



ASM Web Service

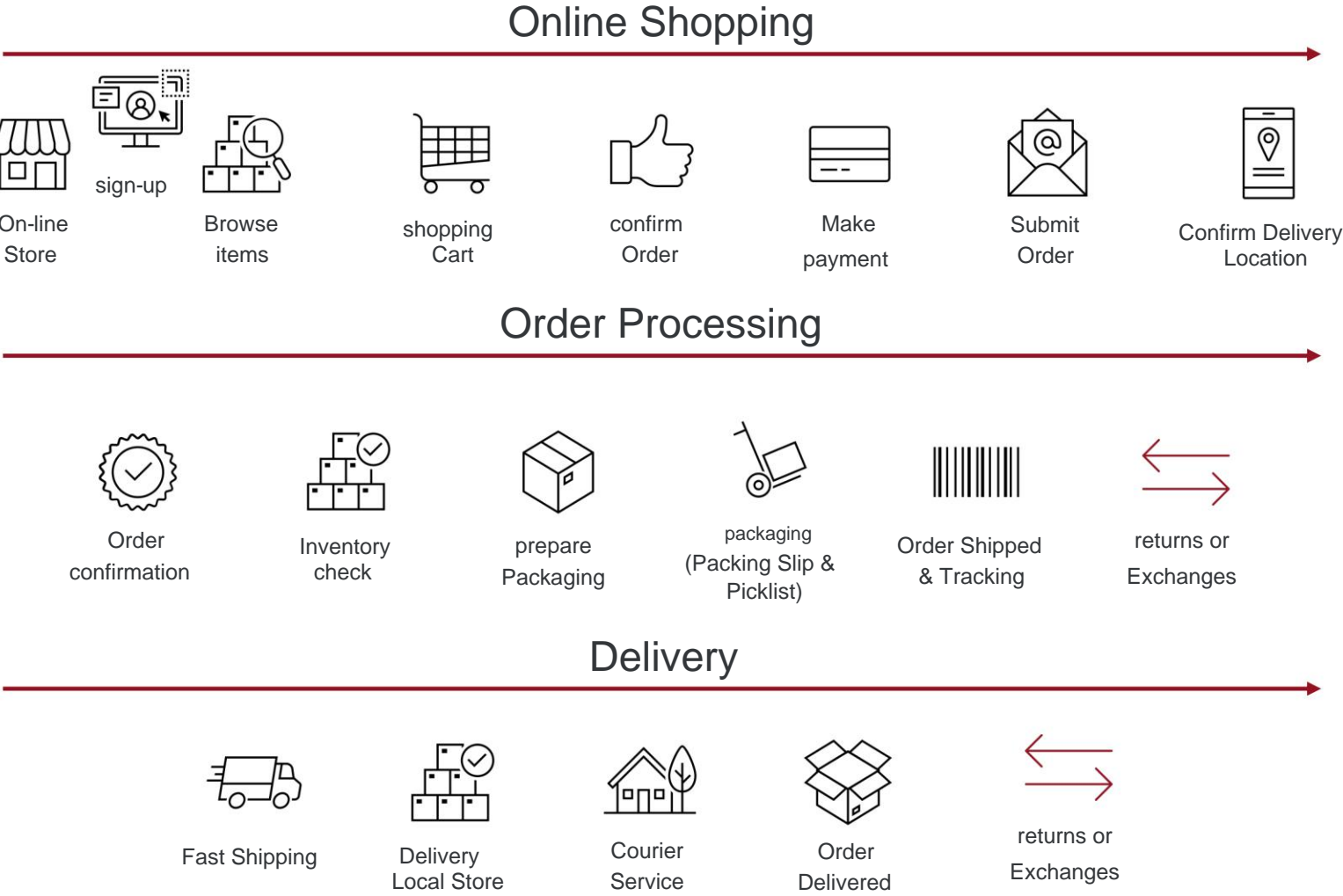
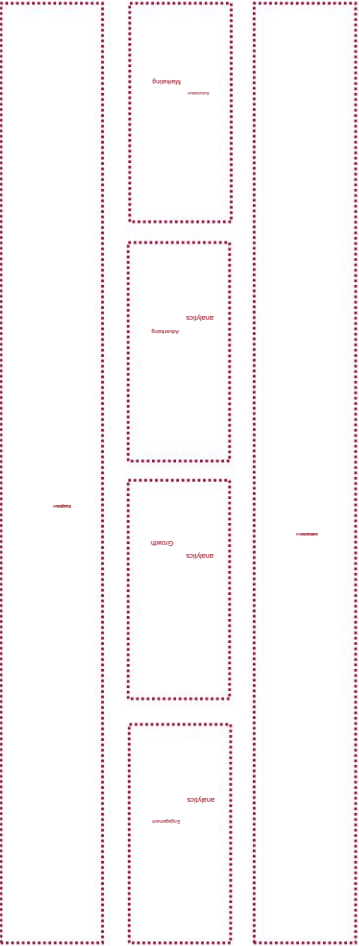
Deployment of e-commerce infrastructure

