



**Detects
Diagnoses
Resolves**



Pivotree™ Reliability for your VTEX Platform

**Reduces the time it takes to
resolve site issues by 90%**

Every minute counts when it comes to site performance. Conversion rates can drop by 2.4% when desktop pages load just 100 milliseconds slower than optimal speed.¹ Immediate detection and rapid response to issues customers may experience on your site like lagging page load times, site errors, and slow or unresponsive features, are critical to protect online sales and improve conversion rates.

The Reliability team offers a breadth of experience from working with a diverse customer base and a depth of knowledge in emerging technologies, software solutions and process improvement. This level of expertise is difficult to build in-house as the eCommerce industry evolves and competition for talent continues to grow. Our team can be that dedicated resource.

Pivotree Reliability works 24/7 to protect your online sales revenue



Critical Incident and Outage Management

By implementing processes that ensure rapid resolution and clear communication, downtime is minimized, friction is alleviated and your teams stay informed.



Triage

We will quickly diagnose an issue and bring in the right resources to resolve it. Whether it's within the core application or from a third-party service, our team can help you escalate the issue to the software provider.



Service and Change Requests

We can quickly export data, initiate a job or fix a stuck order in your production environment. This allows you to spend less time managing your platform and more time serving your customers.



Release and Deployment Management

We handle the complexity of updates by efficiently and safely releasing new features and improvements.



Maximized Availability of the Application

Through industry-leading monitoring and alerting systems we will help you catch and address issues as soon as they occur. AI-driven anomaly detection can pick up early indications of incidents, allowing you to proactively address customer needs.



Problem Management

We use advanced tools and processes to determine the root cause of recurring problems, ensuring they no longer impact your business.

¹<https://s3.amazonaws.com/sofist-marketing/State+of+Online+Retail+Performance+Spring+2017+-+Akamai+and+SOASTA+2017.pdf>

Pivotree™ Reliability - Here's how it works

Today's shoppers expect a frictionless experience; if you can't deliver they'll leave. Detecting issues like lags and bugs is critical to keeping customers on the site.

Pivotree monitors the site from your customers' perspective - detecting, diagnosing and resolving issues in real time.

Pivotree will triage and resolve any issues, the majority of which will be resolved by our team. We will escalate the issue to an application developer or the platform vendor if needed.



Synthetic Monitoring

Proactive tracking of uptime, functionality and performance of endpoints and user flows by simulating user transactions.

Real User Monitoring

Collection of timing and performance information from users visiting the site across geographies, browsers, device types and networks.

Third Party Services Monitoring

Aggregation of the status of each critical third-party service to streamline issue resolution.

Intelligent Alerting

AI-powered threshold altering enables increased efficiency and faster detection of anomalies.

Your Pivotree Support Team

Our team of specialists understand VTEX, and they are able to respond to critical incidents when they occur. The Pivotree Support Team helps streamline triage and can identify whether the root cause is an issue with a custom feature, or with the platform. If the issue is determined to be related to the VTEX platform, we will escalate it to the VTEX Support Team to resolve.

You can count on Pivotree Reliability to help protect your online revenue and your brand.

Many well known brands place their trust in us.
You can read about our work with Aldo, CAE and Lorex here:

ALDO

CAE

LOREX®

Let's talk about how Pivotree can help you achieve your vision for frictionless commerce.
Contact us to learn more about our Managed Support Services and how we can help your business grow.

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