IT Support & Maintenance
Services for eCommerce– Blog Content

- Is it safe to say that you are having complex software frameworks and applications from different platforms and mergers needing upkeep and backing?
- Is your IT office regularly decreased to acting like a helpdesk?
- Is it accurate to say that you are over-burdened with ordinary upkeep and backing of programming applications, with no time for improvement and upgrades?
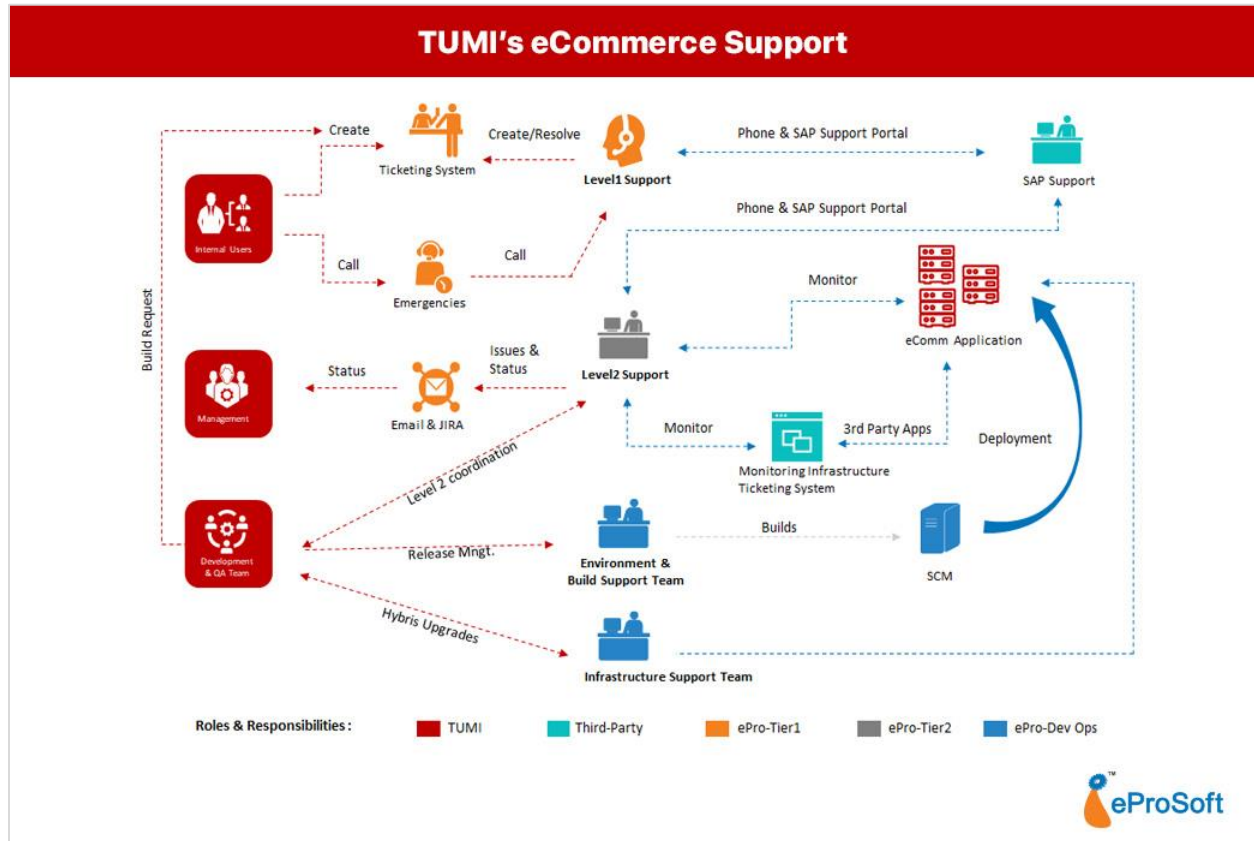
At eProSoft America Inc, we provide dedicated software maintenance and support services that will enable you to concentrate on your core business functions. We are a team of expert software professionals with diverse skills, a passion for the job, and over a decade's experience in the industry. We provide you with effective long-term continual maintenance and real-time support services for all your software requirements.

