ASM Web Service
Deployment of e-commerce infrastructure

Version 1.3

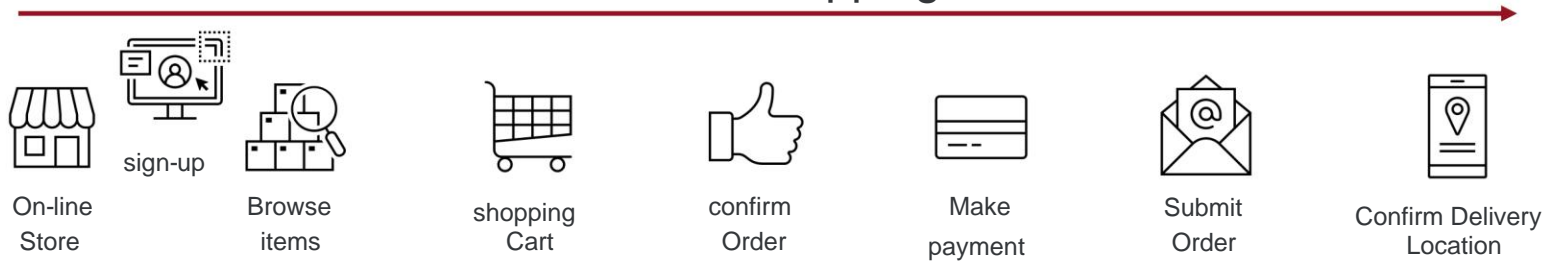06/27/2022

Processes and applications

Online Shopping

| On-line Store | sign-up | Browse items | shopping Cart | confirm Order | Make payment | Submit Order | Confirm Delivery Location |

Order Processing

| Order confirmation | Inventory check | prepare Packaging | packaging (Packing Slip & Picklist) | Order Shipped & Tracking | returns or Exchanges |

Delivery

| Fast Shipping | Delivery Local Store | Courier Service | Order Delivered | returns or Exchanges |
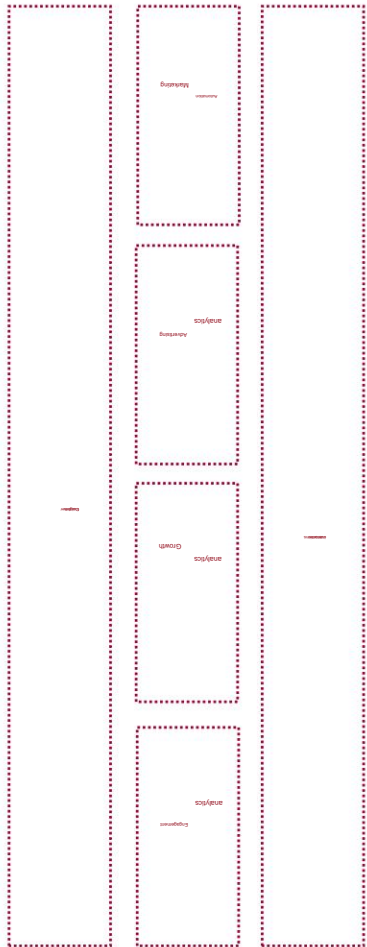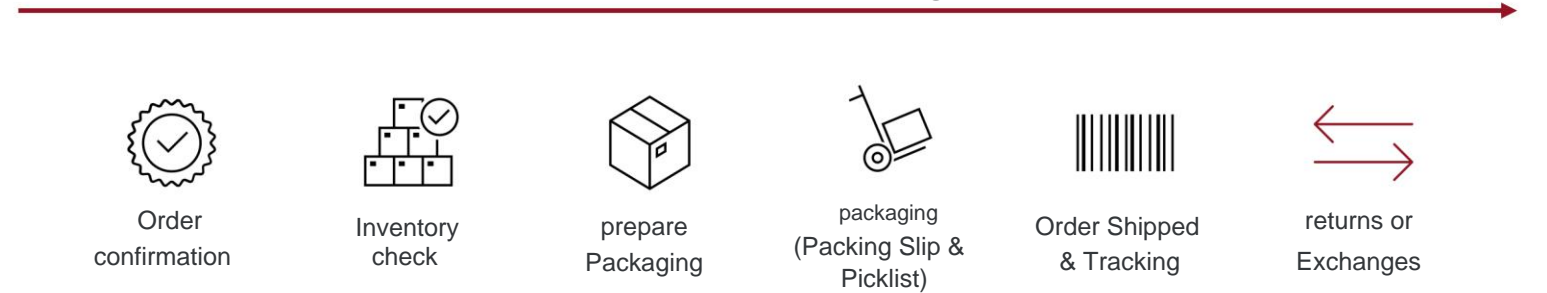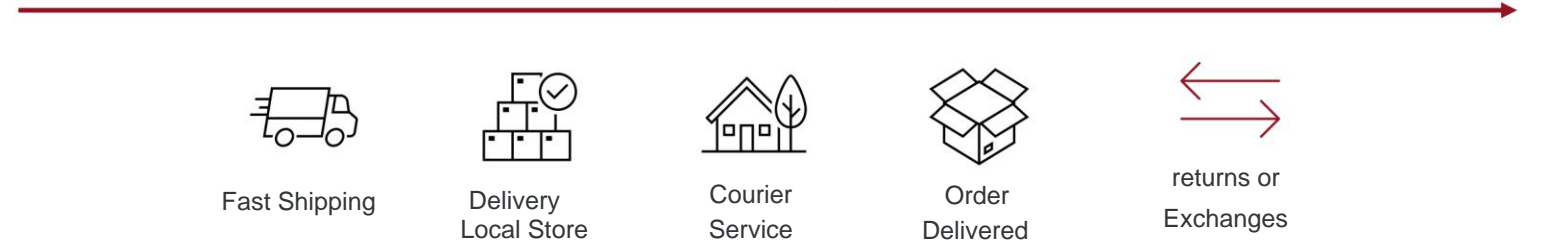
ERP

