

CUSTOMER SOLUTION BRIEF

# Magento Commerce Monitoring

## Managed Alerts



People buy experiences, not products. Shoppers value personalization and convenience. A poorly performing digital commerce site impacts the shopping experience and has direct consequences to the bottom line.

Inability to predict downtime impacts business and leads to lost opportunities.

Needing a self-service model that reduces support calls and faster time to resolution.

Critical skills shortage becomes a challenge to respond and resolve alerts in a timely manner.

## The Solution

Based on the New Relic platform for logging and monitoring, Magento Commerce on cloud comes with managed alerts in four different categories and two thresholds. With this new feature called Magento Managed Alerts we are now monitoring around 200 metrics to proactively track performance and stability of the site. The alerts will include specific instructions on how to remediate the underlying issues quickly and effectively.



### Categories of Alerts

CPU, memory, disk and application performance index



### Thresholds

Warning and Critical to differentiate between the severity of the alerts to convey the urgency of a performance issue.



### Shared Model

A shared responsibility model complemented with monitoring dashboard, proactive notifications and knowledge-based articles.



### Metrics

About 200 metrics to detect performance issues and critical outages, with more added as necessary.

Managed Alerts help merchants and partners monitor performance on Magento sites. When alerts are triggered, the platform will provide specific instructions on what to do, how to troubleshoot the specific alerts, and any follow-up that they may need to do if contacting support.



# Adobe's Shared Responsibility Model

Simply stated, our shared responsibility model separates the areas of accountability between Adobe and our trusted merchants and partners to keep the site performing securely and optimally. The model offers flexibility and the ability to customize your environment, and what to monitor and when to receive alerts. And while flexibility and customization offer real advantages, these can also result in complexity. In this shared responsibility model, we monitor that complexity for you to reduce your operational overhead, and also provide tools so you can independently maintain a healthy and secure site. Our Managed Alerts leverage New Relic insights to proactively notify you of issues and offer solution specific recommendations, allowing you to address performance problems quickly and effectively.

## The Adobe Advantage

Setup is easy and can be completed in as little as 5 minutes by logging in your New Relic portal and selecting the managed alerts.

Receive notifications on multiple channels giving you more options to monitor the status of your store. Choose from email, Slack or PagerDuty to get your notifications.

Lack of skilled resource becomes a challenge to respond and resolve alerts. But with access to managed alerts, you have the critical resolution steps to effectively address a given issue.

|  | Warning | Critical |
|--|---------|----------|
| Manage Alerts for Magento Commerce: CPU alert    | ●       | ●        |
| Manage Alerts for Magento Commerce: memory alert | ●       | ●        |
| Manage Alerts for Magento Commerce: disk alert   | ●       | ●        |
| Manage Alerts for Magento Commerce: APDEX alert  | ●       | ●        |

We've identified what to manage and when to manage, so you don't have to figure it out. Sign up for notification channels today to proactively track the performance of your site. Learn more in the DevDocs section on [magento.com](https://magento.com).

