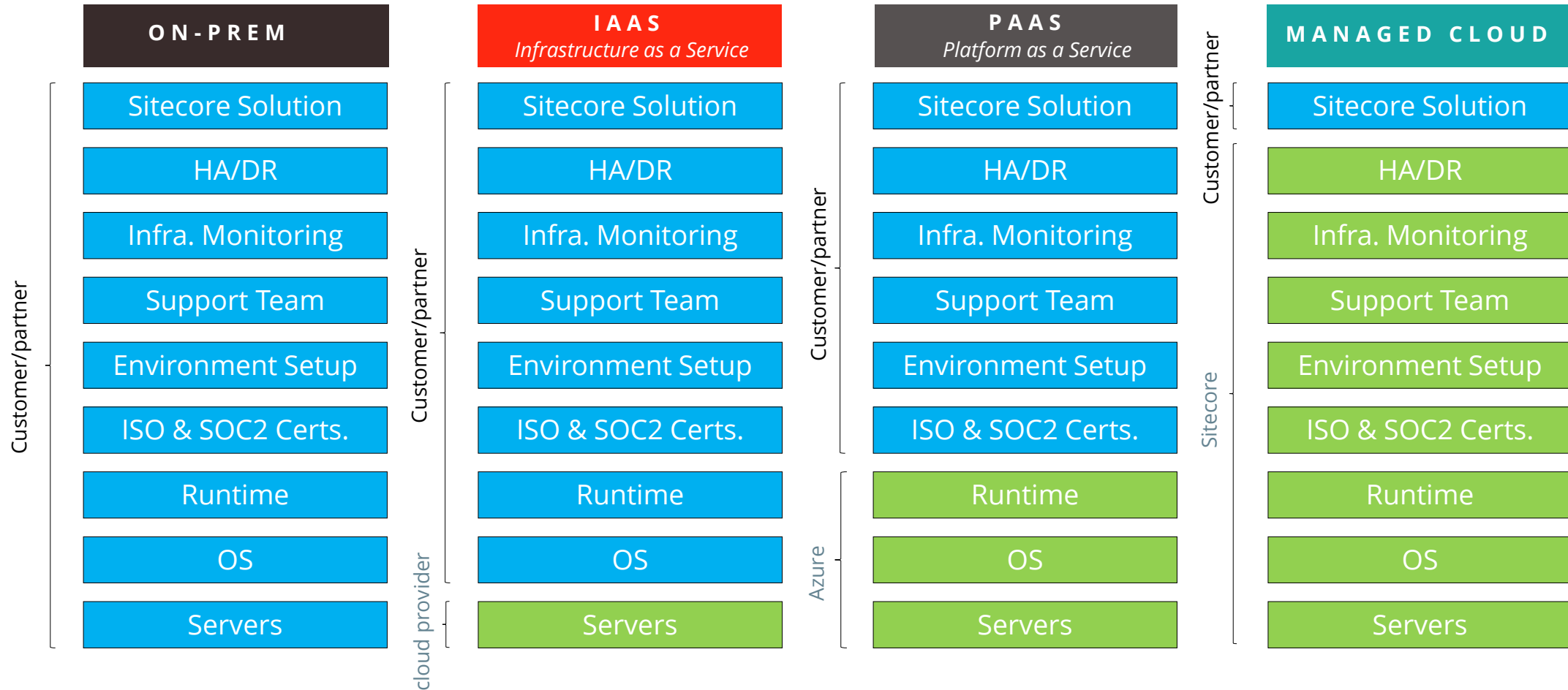
SECURITY MANAGEMENT EFFORT



SCALING EFFORT



Sitecore hosting options



Sitecore Product Hosting Matrix

	ON-PREM	IAAS	PAAS	Sitecore Managed Cloud Standard	Sitecore Managed Cloud Premium	SAAS
Sitecore Experience Management (XM)	✓	✓	✓	✓	✓	
Sitecore Experience Platform (XP)	✓	✓	✓	✓	✓	
Sitecore Experience Commerce	✓	✓	✓		✓	
Sitecore Content Hub						✓

On-Premise hosting provides total ownership of the full infrastructure, including the responsibilities for hardware.

IaaS provides rental hardware, on a pay-as-you-go basis. IaaS hardware can be rented at any cloud provider.

PaaS provides a best in class reliable, flexible, global on-demand hosting environment based on Microsoft Azure.

Sitecore's **Managed Cloud** service provides actively monitoring, managing and maintenance of the installation of Sitecore Experience Platform and Experience Commerce.


SaaS provides Software as a Service. It's full ownership of the full solution by Sitecore.

