Intershop®
Operational Assistance

Do you need administrative system support? Possibly due to new hardware or operating system, to support ongoing operations or to identify and resolve system instabilities or performance problems?

We will help you to keep your system up and running and monitor it over a longer period of time. In addition, you will get to know important moves and tricks.

Benefits	Scope of Delivery
• Reduce technical risk • Identification of performance bottlenecks and configuration problems • Knowledge transfer from Intershop to customer	• Operational support over a longer period of time • Directly assigned certified Intershop Application expert • Remote application and operating monitoring of your system

INDIVIDUAL RESOURCE

Intershop will provide an exclusive Intershop Application Expert for a freely selectable time period. This service includes:

- A regular inspection of the system and analysis of the error log files (Web Server, Web Adapter, Application Server,

Import-Logs, Replication-Logs etc.) and notification if necessary

- Configuration and monitoring optimization

- Debug log configuration and extension if required to identify the cause of known issues

- Generation of java thread dumps or heap dumps for closer analysis of high cpu issues or memory problems

- Review of the technical reports in the Intershop Commerce Inside tool, if applicable feedback on found issues (e.g. low pipeline runtimes, increasing utilisation of resources, slow response times, etc.)

- Configuration of the log file management (retention period, compression)

- Assistance with mass data tasks like data imports, replications et cetera

CONDITIONS

- Valid Intershop Support contract
- Description of system environment
- The infrastructure including all hard–and software components required for the monitoring tool will be provided by the customer
- The network access for remote maintenance will be provided by the customer
- Availability at Intershop side (book two weeks in advance)