

# Sitecore Managed Services Capability

AKQA is Australia's leading Sitecore Platinum Partner in Managed Services. AKQA delivers and operates Sitecore Experience Platform and Commerce at scale for customers such as Bunnings, AustralianSuper, Foodstuffs NZ, Visit Victoria and Inland Revenue (NZ).

We have in depth knowledge and experience implementing, maintaining and optimising Sitecore on the Microsoft Azure platform to deliver highly scalable, engaging and personalised customer experiences.

Some of the Sitecore achievements we are proud of include:

**100M+**

Page impressions to over 25m+ visitors on our Sitecore solutions every month.

**50+**

Sites developed during our 8 year Sitecore relationship

**90**

Technologists, inc. 50 certified developers, cloud architects and DevOps engineers - and 6 Sitecore MVP's

**10**

Years we have been a Gold Level Microsoft Partner

## Sitecore Managed Services clients



## Managed Services overview

DESIGN	IMPLEMENT	MONITOR	RESPOND	REVIEW
<p><b>Understanding current needs, objectives and future state</b></p> <ul style="list-style-type: none"> <li>Cloud architecture design</li> <li>Data security &amp; user access controls</li> <li>Network security controls</li> <li>DevOps design and code release strategy</li> <li>Transition-in / migration planning services</li> <li>DR design and planning</li> </ul>	<p><b>Utilising best-practice and automated configuration</b></p> <ul style="list-style-type: none"> <li>Cloud environment procurement &amp; Third-Party Licenses</li> <li>Web application hosting, SSL/DNS management</li> <li>CDN/WAF configuration</li> <li>CI/CD automated pipelines</li> <li>Infrastructure as Code scripting</li> <li>Data backup and storage</li> <li>Go-Live Support</li> </ul>	<p><b>Pro-active alerts, predictions and support</b></p> <ul style="list-style-type: none"> <li>Platform performance monitoring and alerting</li> <li>Application performance and 3rd Party Integration monitoring</li> <li>Security vulnerability scanning &amp; patching</li> <li>Cloud environment usage, cost and performance monitoring</li> <li>Site reliability engineering</li> <li>Documentation management</li> </ul>	<p><b>Rapid response and streamlined procedures</b></p> <ul style="list-style-type: none"> <li>Single point of contact</li> <li>24/7/365 Service desk</li> <li>24/7/365 on-call support</li> <li>Standard response &amp; rollback procedures</li> <li>Incident &amp; Release Management</li> <li>Hypercare services for high traffic or load events</li> </ul>	<p><b>Ongoing improvements and recommendations</b></p> <ul style="list-style-type: none"> <li>Root Cause Analysis</li> <li>Monthly reporting and trend analysis</li> <li>Ongoing health-checks and security reviews</li> <li>Continual architecture and infrastructure reviews</li> <li>Capacity Planning</li> </ul>

## Our Sitecore expertise

- Personalisation
- Commerce
- Campaigns
- Testing & Optimisation

- Analytics
- Marketing automation
- Content
- Managed Services