



RealDecoy simplifies Oracle Commerce through automation

Empowering your business users to improve customer experience and drive online revenue

Service Brief

An Oracle Commerce deployment is a complex build, your marketing and merchandizing teams rely on it to operate at peak efficiency and when it doesn't your business suffers.

Perhaps you have a legacy build that doesn't deliver like it once did. Or a relatively new deployment that has never performed as you expected. You may have an idea about where the problem lies, but that doesn't mean your IT team knows how to fix it. In our extensive experience, **most problems rest with how Oracle Commerce was deployed** - and may continue to be supported - by the systems integrator, rather than with the technology itself.

Before you pull the plug on your Oracle Commerce investment, consider the options for corrective action.

At RealDecoy, we have the senior technical skill and innovative toolsets to pinpoint the root causes of specific performance issues, and provide you with a clear roadmap of what needs to be fixed and how.

With our **Health Check**, we can identify the challenges facing your Oracle Commerce build and advise you how to fix them at no risk to you.

Our team will deliver an actionable report that gives your team clarity and direction - and we'll resolve the most immediate issues for free. Is it a problem with code, a lack of automation, a need for more regular and rigorous load testing, or an overly dependent relationship with that systems integrator?

Once we have delivered the Health Check and addressed your key issues, it's up to you to decide what further action to take, with or without our support.

Should you turn to us for additional help, our software tools have already been configured in your system as part of the Health Check. We can hit the ground running, to quickly spool up automated testing and **proof-of-concept** environments, to fix your bugs, and validate whatever new functionality is desired by your business users to close the gaps in your Oracle Commerce build.

We do this by simplifying Oracle Commerce through automation with a unique toolset called **Real.Ctrl** (pronounced "Real Control").

Real.Ctrl features the powerful automated activation, testing and quality-assurance tools that will build the strong foundation your e-commerce platform can rely on for years to come. This combines with our emphasis on collaboration and customer experience to ensure the requirements of your business users drive the development process.

With RealDecoy, you can trust the **oversight** of your project to a team that is accountable and quick to respond, with a single point of contact. We can help you achieve unparalleled reliability and performance from Oracle Commerce with a progressive business model that puts the customer experience first, cuts costs and shortens time to market.



RealDecoy simplifies Oracle Commerce through automation with a unique toolset called Real.Ctrl (pronounced "real control").

[Learn more about Real.Ctrl](#)

Work with us through a **managed-services arrangement or on an as-needed basis** - whatever makes the most sense for your business to ensure your team has the added Oracle Commerce expertise it needs, as required.

Through ongoing load tests, Health Checks and other specialized diagnostic and auditing activities that complement or offload the core competencies of your technical team, we can help maintain a maximum return on your Oracle Commerce investment.

And if your team does need to enhance its skills, we can also provide **development training** so it can better manage and evolve your Oracle Commerce build on its own. In other works, we will cheerfully work ourselves out of a job.

Be ready for all the peak traffic that busy periods can throw at you. Get the performance you expect. Create a rock-solid foundation on which to scale your platform as your business grows.

RealDecoy is a customer experience applications company delivering commerce and data insight solutions. We're a full-service Oracle Commerce expert and trusted Oracle Platinum Partner.

Please contact RealDecoy's President & CEO, Richard Isaac, at +1.613.234.9330 x1091 or richard_isaac@realdecoy.com to learn how we can assist you with your Oracle Commerce implementation.