

## Elastycloud Premium Magento 2 Hosting

### Description of Services

#### 1. Elastycloud Premium Magento 2 Hosting

- The Elastycloud Premium Magento 2 Hosting Platform is a hosting platform running on Google Cloud, providing optimised Magento 2 environments applying automatic real-time scaling of server infrastructure.
- Customer gets access to the Elastycloud Management Panel through which it is able to deploy, operate and administrate Magento 2 environments in the Elastycloud Premium Magento 2 Hosting Platform. The following core features apply to the Elastycloud Premium Magento 2 Hosting:
  - Depending on the package ordered, the Customer is able to deploy, operate and administrate several Magento 2 environments.
  - Elastycloud Hosting Platform supplies a CI/CD workflow that automatically builds releasable code from Git tags. Completed builds are releasable to existing environments using tools provided in Elastycloud Management Panel.
  - Elastycloud build process includes testing to help avoid issues with completed builds. Elastycloud Build process also adds the benefit of a standardised and structured build that acts and looks the same each and every time it is used, no matter when or who the user is.
  - Database management tools are built into the Elastycloud Premium Magento 2 Hosting Platform. These tools provide an automated setup of new database resources as well as means to change existing database services.
  - Depending on the Customer's usage of resources (f.i. CPU-hours, egress-traffic, storage), the necessary server environments are automatically scaled.
  - Google Cloud Data Centers used for Elastycloud Premium Magento 2 Hosting Platform fulfil high security standards.
  - Standard Event-Log of activities in the Elastycloud Management Panel for 30 days.
  - Daily backup of Magento 2 databases that is available for download and stored for 30 days.
  - The Elastycloud Premium Magento 2 Hosting Platform includes an SSL-service that provides Customers with automatically renewed certificates using "Let's Encrypt" or a similar service.
  - The Elastycloud Premium Magento 2 Hosting Platform includes Administration of "Administrator Accounts" and "Accounts" (limited user) in the Elastycloud Management Panel.
- Technical monitoring of Elastycloud Management Panel is ensured 24/7, including critical incident resolution.

#### 2. Support

- Ordinary Customer Support regarding handling of the Elastycloud Premium Magento 2 Hosting Platform is available through Atlassian Service Desk <https://elastycloud.atlassian.net/service-desk> at business hours (9:00 – 16:00 CET/CEST), working days Sweden.
- Special Premium Support Service is available on demand, subject to special arrangement.

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