

# Salesforce Commerce Cloud **Managed Services**

Resolve Site Issues Proactively Using Managed Services

This white paper covers the salesforce commerce cloud managed services offered by Royal Cyber. The paper discusses the importance of managed services, managed areas, Royal Cyber ticket resolution process & onsite-offshore support model. Salesforce Commerce Cloud is a futuristic Omni-channel platform that will help you to win more customers through more channels. It is a proven, industry-leading commerce solution with which you can captivate your customers through a purposeful and consistent shopping experience, regardless of device. The intended audience for this paper are companies that are looking for Salesforce Commerce Cloud managed services.



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# 1. Salesforce Commerce Cloud

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Salesforce Commerce Cloud is an Omni-channel solution that unifies your digital and physical touchpoints in one system to fulfill customers' orders across all channels speedily, securely and reliably.

Salesforce Commerce Cloud will help you to provide personalized digital commerce experiences, make your digital transformation easier, reduce TCO, and accelerate time-to-value.



# 2. Managed Services

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In eCommerce, managed services means having an entire team of experts committed year-round to ensure the maintenance, monitoring and support of your online business. The benefit is to get expert advice on how to maximize return on investment while being kept up-to-date on all eCommerce trends and best practices.

**There are three facets of managed services given below:**

## Evolution

There are always new features to integrate, new ideas to bring to life and new channels to integrate.

- Omni-channel Integration
- Social Integration
- New RMA or Returns Management Platform
- Site Improvements Based on Data Analysis
- Improving Load Times
- Moving From On-Premise to Cloud Hosting
- Product Page Improvements
- Multimedia Integration

- Integration of New Channels & Channel-Enabling Technologies
- Improving Cart Management

## Maintenance

**The maintenance covers:**

- Updates
- Upgrades
- Security Patches
- Managing Peaks
- Load-Balancing
- Anticipating and Protecting Your Platform From Downtime

## Support

**A dedicated, competent and committed team on call 24/7. Salesforce Commerce Cloud support includes:**

- Help Desk
- 24/7 Technical Support
- Portal Access With Ticket Overview + History
- Telephone Support (During Business Hours)
- Account Management

## 3. Importance of Managed Services

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Managed services provide businesses with a team of dedicated specialists, ensuring that your platforms and channels are always up to the task. The help could be from PCI compliance to test-driving the new Salesforce Commerce Cloud patch without causing downtime.

### **Efficient:**

Managed services make sure you get the support when needed. The issues will be solved before you even notice them.

### **Predictable:**

The costs of managed services are predictable. You have the flexibility to choose the service package you want and are charged monthly per device.

### **Gives You Peace of Mind:**

It gives you a lot of comfort when you know that experts are handling your IT system. Experts are there to fix any problems you encounter with your IT immediately.

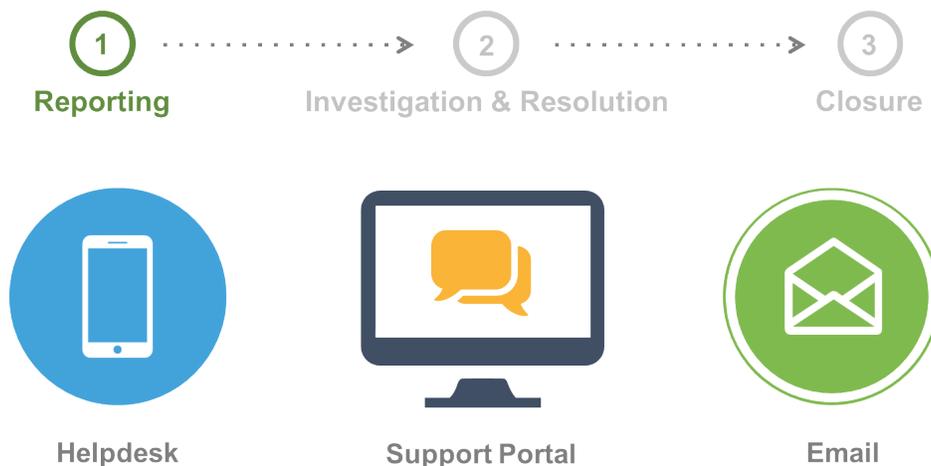
## 4. Royal Cyber Salesforce Commerce Cloud Managed Areas

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- Fixing Defects
- Enhancements
- Implementation of Technical Solutions
- Salesforce Commerce Cloud Best Practices
- Salesforce Commerce Cloud Patching
- Code Review
- Deployment Support
- Testing Support
- Perform Root Cause Analysis for the Issues Reported
- UI Changes
- Project Management
- Routine Deployments & Server Restarts
- Analysis of Garbage Collection & Memory Utilization
- Analysis of HTTP/Application Server Logs, Plugin Logs & Traces
- Salesforce Commerce Cloud Configuration Changes
- Applying Application/Web Server Fix Packs, Feature Packs etc
- Code Deployment
- Environment Considerations
- Bug Fixes
- Customizations