Version 1.3
06/27/2022



E-COMMERCE INFRASTRUCTURE DEPLOYMENT

Processes and applications



- ERP
- AMD + CDN
- PIM
- Dynamic Pricing
- crms
- Inventory & Warehouse
- payment Gateways
- Shipping Gateways

E-COMMERCE INFRASTRUCTURE DEPLOYMENT

Our value proposition: Container Instances (ACI)

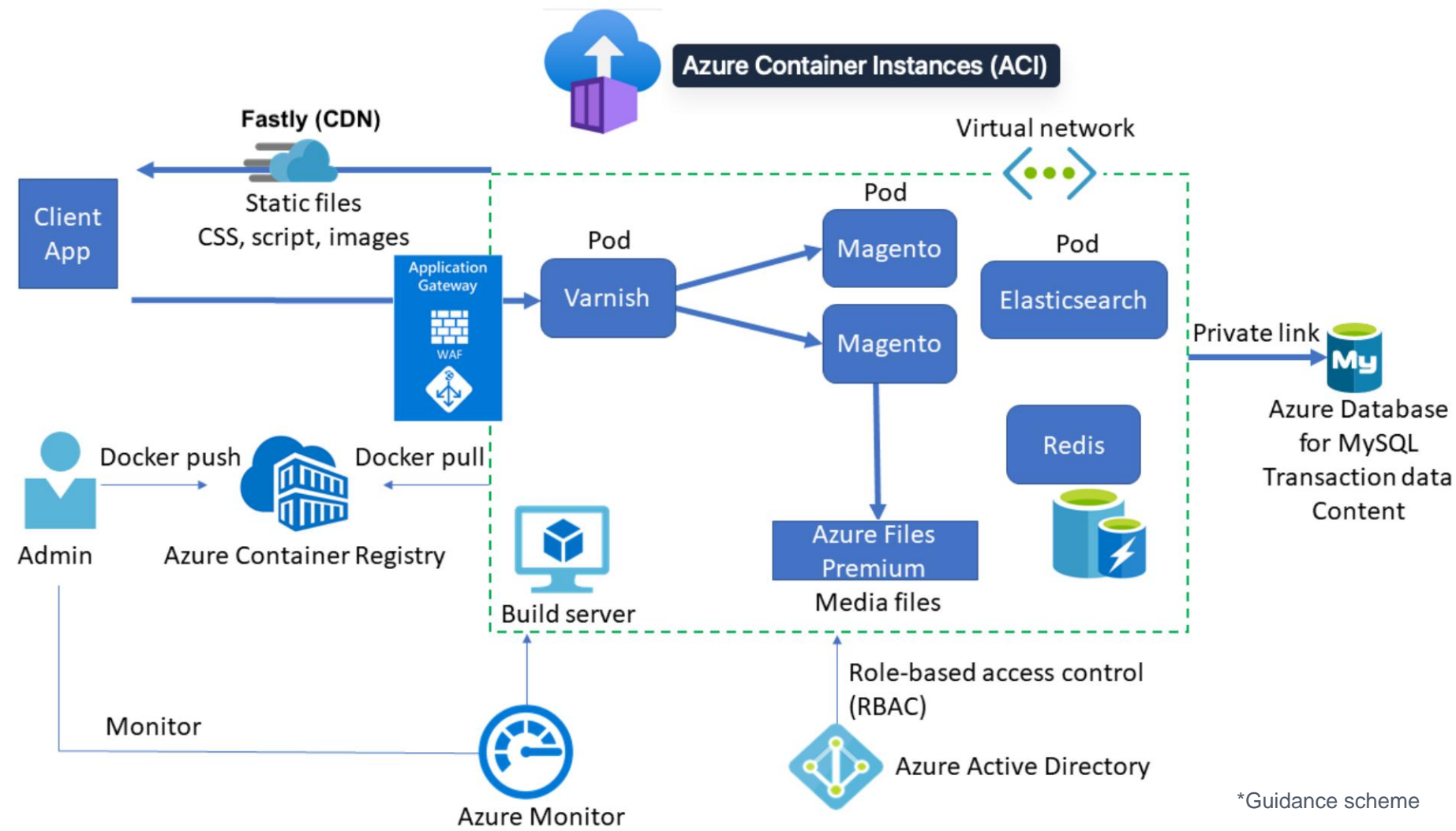


- ✓ Cloud-agnostic *architecture* , *scalable (manually)*, *stable and secure*
 - ✓ This architecture can be deployed in any Cloud (public or private)
 - ✓ Can be scaled horizontally or vertically cold (requires reboot)
 - ✓ CI/CD continuous deployment support
 - ✓ Use only PaaS components
- ✓ Supports HA and Load Balancing
 - ✓ Multiple pods running the same app
 - ✓ Different instances run in parallel, being able to automatically detect the failure of a service
 - ✓ In the event of a crash, the pod restarts in a matter of seconds
- ✓ Use third-party components or Azure (to be chosen by the client)
 - ✓ Cache
 - ✓ CDN



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ICA: Architecture



*Guidance scheme



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ACI: Architecture in Detail

- ✓ *Fastly (CDN): Cache and CDN solution currently used by the client.*
- ✓ *Azure Application Gateway: Load Balancer and WAF.*
- ✓ *Azure Container Instances (ACI): 6 container instances divided into:*
 - ✓ *Front: where the Frontend1 + Frontend2 + AdminZone pods will run.*
 - ✓ *ElasticSearch*
 - ✓ *FileBrowser*
 - ✓ *omicron*
- ✓ *Azure Cache for Redis: Cache PaaS Service where user sessions and cache will be stored.*
