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## YOUR HOLIDAY SUCCESS STARTS NOW, AND CONTINUES WELL INTO THE NEW YEAR

- Our dedicated team provides continual human monitoring of your commerce environment, as well as periodic updates on the health of the system.
- We conduct a four-day series of conference calls with your team as a proactive measure to ensure immediate responses to production incidents.
- We deliver this level of “white glove” service on top of all of the automated monitoring already in place.

## FIVEOUT, A SIRIUS AGENCY

FiveOut is an exciting, new kind of marketing and creative agency.

Its mission is to help you transform your business and dramatically improve how you connect and stay connected with your customers. From strategy to execution, we can assist you with every aspect of marketing, advertising, creative production and technology implementation.

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## SIRIUS HOLIDAY READINESS PLAN MAKE SURE YOUR ECOMMERCE RESOURCES ARE READY FOR THE SEASONAL RUSH

According to a 2017 Statista report, online sales hit a whopping \$2.3 trillion and is expected to reach \$4.5 trillion by 2021.

With so much riding on your holiday sales, it is absolutely imperative that your eCommerce platform is customized to provide the best possible user experience, while simplifying technical and operational utilization, and ensuring 100 percent system availability during the most important time of the year.






That’s where the Sirius Holiday Readiness Plan comes in. It provides a consolidated approach and specific timely instructions to ensure successful operation of your eCommerce environment during this critical time.

The success of this vital effort requires that communications between our consultants and your IT and business teams—along with any critical partners—begin no later than early September. During this process, we’ll assess your seasonal selling requirements and recommend an end-to-end support platform.

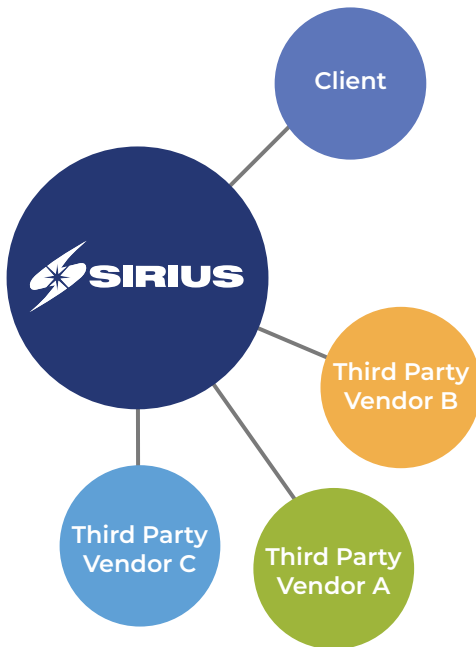
[www.siriuscom.com](http://www.siriuscom.com)  
800.460.1237



LET SIRIUS CUSTOMIZE YOUR SUPPORT COVERAGE TODAY

| PLAN  | IMPLEMENT  | TEST/VERIFY   | EXECUTE  |   |
|---|--|---|--|---|
| <br><b>June/July</b>                                   | <br><b>Aug/Sept</b>   | <br><b>Oct</b>   | <br><b>Nov</b>  | <br><b>Nov/Dec</b> |
| Readiness kickoff meeting<br><br>Analysis of system and process health<br><br>Create task list and assignments for implementation tasks | Determine peak load metrics for web and mobile<br><br>Implement release enhancements<br><br>Confirm server list<br><br>Finalize distribution lists | Conduct application/database failover testing<br><br>High-volume performance testing<br><br>Executive meeting review with third parties<br><br>Tune database & applications | Publish content / promo schedule<br><br>Finalize peak weekend staffing and activity list<br><br>Business team system lockout/exception basis<br><br>Define email cadence | "Eyes on the glass" monitoring<br><br>Scheduled jobs modification<br><br>Proactive open bridge call   |

FULLY INTEGRATED TEAMS



|  |   |  |
|--|---|--|
| <b>Team Logistics Business Readiness</b> | Multi-partner on call schedule/distribution list, global kickoff<br><br>Database specialist engaged for 24x7 support              | "Eyes on the glass" and white glove support with updates/JVM monitoring<br><br>Business team content verification      |
| <b>Operational</b>                       | Rundeck implementation<br><br>Analysis/adjustment to monitoring sensitivity<br><br>Daily log capacity review for live and staging | Ongoing validation using jMeter scripting<br><br>Modifications to job schedule and system processes to avoid collision |
| <b>Application</b>                       | Optimize edge cache with increased TTL and possible full-page caching<br><br>Database query health check and optimizations        | Conduct performance test/database failover dry run<br><br>Certification expiry validation                              |
| <b>Infrastructure</b>                    | Evaluate the infrastructure and add enough application web servers; make sure enough memory is allocated                          | Optimize the database connection size and identify the process to swap out the unused database connections             |