# 5. Royal Cyber Ticket Resolution Process

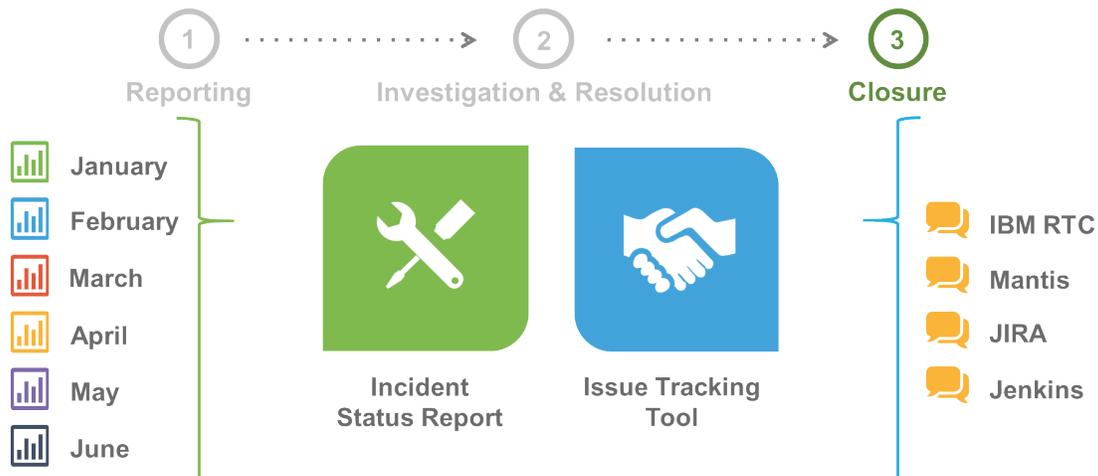
## Reporting



## Investigation & Resolution

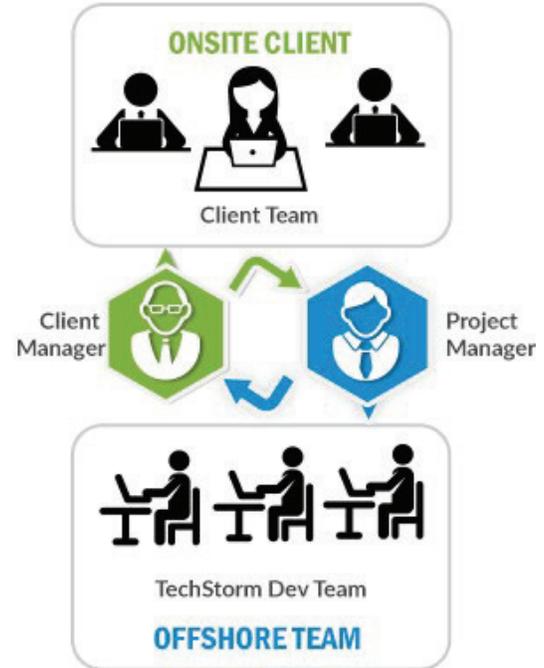


## Closure



# 6. Royal Cyber Onsite-Offshore Support Model

## Onsite-Offshore Team



## Most Optimum Practices - Onsite

- 
**Time Management**
  - Start the day ASAP to increase overlap with offshore
  - Sync up with the offshore team before facing the customer
  - Go through the emails from team before sync up
- 
**Collaboration**
  - Clarify any doubts about the emails, questions from team over the sync up
  - If a topic needs deeper or specific discussion, do that on a one-to-one call
- 
**Leadership & Presentation**
  - Prepare list of action items based on the sync up and prioritize as per the impact on the sprint
  - Address action items during the day and share the findings/actionable items at the EOD
  - Have adequate test/demo environments at hand

## Most Optimum Practices - Offshore

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**Daily Syns-Up**
  - Schedule a daily sync up with onsite team
  - Adjust the work hours to provide as much overlap as possible towards the end of day
- 
**Effective Communication**
  - Share the details of activities/progress through the day
  - Make maximum but efficient use of messenger and phone calls during the overlap hours
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**Being Proactive**
  - Be Sensitive to the onsite bandwidth
  - Be prepared to accommodate urgent requests from the customer
  - Have adequate test/demo environments at hand

# 7. Conclusion

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So we conclude that managed services can resolve system problems proactively. The support is available at any time with managed services and the expenses are predictable.

Nowadays, businesses no longer use a simple setup with a few PCs and a simple Wi-Fi connection. These days, servers are used with 24/7 connectivity, hosted email, cloud computing, and remote servers. This makes the data from your business more vulnerable to hacking.

Royal Cyber can help protect your Salesforce Commerce Cloud Ecommerce site and minimize any downtime. We can also help your business to increase profits, productivity and reduce risks. If you do not use Managed Services yet, ***what are you waiting for?***

Check the below URLs to know more about our managed services.