- ✓ *Azure Files Premium: File service where Magento shared data will be stored.*
- ✓ *MySQL: MySQL database.*
- ✓ *Azure Container Registry: Azure integrated DevOps service for CI/CD development.*

**Proposal based on the official Microsoft Azure recommendation:*

<https://docs.microsoft.com/es-es/azure/architecture/example-scenario/magento/magento-azure> and certified by an Azure Solutions Expert Architect.





E-COMMERCE INFRASTRUCTURE DEPLOYMENT

Support services and SLA

- ✓ *Business Continuity Oriented:*

- ✓ *Monitoring applications 24x7*

- ✓ *Fast issues detection and escalation to Level 2 team if needed*

- ✓ *Support Team:*

- ✓ *Roles: 1 x ServiceDesk Manager, 1 x Security Admin, 1 x DevOps, 4 x Support Technician*

- ✓ *Working Hours: Monday – Friday 08:00 to 22:00 (5x14) & Saturday - Sunday 09:00 to 19:00 (2x10)*



E-COMMERCE INFRASTRUCTURE DEPLOYMENT

SLAs: resolution times

Priority	Max Response Time	Objective
Severity A Has an economical business impact because service is down and needs immediate action.	4 hours	Work until complete resolution A report will be sent when solved
Severity B Has a relevant business impact or degraded performance in service but jobs can continue de todas formas.	4 hours	Management of a workaround that gives business continuity and work until complete resolution under office hours.
Severity C Customer has detected an issue or a potential issue, but jobs work as usual.	1 business day	Work until complete resolution under office hours.