IT Support & Maintenance Services We Provide for eCommerce

We proactively handle the maintenance of software to ensure that your software is bug-free at deployment. We follow the best application software maintenance practices to make your software robust and secure. Our software support services include –

- Adaptive Maintenance and Support
- Corrective Maintenance and Support
- Perfective Maintenance and Support
- Preventive Maintenance

- Analytics & BI
- AI & ML
- Big Data Technology
- Cloud Computing
- Digital Marketing

- Digital Smart Apps
- Digital Transformations
- eCommerce Solutions
- DevOps

- Enterprise Applications
- Mobile Applications
- CRM & Sales Enablement
- IT Maintenance & Support

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Structure and flow of eCommerce Support:

Ticketing System:

- For any issue internal users creates a ticket and track it using Ticketing tool (Ex:
  JIRA,BugZilla,Tasks).
- Further follow up on the status of the ticket is done by **Assignee** and **Reporter** of the concerned
  ticket raised via ticketing system by creator.
- Once the issue is **fixed** Reporter updates the ticketing tool and changes the ticket status to
  Resolved and update/inform the Assignee.
- Tickets raised via SAP portal are followed up by L1 and L2 support parallely.

Emergencies:

In case if the issue is not solved , the follow up will be done via call to L1 support , who will reopen the
ticket and assign it to the concerned reporter.

Analytics & BI	Digital Smart Apps	Enterprise Applications
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Emails and Ticketing Tool:

- L2 support updates the issues and status via email and ticketing tool to management. They also maintain the communication with SAP via Phone and SAP Support Portal and monitors the infrastructure and ticketing system using the 3rd party apps for eCommerce application.

- The issue raised via SAP Support portal is updated to both L1 and L2 support, which will be updated to the Internal users and management parallelly.

Level2 Support Team:

- L2 support updates the issues and status via email and ticketing tool to management. They also parallely maintain the communication with SAP via Phone and SAP Support Portal and monitors the infrastructure and ticketing system using the 3rd party apps for eCommerce application.

Environment and Build Support Team:

- Environment and build support team help to release the builds to SCM via deployment to eCommerce application.

Infrastructure Support Team:

- Infrastructure support team works on Hybris upgrades which is followed by development and QA Team and executed in eCommerce application.

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2 Key Important Components of eCommerce IT Support

Requested Services | **Approach Drivers**

1. Holiday Readiness Testing
2. Application Support (Dev Ops) – Lv2
3. Level 1 Support
4. Level 2 Support
5. Release Management – Lv2

- Cost Reduction
- Global Scale
- Process Innovation
- Sustainable Skill

Request Services

A qualified partner to transition the responsibilities for managed services and support of their environments. The role of the new partner is to provide continued e-Commerce application environment support, source code management and holiday readiness testing.

Below are the service requests re-organized into the below categories.

Holiday Readiness Testing:

Provide pre-scheduled performance testing and monitoring for anticipated eCommerce Platform peak holiday season volumes.

Application Support:

Provide source code management and release support for Dev-team to maintain and expand eCommerce portal.

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Level-1 Support:

eCommerce dev-team, internal users, and business users needs a 24x7 support team to manage, resolve, escalate issues related to eCommerce platform.

Level 2 Support:

Also referred to as back-end support, will provide monitoring, reporting, triage SAP and other systems alerts, build and deploy changes made by dev-team.

Project Management and Coordination:

Provide coordination among various internal and external groups such as Dev-team and other partners and vendors to support eCommerce platforms build releases. Ensure that SLAs are met.

Approach Drivers

Approach Drivers play a vital role in the field of eCommerce. The most important ones are:

- Cost Reduction
- Global Scale
- Process Innovation
- Sustainable Skill

Cost Reduction:

E-commerce also can reduce transaction costs by streamlining supply-chain management and distribution. If a store expands its product selection online, more orders can be shipped from the warehouse or wholesale directly to the customer. The store can now serve lucrative niche markets.

Global Scale:

Global eCommerce is selling products or services across geopolitical borders from a company's country of origin – normally defined as its founding or incorporating location. Products or services are sold into non-native markets, via online sales and marketing. Scaling a business means setting the stage to enable and support growth in your company. It means having the ability to grow without being hampered. It requires planning, some funding and the right systems, staff, processes, technology and partners.

Process Innovation:

A process innovation is the implementation of a new or significantly improved production or delivery method. This includes significant changes in techniques, equipment and/or software. Process

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innovations can be intended to decrease unit costs of production or delivery, to increase quality, or to produce or deliver new or significantly improved products.

Sustainable Skill:

Sustainable skill is a skill to develop the requirement that meets the needs of the present without compromising the ability of future generations to meet their own needs.

As your trusted partner, eProSoft never tires of optimizing your site and your conversion rate. We are committed to continually upgrade the content on your eCommerce website by researching the latest trends in your field, communicating with you, and staying ahead of your competition.

What you get?

- Certified Team of Software Maintenance Experts
- 24/7/365 Support
- Best-in-class Infrastructure
- Scalable Services
- Robust Data Management Policy

- Analytics & BI
- AI & ML
- Big Data Technology
- Cloud Computing
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