

LYONSCG COMMERCE OPTIMIZATION SERVICES AND SUPPORT

Commerce Realized

100+ Experienced and Dedicated
Commerce Experts. 24/7/365.

What We Do

- ✓ Leverage a full array of industry-leading commerce services
- ✓ Understand your business to deliver insightful, relevant solutions and strategies
- ✓ Offer one of the largest teams of platform-certified experts in the industry
- ✓ Monitor and support your environment 24/7/365
- ✓ Host experiences in our state-of-the-art, PCI-compliant data center

Application support is one of the most overlooked value drivers in digital commerce. More often than not, support partners are there to merely take tickets and train junior developers on your platform. While this may keep your site up and running, it isn't moving your business forward.

The digital world moves too fast for you to afford the status quo. To stay in front of customer expectations, you need a support partner who is not only there for you 24/7/365, but who also consults with you and can build solutions that move the needle for your business.

That's where LYONSCG comes in. Our Commerce Realized team consists of platform-certified industry experts dedicated to understanding your business and goals. Our in-house consultants leverage a holistic arsenal of digital marketing, strategy, design, creative, and technology solutions to continually optimize your company's digital presence.

Consultative Strategy, Service, and Support

Client-Centric Focus

- Our experts work to understand your business, market, and ecosystem, and develop solutions tailored to your unique challenges and long-term goals
- We leverage our platform expertise and a broad technology partner network to find the best solutions for your business.

Industry and Platform Expertise

- We are one of the largest teams of certified Salesforce Commerce Cloud, SAP Commerce Cloud, and Magento Commerce experts in the world.
- Our B2C, B2B, and B2B2C industry experts have a deep knowledge of your market, customers, and how to deliver on their experience-driven expectations.
- Repeatable and adaptable processes developed over hundreds of successful launches, optimizations, and engagements.
- More than 100 current support clients, many that have been with LYONSCG for several years.
- Salesforce Commerce Cloud Delivery Partner of the Year (2015, 2017).

Holistic and Unified Engagement Model

- One of the only full-service support partners that offers a business unit dedicated exclusively to post-launch services.
- Optimize and address the complete commerce environment with a spectrum of solutions across design, digital marketing, strategy, and technology.
- Draw upon a wide range of industry-leading services from LYONSCG and Capgemini such as SEO services, accelerated launch programs, unified commerce initiatives, and our award-winning Experience Design team.
- Eliminate silos and optimize communication and collaboration with multiple teams working in parallel.

Dedicated Resources

- Work with a dedicated account manager on an ongoing basis to plan and execute your digital objectives.
- Gain access to a full line of digital experts that can assist with anything from architecture planning and development support to UX and digital marketing optimizations.
- Stay on time and on budget with our 100% support-focused teams that have some of the best delivery performance rates in the industry.

24/7/365 Application Monitoring and Emergency Support

- Fully dedicated support teams that solely concentrate on monitoring and supporting your applications.
- Utilize industry-best code management and deployment practices.
- Proactively plan disaster recovery solutions designed by our leading systems experts.
- Around-the-clock overwatch and lightning-fast emergency response times.

About LYONSCG

Lyons Consulting Group (LYONSCG), part of the Capgemini Group, is a leading global commerce service provider, with capabilities that include consulting, digital agency, systems integration, technology services, and managed services. LYONSCG combines proven methodologies, deep technical expertise, and award-winning design to create digital commerce experiences that engage and convert consumers and buyers. Hundreds of leading B2C and B2B brands trust LYONSCG to realize their commerce vision and continually optimize it to drive profitable growth. LYONSCG is a partner of Salesforce Commerce Cloud, SAP Hybris, and Magento; is a recipient of Salesforce Commerce Cloud Global Sales Partner and Delivery Partner of the Year awards, and Magento Partner Excellence and Magento Innovator of the Year awards. For more information, go to www.lyonscsg.com.

LYONSCG Application Hosting Services

Proprietary, Secure LYONSCG Data Center

- Owned, serviced, and optimized by LYONSCG, not by a third-party vendor.
- 100% dedicated to hosting client applications.
- Optimized infrastructure for your unique needs and environment.
- Cutting-edge infrastructure built to deliver top-end application performance and up-time.
- PCI-compliant data center with unified security management and intrusion detection.
- We work with you to plan, detail, and execute application migrations into the LYONSCG hosting environment.

Infrastructure Management Service

- Customized infrastructure tailored to meet your unique needs.
- Capacity analysis services to allow for forecasting and cost control.
- OS and service patch management that complies with PCI requirements.
- Automated configuration management and assurance.
- PCI-compliant log management, processes, workflows, and documentation.
- Performance metrics reporting.

Get in touch and let us know how we can support your business. Whether you're looking for digital marketing, strategy, design, creative or technology services, we are here to help.