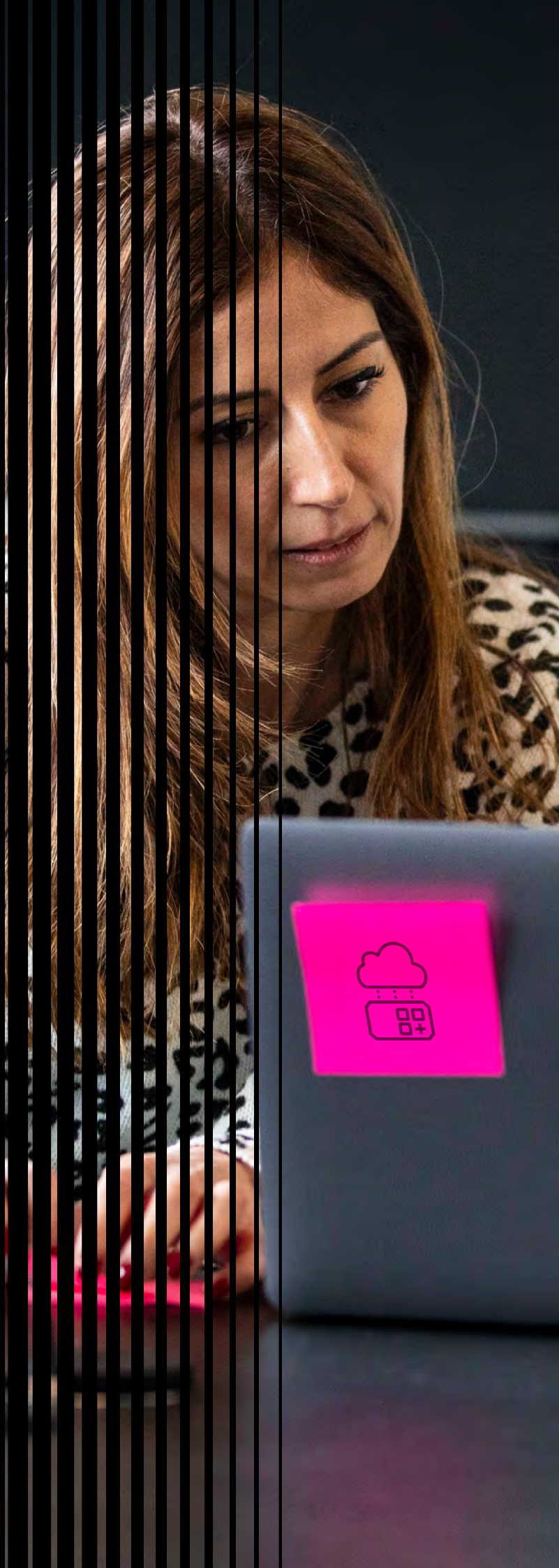# Moving
to the **Cloud**
with Spryker

FAQs Regarding Spryker's
Cloud Service

Spryker

Introduction

In modern business, enterprises are reliant on unprecedented levels of digital resources. To handle the increased utilization of tech, **cloud computing has become a necessity for companies looking to remain competitive**.

Outsourcing compute power has become so vital for modern business that 94%[1] of companies are already utilizing some kind of cloud service, with the average enterprise making use of 2.6 public cloud platforms[2].

This uptake in tech usage is also visible in e-commerce industries, where 47% of retail executives believe that the global pandemic accelerated cloud adoption within their companies.[3]

To assist your digital commerce enterprise in dealing with ever-increasing data use, Spryker offers a Platform-as-a-Service+ (PaaS+) cloud solution, with **unique functionality designed specifically to take your business to the next level**.

Below, we've answered some of the most frequently asked questions in relation to our cloud service. Our aim is to demonstrate how Spryker's cloud can help your business thrive.

[1] https://us.sganalytics.com/blog/94-of-enterprises-already-use-some-type-of-cloud-service-importance-of-cloud-governance

[2] https://codete.com/blog/what-is-enterprise-cloud-computing-comprehensive-guide

[3] https://cloud.google.com/blog/topics/retail/new-google-cloud-research-on-covid-19s-impact-on-retail-during-2020-holiday

What are the benefits of using a cloud service?

Cloud computing offers a multitude of benefits, with Spryker's solution being no different. Benefits of cloud computing include:

◆— **Future-proof technologies**
PaaS solutions allow access to state-of-the-art data centers, operating systems, and offsite hardware, enabling you to more easily navigate unpredictable business landscapes of the future.

◆— **Improved elasticity**
Cloud services allow your business to increase or decrease digital resources in real-time, as and when needed. It no longer takes weeks (or months) to overhaul on-premise solutions in preparation for increased traffic, such as during a sales promotion. Cloud services provide the data resources to handle this instantly.

◆— **Maximized agility**
In a recent survey, "greater business agility" was the most commonly cited reason for cloud adoption[4]. With additional resources just a few clicks away, cloud computing offers unparalleled agility and speed. As well as eliminating the time required to access new digital storage, capacity planning is no longer required, further freeing up your time to focus on more pressing matters.

◆— **Reduced costs**
The same survey cited above also showed that, nearly half of respondents cited "reduced costs" as the main driver of cloud adoption[4]. PaaS allows cost savings by eliminating the need to purchase and maintain on-premise equipment and hardware. PaaS services can also ordinarily be utilized by developers, who are generally not as expensive as the systems administrators required for IaaS or other solutions.

◆— **Increased flexibility**
Access files and data anywhere via the cloud allowing employees and partners to work from any location and on any device. As well as enhancing transparency and collaboration, cloud computing also prevents the loss of data witnessed via on-prem solutions when servers fail.

◆— **24/7 support**
Support is provided 24/7, 365 days a year, to solve any and all operational issues.

