Checklist: Must-Have Criteria of a CMS for B2B Ecommerce For IT & Developers

Criterion	What Magnolia can do
Total Cost of Ownership (TCO) Can I calculate the total costs of the solution over an extended term and permanently stay within my budgets?	All costs are disclosed in the contracts. There are no hidden costs. You can conclude contracts for longer terms in advance and then add additional services at any time.
Business continuity, quality of service Does the vendor offer dedicated business continuity planning, as well as defined standards for the quality of service?	Magnolia employs business continuity planning and is certified to ISO 27001:2013. The quality of service parameters are contractually governed within the scope of the SLAs.
Service Level Agreements (SLAs) Are SLAs available and can I choose between various levels?	Magnolia offers SLAs for various requirements, both for the CMS and also separately for cloud operations.
Training Does the vendor offer training sessions and training materials for my IT staff, so that they can operate and maintain the CMS properly?	Magnolia offers both personal training sessions and the Magnolia Academy learning platform with video courses and many other materials.
Certified Stack Which stack does the vendor use to build their product? Where is it described?	The certified stack from Magnolia is based on the current industry standard. You can find a description here
Backup and Restore Are features available for continuous backup and restore? Can we implement our own procedures? Are action-based restores possible?	Magnolia features extensive modules for backup and restore. Both customers' own procedures and action-based restores are possible (in cloud operations).
Operation and hosting models Does the vendor offer the operation and hosting model of my choice?	Magnolia can be operated on-premises or in the cloud, by customers on their own, by partners or as a fully-managed service.