

IBM WebSphere Commerce Managed Hosted delivers e-commerce services in the cloud for organizations that rely on digital customer engagement to grow and drive their B2B and B2C business

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At a glance

IBM^(R) WebSphere^(R) Commerce Managed Hosted is a modern, e-commerce platform, delivered in the IBM Cloud, providing choice and flexibility in how brands build and manage digital customer experiences. Capabilities:

- Personalize customer engagement and online buying on digital touchpoints
- Reduce responsibilities for IT staff to install and manage software for e-commerce and customer engagement
- Achieve the agility needed to support rapidly changing markets and evolving customer expectations for business-to-business (B2B), business-to-consumer (B2C), and business-to-business-to-consumer (B2B2C) business models.

Overview

With rapidly changing markets, evolving customer expectations, and new competitive threats, organizations want the agility to quickly adjust their go-to-market strategies and transform how they engage customers across channels. Increasingly, organizations rely on cloud services to power cross-channel customer engagement with e-commerce capabilities that are flexible, easy to consume, and simple to manage.

WebSphere Commerce Managed Hosted gives organizations a choice in how they employ IBM e-commerce capabilities. This cloud e-commerce solution eliminates the need for IT to install and manage software for e-commerce and digital customer engagement, but also provides the flexibility for organizations to customize the digital customer experience based on how they sell and engage their customers online.

WebSphere Commerce Managed Hosted offers the same features as the on-premises version of IBM WebSphere Commerce. Capabilities:

- Online catalog and product content management
- Price and promotions management for online selling
- Precision marketing for personalized content and offers
- Enhanced site search for improved customer experience

- Support for multiple online storefronts across traditional web, mobile, and Internet of Things (IoT) channels
- Unique business-to-business (B2B) buyer contracts display right products and prices for your customers
- Built in capabilities to assist customer service representatives
- Prebuilt integrations with IBM Watson[®] Commerce Insights, IBM Watson Content Hub, IBM Dynamic Pricing, IBM CPQ, and IBM Watson Customer Experience Analytics

WebSphere Commerce Managed Hosted supports all the ways organizations can sell, including business-to-consumer (B2C), B2B, and business-to-business-to-consumer (B2B2C) models. Additionally, with a prebuilt starter store, standard integrations with third-party commerce services, and easy-to-use business user tools, organizations can accelerate and simplify the creation and management of online stores and digital customer experiences across all touchpoints.

WebSphere Commerce Managed Hosted runs in the IBM Cloud and is supported by a team of professionals with many years of experience managing WebSphere Commerce in a private cloud for some of the largest and smallest companies. It offers organizations all the convenience and IT cost-savings of a cloud solution with the flexibility to customize your customer experience to meet the unique requirements of your brand and digital selling models.

Packaging options include IBM WebSphere Commerce Managed Hosted Standard Edition and IBM WebSphere Commerce Managed Hosted Essentials Edition. WebSphere Commerce Managed Hosted Standard Edition base subscription offers more volumes and includes integration, test, preproduction, and production environments. WebSphere Commerce Managed Hosted Essentials Edition includes volumes for test and production environments only. The editions also differ in allocated time for setup and on boarding and disaster recovery.

Key prerequisites

WebSphere Commerce Managed Hosted requires an internet connection and a supported browser.

Information about system requirements for WebSphere Commerce Managed Hosted is in [IBM Knowledge Center](#).

Planned availability date

October 3, 2017

Description

WebSphere Commerce Managed Hosted is an omnichannel, commerce platform delivered in a private cloud that enables business-to-consumer (B2C) and business-to-business (B2B) sales to customers across all channels, including web, mobile, social, store, and call center. It allows organizations and brands to engage shoppers in a personalized and consistent way, using merchandising tools, precision marketing, site search, customer experience management, catalog and content management, and social commerce capabilities. Organizations can go to market quickly and easily with an advanced starter store for B2C and B2B that optimizes content for various device types and formats, including web, mobile, and Internet of Things (IoT) use cases.

WebSphere Commerce Managed Hosted helps organizations:

- Drive sales and revenue with personalized experiences, content, offers, and merchandising to more effectively sell products and services.