[4] GigaOm Research and North Bridge report

What are the benefits of Spryker's PaaS+?

Spryker's PaaS+ offers specific advantages on top of those listed above, including:

◆— **Best-of-breed technologies**

Spryker's App Composition Platform, accessible exclusively via Spryker PaaS+ cloud, allows you to mitigate any fears of vendor lock-in thanks to the ability to incorporate best-of-breed services and solutions into your digital commerce stack.

◆— **All-in-one contract**

Your one contract with Spryker guarantees end-to-end accountability for Spryker Cloud Commerce OS, our Cloud Infrastructure and Cloud Operations.

◆— **All-in-one services**

Spryker offers all necessary and useful products, services, tools and required partner integrations.

Our PaaS+ solution also allows for other services, such as Spryker Code Upgrader, to be utilized on your platform.

Benefits of Spryker Code Upgrader include:

◆— **Auto-upgrades**

Spryker's cloud provides automated upgrades of infrastructure components as well as minor and patch SCOS release updates via Spryker Code Upgrader. These updates are offered as semi-automatic upgrades, minimizing the need for staff to undertake application maintenance. Automated upgrades are carried out on minors and patches, whilst adding links to instructions for carrying out major upgrades, to simplify the process.

Is Spryker's PaaS+ offering secure?

In a word: Yes.

Spryker itself is **ISO27001** certified, the international standard for information security. By default, all data backups are stored for four weeks using the **highest level of security** for encryption, **AES 256**.

Spryker's infrastructure also runs on **AWS**, which allows customers to take advantage of their measures. These include PCI DSS Level 1, SOC 1, SOC 2, and SOC 3, along with others.

What is Spryker's SLA uptime?

Spryker negotiates the best SLA for all vendors included in our cloud platform, with our highest SLA of application uptime standing at 99.8%, offered via our **Premier Success package**. Higher SLAs of 99.9% upwards are typically only available from infrastructure providers.

Without Premier Success, Spryker's SLA guarantees an application uptime of 99.5%. This is calculated considering the multiple services provided via our offering, delivering a wealth of functionality, all of which we take care of on your behalf.

The required uptime for every organization is completely unique and dependent on your needs and budget. Many companies spend several times more than they expected trying to achieve the highest uptime possible, without considering the potential to misspend more money than they would earn during short periods of downtime. Factors such as this are important to take into consideration when researching SLAs.

Spryker's PaaS+ has a higher cost than our current setup. Why is this?

The answer to this question will depend on your current setup. We've laid out two scenarios below.

1 Currently using on-premise

On-premise solutions may appear to offer better returns in the short term, but long-term costs can inevitably run higher overall. Spryker's PaaS+ solution eliminates the need to purchase or maintain on-premise equipment, as well as removing the high system administrator wages required to ensure it functions.

It's also important to keep in mind how the increasing incorporation of continually advancing technologies will only increase the costs of on-premise equipment and its maintenance. As future tech is created, the use of which will come with unpredictable price tags, Spryker's PaaS+ presents a possibility to future-proof your spending as well as your solution.

2 Currently using an alternative hosting provider

Alternative hosting providers are unlikely to provide as much in their service as Spryker offers with our cloud. Spryker's PaaS+ provides more than just hosting and a GMV-based license, which is generally the most you can expect from other providers.

Along with monitoring, Spryker's PaaS+ offers Spryker Code Upgrader, which provides semi-automatic upgrades to your application as well as guidance to ensure new code meets mandated levels. All of these services are designed to free engineers from monotonous, time-consuming tasks, meaning their work hours each day can be focused on more productive tasks.

Overall, it's important to remember **Total Cost of Ownership (TCO)** when it comes to adopting new technologies such as cloud computing. Many elements, such as the cost and maintenance of physical hardware, are not always taken into account when considering long-term savings associated with cloud hosting. Savings are even more pronounced with Spryker, where a variety of services have already been negotiated and compiled on your behalf. Where initial payments may seem higher, **solutions such as Spryker's PaaS+ often save on costs in the long term**.

➔ If you would like to have a more specific discussion regarding the TCO benefits relating to your business, contact your **Spryker representative**.

Our company has ongoing projects. When would be the best time for us to migrate?

As soon as possible!

From a business perspective, there may never seem to be a "good" time to migrate, but when considering all of the above advantages, the question should not be when would be the best time to migrate, but can you afford to put off migrating?

One of the few constants in business is change. The last few years have shown massive unpredictability in the e-commerce landscape, which solutions such as Spryker cloud can help mitigate. Those businesses primed to handle whatever the market throws at them will be the enterprises that thrive.

Would you like to learn more about Spryker's PaaS+ offering?
Contact your **Spryker representative** for more information.

About Spryker

Spryker Systems GmbH is a privately held technology company headquartered in Berlin, Germany and New York, USA. Founded in 2014, Spryker enables companies to build sophisticated transactional business models in unified commerce including B2B, B2C, and Enterprise Marketplaces. Spryker is the most modern, fully composable platform-as-a-service (PaaS) solution with headless & API-based architecture that is cloud and enterprise-ready and loved by developers and business users worldwide. Spryker customers extend their sales reach and grow revenue with a system that allows them to increase operational efficiency, lower the total cost of ownership, expand to new markets and business models faster than ever before: Spryker solutions have empowered 150+ companies to manage transactions in more than 200 countries worldwide and is trusted by brands such as Aldi, Siemens, Hilti, and Ricoh. Gartner® recognized Spryker as a Visionary in the 2021 Magic Quadrant™ for Digital Commerce, just one year after it first appeared (2020), and has also been named as a major player in B2B e-Commerce by IDC. Finally, it is the only commerce platform to provide full B2B, B2C, D2C, and Marketplace capabilities out of one stack. Find out more at spryker.com

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