Azure Global Infrastructure



* Operated by 21Vianet

** Data Stewardship by Deutsche Telekom

CUSTOMER / PARTNER	Sitecore Solution Implementation, deployment and application monitoring	Solution Design / Implementation <ul style="list-style-type: none">▪ Custom Solution▪ Modifications / Enhancements to Sitecore Runtime▪ Development/Deployment Process▪ ARM Template Customizations▪ Infrastructure Capacity Requirements
	Software	Application Runtime <ul style="list-style-type: none">▪ Provide Sitecore software releases / Patches▪ Architectural patterns▪ Azure ARM Templates▪ Sitecore on Azure Tools▪ Azure compatibility▪ Sitecore Software Support▪ Consulting/Advisory Services
	Managed Cloud <div>Microsoft Azure</div>	Infrastructure Management <ul style="list-style-type: none">▪ Deployment of Infrastructure Components▪ Base Configuration of Infrastructure▪ Availability▪ Performance Monitoring▪ Security Monitoring▪ OS Level Upgrades / Patches▪ Provides Infrastructure Expertise▪ Application Level Services▪ Infrastructure Issue Troubleshooting and Resolution

Roles & Responsibilities



CUSTOMER / PARTNER

Content Strategy
& UI/UX
Development

Sitecore
Taxonomy &
Governance

Configurations

App Deployments

Exception Handling

Devops Implementation

Application
Development

3rd Party service
Integration

SSL Certificate
Configuration

Sitecore best
practice
implementation

Application
optimization

Application Support

DR validation &
confirmation

Sitecore upgrades & hotfix
patches

Application Development & Customization

Scaling
Assistance

Uptime/
Availability

Configurations

Subscription

Resource Groups

Access Control

Backup & Restore

Traffic Manager

Azure Services

App
Services

Azure
SQL

Redis Cache

Azure Search

Message Bus

Azure WAF

Azure CDN

SQL Firewall

App Insights

Log Analytics

Infra Monitoring & Support

DR Failover Automation

Windows OS updates &
patching

Sitecore ARM Templates

Sitecore Software(XM/XP/XC)

Azure Infrastructure



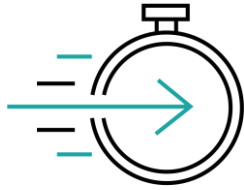
Managed Cloud

Why Managed Cloud for **marketing** and the **CMO**?



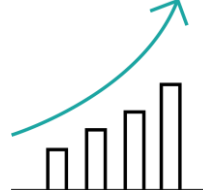
Focus on business value

Don't worry about hosting, focus all time and headcount on driving marketing and achieving business results



Faster time to market

Decrease the time it takes to go live with your websites. IT can provide efficient, quality hosting with Sitecore Managed cloud. Without the risks and with less effort.



Expand market share

Reach new regions and countries, providing a scalable and fast performing unified experience across the globe



Support peak days

Provide a no-stress fast experience for your customers even during the busiest days, handled by the experts



Brand reliability

Ensure reliability to your brand. Great customer experiences that are always available and always online

Why Managed Cloud for the **CIO**?



Flexible pricing based on consumption

Flexible consumption-based pricing to better control costs

Flexibility to deliver right capabilities to the business



Industry certifications

Offload security burdens

Save the money and effort on becoming certified

Sitecore Managed Cloud provides ISO, SOC 2, and CSTAR certifications



Manage and monitor from everywhere

IT is not forced to work from offices, cloud topology allow distributed workforce in a secure way



One stop vendor

Hosting, software and licenses all included in one contract



Site uptime and reliability

Single portal to manage and monitor environment

Why Managed Cloud for **Infrastructure teams**?



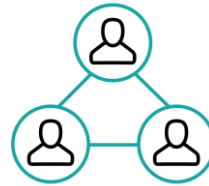
Full infrastructure outsourcing

End-to-end outsourcing of the infrastructure responsibilities, not getting called out of bed for infra failure.



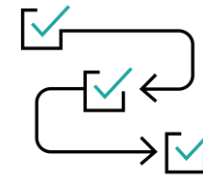
Around the clock support

24/7 support hotline and Dedicated staff assigned to support end customer



Access to strong knowledge network

Extended your network with access to specialist within Sitecore




Infrastructure monitoring

On-demand infrastructure with performance monitoring using state of the art tools and a team of Sitecore and Azure experts



Site uptime and reliability

Guaranteed uptime of the infrastructure backed with 99.9% SLA
Disaster Recovery service to automatically restore site

Who	What	Why
CUSTOMER PARTNER	Sitecore Solution Implementation, deployment and application monitoring	<ul style="list-style-type: none">• Maximize business impact by providing a tailored solution for your business needs.• Leverage the expertise of Sitecore's strong partner ecosystem.
 SITECORE® Managed Cloud	Infrastructure One centralized owner for the end-to-end infrastructure stack	<ul style="list-style-type: none">• Full outsourcing of infrastructure ownership removing responsibility and reducing TCO of the solution.• Fast resource scaling, less IT overhead, and quicker time to market.• Infrastructure monitoring• Use best in class technology managed by the experts
	Microsoft Azure PaaS	Best in class, reliable, flexible and global resource scaling.

Thanks

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