- Increase customer satisfaction and loyalty by delivering a rich and differentiated brand experience across all customer touchpoints.
- Enlighten and empower marketers, merchandisers, and product managers with easy-to-use business user tooling, analytics, and insight to create, manage, and personalize marketing, promotions, and catalogs without relying on IT resources.
- Create multiple branded sites and storefronts on a single platform in an efficient and cost-effective manner.
- Maximize performance and minimize downtime with a flexible and extensible e-commerce foundation and cloud e-commerce services.

Additionally, WebSphere Commerce Managed Hosted enables B2B business models with support for contract pricing, product entitlement, and organization approval workflows.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT), containing details about accessibility compliance, can be found on the [IBM Accessibility](#) website.

Product positioning

WebSphere Commerce Managed Hosted is part of the IBM Watson Customer Engagement family of solutions. Watson™ Customer Engagement solutions help organizations deliver consistent brand experiences across the entire customer journey, including online, mobile, social, call center, and in-store touchpoints. WebSphere Commerce Managed Hosted helps deliver personalized, seamless, and consistent customer experiences, and supports all the ways brands sell.

Reference information

For information about IBM WebSphere Commerce V8, see Software Announcement [215-305](#), dated October 1, 2015.

Program number

Program number	VRM	Program name
5737-D98	Cloud Service	IBM WebSphere Commerce Managed Hosted

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on the [IBM Training and Skills](#) website.

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)}](#) and [Passport Advantage Express^{\(R\)}](#) website.

Publications

Product documentation for WebSphere Commerce Managed Hosted can be found in [IBM Knowledge Center](#).

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Software requirements

Information about technical requirements for WebSphere Commerce Managed Hosted is in [IBM Knowledge Center](#).

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Companion products

For information about the current companion offerings, see [Watson Commerce](#) website and [Watson Marketing](#) website.

Limitations

Additional information can be found on the [Cloud Service terms](#) page on the IBM Software license agreements website.

Planning information

Packaging

This offering is accessed through the internet. There is no physical media.

Security, auditability, and control

WebSphere Commerce Managed Hosted provides the security and auditability features required for remotely accessible software. IBM's data security and privacy principles for Cloud Service are available at the [Cloud Service terms](#) website.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

This product is only available through Passport Advantage. It is not available as shrinkwrap.

Product group: Watson Commerce

Product: WebSphere Commerce Managed Hosted (5737-D98)

Product category: Commerce SaaS

Passport Advantage

WebSphere Commerce Managed Hosted Standard Edition part numbers

Program name/Description	Part number
IBM WebSphere Commerce Managed Hosted-Standard Edition-Base-Hundred Thousand Order Lines per Annum	D1UBQLL
IBM WebSphere Commerce Managed Hosted-Standard Edition-Hundred Thousand Order Lines Overage	D1UBRLL
IBM WebSphere Commerce Managed Hosted-Standard Edition-Resource-Hundred Thousand Order Lines One Time Set Up	D1UVCLL
IBM WebSphere Commerce Managed Hosted-Standard Edition-AddOn-Production Readiness Extension-Resource-Instance On Demand Set Up	D1UBZLL
IBM WebSphere Commerce Managed Hosted-Standard Edition-AddOn-Recovery Time Objective Improvement-SLO-Instance per Month	D1UBTLL
IBM WebSphere Commerce Managed Hosted-Standard Edition-AddOn-Pre Production Environment-Resource-Hundred Thousand Order Lines per Annum	D1UVELL

WebSphere Commerce Managed Hosted Essentials Edition part numbers

Program name/Description	Part number
IBM WebSphere Commerce Managed Hosted-Essentials Edition-Base-Hundred Thousand Order Lines per Annum	D1UVFLL
IBM WebSphere Commerce Managed Hosted-Essentials Edition-Hundred Thousand Order Lines Overage	D1UVGLL
IBM WebSphere Commerce Managed Hosted-Essentials Edition-Resource-Hundred Thousand Order Lines One Time Set Up	D1UVDLL
IBM WebSphere Commerce Managed Hosted-Essentials Edition-AddOn-Production Readiness Extension-Resource-Instance On Demand Set Up	D1UVILL

WebSphere Commerce Managed Hosted Add-on part numbers

Program name/Description	Part number
IBM WebSphere Commerce Managed Hosted-AddOn-Integration Environment-Resource-Instance per Month	D1UBULL
IBM WebSphere Commerce Managed Hosted-AddOn-Test Environment-Resource-Instance per Month	D1UBVLL
IBM WebSphere Commerce Managed Hosted-AddOn-External Monitor Page-Resource-Instance per Month	D1UBWLL

