



Product Brief

Application hosting and management for Oracle® Commerce

With AT&T behind the scenes – It’s ‘shop,’ not ‘drop’!

When Joe bolts awake at 2 a.m. and dashes online to snag a birthday gift for his wife, you want your website humming and glitch-free. When Sue crams holiday shopping into a one-hour airport layover, she'll flee if your site is slow.

That’s why AT&T offers hosting and application management services for Oracle Commerce software. So you don’t have to worry about the availability and performance of your online revenue channel.

High-Performance Websites With Oracle Commerce and AT&T

Building your eCommerce website with Oracle Commerce software lets you create highly-personalized shopping experiences for customers. And AT&T’s hosting and application management services help you make the most of your Oracle Commerce investments, including:

- Oracle Commerce – a framework for building and deploying commerce-based websites complete with merchandising functionality that makes it possible for business users to manage catalogs, promotions and coupons without help from developers or IT
- Oracle Commerce Search (Endeca) – a dynamic, integrated search solution that incorporates natural language technology into your storefront

Offload exacting, time-consuming tasks that interfere with your team’s ability to sharpen the bottom line. Acting as an extension of your staff, AT&T will provide:

- Application management, including the operating system, web servers, database, middleware and Oracle Commerce application
- Fully managed hosting on AT&T Synaptic InfrastructureSM, a utility-based, virtualized hosting platform
- Proactive and preventive services such as continuous monitoring of operations and performance, patch management, and hot fixes so the software runs smoothly day-to-day
- Triple-layer support from a named 24x7 team that understands your business needs and the Oracle Commerce technologies
- Change management for prompt, accurate and documented system changes
- Service level agreements high performance and availability of your Oracle Commerce application
- Access to AT&T Business Direct (Client) portal so you can self-monitor performance and run reports
- Payment Card Industry certification for the AT&T hosting and application management environments
- Network and security management

Potential Benefits

- Offload the burden of managing and hosting Oracle Commerce software
- Avoid slowdowns, shutdown and performance problems
- Rely on skilled, certified Oracle Commerce experts without having to hire or train
- Handle peak loads and unexpected spikes during busy selling seasons, marketing campaigns, and product launches
- More easily address security challenges and industry regulations

Features

- Single point of accountability for hosting and application management
- Operational expertise you can’t match in-house
- Triple-layer support from a designated, 24x7 team
- Flexible utility computing platform
- PCI-audited environments for hosting and application services
- Service level agreement of at least 99.9% availability

To learn more about AT&T Application Management for Oracle Commerce, visit www.att.com/oraclecommerce or [have us contact you](#).

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- Advanced performance review and analysis by Oracle Commerce certified professionals
- Optional advanced services for additional fees:
 - Managed Security Services
 - Application enhancements
 - Discovery workshops
 - Advanced custom monitoring
 - Quality assurance testing
 - Load testing
 - Troubleshooting and optimization services
 - Content delivery network services
 - Third-party integration

Expert Application Management Around the Clock

AT&T provides expertise from the network layer through the Oracle Commerce application layer, which frees you from the demands of managing this complex application.

- Get expert management of your Oracle Commerce software – by a whole team of specialists, 24 hours a day – for a fraction of what it would cost you to handle the same tasks in house
- Avoid the equipment, real estate, power, infrastructure setup and staffing expenses of hosting and managing Oracle Commerce software in your own data centers
- Free IT budget and staff for strategic projects related to your core business

Services You Can Trust

AT&T's security controls and environments within our hosting and application services meet Payment Card Industry (PCI) Data Security Standards. And we provide multi-layered security measures throughout the Oracle Commerce solution, from network to application.

A trusted name for 125 years, AT&T has been building and running enterprise-class IT environments for more than a decade. We've supported hundreds of application management clients who rely on enterprise and eCommerce software to speed processes, trim costs, boost sales and keep their business running smoothly.

When we host and manage your Oracle Commerce software, you get the same reliability, protection, and performance customers have come to expect from AT&T.

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