AMD + CDN

PIM

Dynamic Pricing

crms

Inventory & Warehouse

payment Gateways

Shipping Gateways

ASM Web Service

two
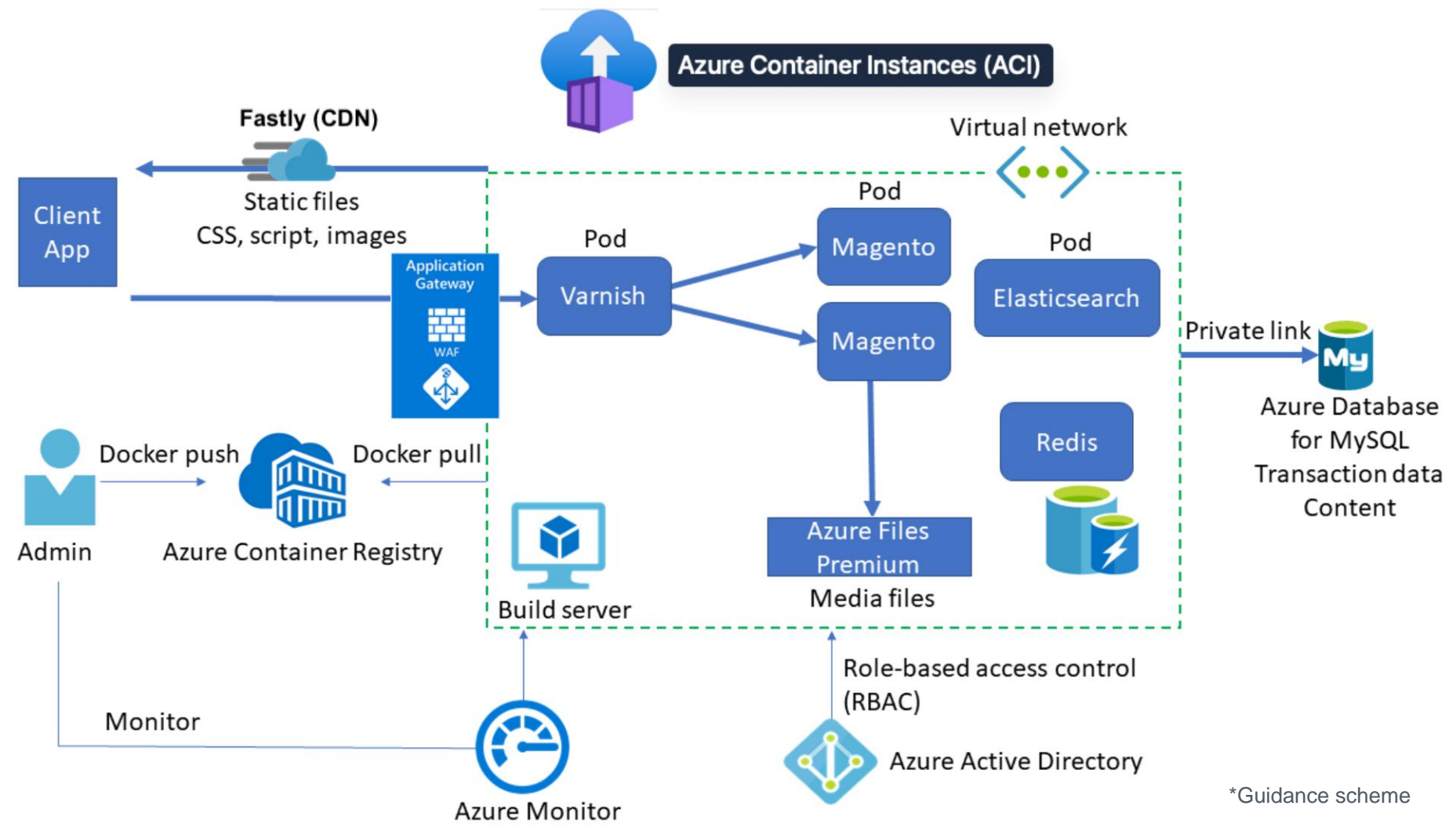
Our value proposition: Container Instances (ACI)

