

Sitecore Support and Managed Services

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Here is a detailed overview of Sitecore Support and Managed Services:

1. Sitecore Support Services

Technical Support: Sitecore Technical Support offers expert assistance to resolve technical issues related to Sitecore products and services. This includes troubleshooting, bug fixing, and providing advice on best practices. Customers can access technical support through various channels, such as phone, email, and the web. Sitecore Technical Support also provides regular software updates and security patches to keep the customer's Sitecore environment up-to-date and secure.

Maintenance Services: Sitecore Maintenance Services provide regular maintenance activities to keep the customer's Sitecore environment running smoothly. This includes monitoring and tuning the performance of the customer's Sitecore environment, as well as regular software updates and security patches. Sitecore Maintenance Services also provide access to technical support and bug-fixing services.

2. Sitecore Managed Services

Overview of Managed Services: Sitecore Managed Services is a comprehensive service offering that provides ongoing support, maintenance, and management of the customer's Sitecore environment. This includes regular software updates, security monitoring, performance optimization, and more. Sitecore Managed Services helps customers to achieve better performance, stability, and security for their Sitecore environment and provides peace of mind that their digital experience is in good hands.

Benefits of Managed Services: Sitecore Managed Services offers several benefits to customers, including improved reliability and stability, better security and performance, faster time-to-market for new initiatives, and peace of mind that their digital experience is in good hands. Sitecore Managed Services also provides access to technical support and bug-fixing services, as well as regular software updates and security patches.

Managed Services Offerings: Sitecore Managed Services offers three different levels of service, including Basic Managed Services, Enhanced Managed Services, and Premium Managed Services. Each level of service provides a different set of features and benefits, and customers can choose the level of service that best meets their needs.

Conclusion

Sitecore Support and Managed Services offer a range of services and benefits to help customers achieve better performance, stability, and security for their Sitecore environment. Whether a customer needs technical support, maintenance services, or ongoing management of their Sitecore environment, Sitecore Support and Managed Services have got them covered.

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