Program name/Description	Part number
IBM WebSphere Commerce Managed Hosted-AddOn-External Monitor Transaction-Resource-Instance per Month	D1UBXLL
IBM WebSphere Commerce Managed Hosted-AddOn-Security RSA SecureID-Resource-Instance per Month	D1UBYLL
Program name/Description	Part number
IBM WebSphere Commerce Managed Hosted-AddOn-Data Storage-Resource-Gigabyte per Month	D1UVJLL
IBM WebSphere Commerce Managed Hosted-AddOn-Peak Hourly Burst Capability-Resource-Thousand Order Lines Pay Per Use	D1UVKLL
IBM WebSphere Commerce Managed Hosted-AddOn-Virtual Private Network-Resource-Connection per Month	D1UVLLL
IBM WebSphere Commerce Managed Hosted-AddOn-Internet Data Throughput Improvement-Resource-Gigabyte Per Month	D1UVQLL
IBM WebSphere Commerce Managed Hosted-AddOn-Security SSL Certificate-Resource-Instance per Month	D1UVMLL
IBM WebSphere Commerce Managed Hosted-AddOn-Security Host Based Intrusion Detection-Resource-Instance per Month	D1UVNLL

Charge metric

Program name	Part number or PID number	Charge metric
IBM WebSphere Commerce Managed Hosted	5737-D98	Connection, Gigabyte, Hundred Thousand Order Lines, Instance, Thousand Order Lines

Connection

Connection is a unit of measure by which the Cloud Service can be obtained. A Connection is a link or association of a database, application, server, or any other type of device to the Cloud Service. Sufficient entitlements must be obtained to cover the total number of Connections which have been or are made to the Cloud Service during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.

Gigabyte

Gigabyte is a unit of measure by which the Cloud Service can be obtained. A Gigabyte is defined as 2 to the 30th power bytes of data (1,073,741,824 bytes). Sufficient entitlements must be obtained to cover the total number of Gigabytes processed by the Cloud Service during the measurement period specified in Client's PoE or Transaction Document.

Hundred Thousand Order Lines

Hundred Thousand Order Lines is a unit of measure by which the Cloud Service can be obtained. An Order means any document type defined in the Cloud Service. Order Lines are the line items on an Order. Sufficient entitlements must be obtained to cover the total number of Order Lines managed or processed by the Cloud Service, rounded up to the nearest one Hundred Thousand, during the measurement period specified in Client's PoE or Transaction Document.

Instance

Instance is a unit of measure by which the Cloud Service can be obtained. An Instance is access to a specific configuration of the Cloud Service. Sufficient entitlements must be obtained for each Instance of the Cloud Service made

available to access and use during the measurement period specified in Client's PoE or Transaction Document.

Thousand Order Lines

Thousand Order Lines is a unit of measure by which the Cloud Service can be obtained. An Order means any document type defined in the Cloud Service. Order Lines are the line items on an Order. Sufficient entitlements must be obtained to cover the total number of Order Lines managed or processed by the Cloud Service, rounded up to the nearest one Thousand, during the measurement period specified in Client's PoE or Transaction Document.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of Cloud Services from IBM consist of either the IBM Cloud Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use -- General Terms for Cloud Offerings and the applicable offering Service Description.

This product is only available through Passport Advantage. It is not available as shrinkwrap.

Technical support

Technical support is provided for Cloud Services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the Cloud Service, as applicable, and therefore governed by the applicable agreement as defined in Client's quote or transaction document. Technical support is included with the Cloud Service and is not available as a separate offering.

Additional technical support information for this Cloud Service offering may be found in the [IBM Support Handbook](#) or in service-specific documentation.

Terms of Use

Cloud Service offering-specific terms are available on the [Cloud Service terms](#) website.

Limited warranty

Refer to the warranty defined in the applicable agreement governing Client's acquisition for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Usage restrictions

Yes

See the [License Information documents](#) page on the IBM Software License Agreement website for more information.

Software Subscription and Support applies

No

IBM Operational Support Services - SoftwareXcel

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

IBM Global Financing

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and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

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