✅ Cloud-agnostic *architecture , scalable (manually), stable and secure*

    ✅ *This architecture can be deployed in any Cloud (public or private)*

    ✅ *Can be scaled horizontally or vertically cold (requires reboot)*

    ✅ *CI/CD continuous deployment support*

    ✅ Use only *PaaS components*

✅ *Supports HA and Load Balancing*

    ✅ *Multiple pods running the same app*

    ✅ *Different instances run in parallel, being able to automatically detect the failure of a service*

    ✅ *In the event of a crash, the pod restarts in a matter of seconds*

✅ *Use third-party components or Azure (to be chosen by the client)*

    ✅ *Cache*

    ✅ *CDN*

E-COMMERCE INFRASTRUCTURE DEPLOYMENT

ICA: Architecture

ACI: Architecture in Detail

- *Fastly (CDN): Cache and CDN solution currently used by the client.*

- *Azure Application Gateway: Load Balancer and WAF.*

- *Azure Container Instances (ACI): 6 container instances divided into:*

    - *Front: where the Frontend1 + Frontend2 + AdminZone pods will run.*

    - *ElasticSearch*

    - *FileBrowser*

    - *omicron*

- *Azure Cache for Redis: Cache PaaS Service where user sessions and cache will be stored.*

- *Azure Files Premium: File service where Magento shared data will be stored.*

- *MySQL: MySQL database.*

- *Azure Container Registry: Azure integrated DevOps service for CI/CD development.*

*Proposal based on the official Microsoft Azure recommendation:
https://docs.microsoft.com/es-es/azure/architecture/example-scenario/magento/magento-azure and certified by an Azure Solutions Expert Architect.

Support services and SLA

✓ *Business Continuity Oriented:*

 ✓ *Monitoring applications 24x7*

 ✓ *Fast issues detection and escalation to Level 2 team if needed*

✓ *Support Team:*

 ✓ *Roles: 1 x ServiceDesk Manager, 1 x Security Admin, 1 x DevOps, 4 x Support Technician*

 ✓ *Working Hours: Monday – Friday 08:00 to 22:00 (5x14) & Saturday - Sunday 09:00 to 19:00 (2x10)*

SLAs: resolution times

Priority	Max Response Time	Objective
Severity A Has an economical business impact because service is down and needs immediate action.	*4 hours*	Work until complete resolution A report will be sent when solved
Severity B Has a relevant business impact or degraded performance in service but jobs can continue de todas formas.	*4 hours*	Management of a workaround that gives business continuity and work until complete resolution under office hours.
Severity C Customer has detected an issue or a potential issue, but jobs work as usual.	1 business day	Work until complete resolution under office hours.