



# Managed Sitecore Hosting Services

Today, the ability to provide a consistent, high-performing web experience to your users is necessary to maintain credibility, assist with sales and build a loyal following. However, providing this experience to your users takes talent, tools and time with a focus on the applications and the infrastructure supporting your webpage. By combining the capabilities of a multi-channel web platform, such as Sitecore, and the client-centric managed cloud hosting from ViaWest, you can achieve and deliver a consistent and high-performing web experience to your users.

ViaWest, an official Sitecore partner, provides managed cloud hosted environments to Sitecore customers worldwide. We know that one size does not fit all. We work with you and your Sitecore integrator as we build your Sitecore environment to fit your business, user and technology needs. Our client-centric hosting solidifies your decision to provide a unique web experience to your users.

## Managed Sitecore Services Features

- Customized Sitecore Environment
- Worry-free Onboarding
- Supported Sitecore Hosting Environment
- Continuous Business Planning

## Features

### Customized Sitecore environment

Whether we're hosting your Sitecore platform on our public cloud, private cloud, hybrid cloud, or on AWS infrastructure, our cloud experts can customize the design of your cloud environment to match your business, security, compliance, technology and user needs.

### Worry-free onboarding

Gain confidence knowing that our team of cloud experts will help get your Sitecore-hosted environment onboarded successfully. Through recurring status calls between you and your dedicated onboarding team, we can identify and resolve roadblocks to ensure your Sitecore environment is optimally designed.

### Supported Sitecore hosting environment

Our experienced systems administrators monitor and support your Sitecore hosting environment around the clock to ensure your performance, security and compliance solutions are delivering what your users need to achieve a consistent, high-performing web experience. Should an issue arise, call our support line — day or night — to speak directly with our expertly-trained system administrators.



To learn more about additional ViaWest solutions, contact us at 1-877-448-9378 or [sales@viawest.com](mailto:sales@viawest.com)

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We'll work closely with your Sitecore integrator to understand the workings of your Sitecore application. ViaWest will support your Sitecore infrastructure including:

- Firewall
- Web server, IIS, Windows Operating Systems 2008 and newer
- Content Delivery Networks
- 24x7x365 Tier 1 support
- Backups and restorations
- MongoDB

### Continuous Business Planning

As your user needs change, your business and the cloud environment supporting your multi-channel web platform must adapt to reflect these changes and continue to deliver a customized web experience. To ensure your Sitecore environment continues to provide your users and business with the deliverables to be successful, we regularly communicate with you to identify trends and cloud reconfiguration opportunities to match your needs.