
WP Engine overview.

WP Engine by the numbers.



150
COUNTRIES



1,000
EMPLOYEES



1.5M+
WEBSITES



8%
VISIT A WPE SITE DAILY



175,000
CUSTOMERS

What We Do

ON-PREMISE






IAAS



WP ENGINE



You can focus on building your digital strategy and immersive experience that drives business impact. WP Engine handles the underlying administration, security, performance, and service so you don't have to.

 What the customer manages  What the provider manages  What WPE Manages

The Full Digital Experience



Faster time to market.



Development Tools

- Local
- WP Engine API
- SSH Gateway
- Dev, Stage, Prod environments
- Isolated testing environments available



Design Tools

- Genesis Framework
- Genesis Custom Blocks
- StudioPress Premium AUG 2020
WordPress Theme Library
- Atomic Blocks
- Atomic Blocks Pro (*beta*)
- GeoTarget



Management Tools

- Smart Plugin Manager
- Auto-Migration Tool
- Automated Backups
- Agency-Client Billing Transfer
- Domain Connect
- Site Ownership Transfer
- Activity Log
- PHP Selector & Test Driver
- Free CDN & SSL certificates

Leverage the best technology.

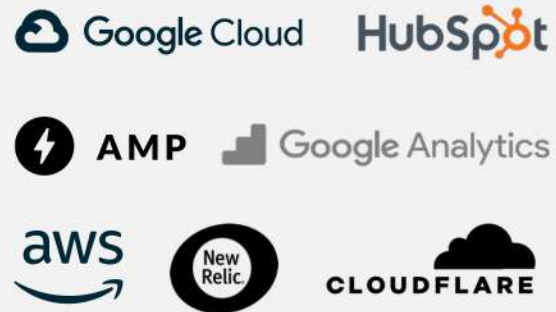


APIs

- WP Engine API
 - Backups
 - Domains
 - Site administration
- WP REST API



Martech Partner Solutions



WordPress Solutions

- Plugins
 - Amazon Polly
 - Automated Migration
 - PHP Compatibility
- WP Engine Solution Center
- Core Contributors

Exceed customers expectations.



Cloud Solutions

- Best in class optionality
- GCP & AWS solutions
- Self-Healing & High Availability Offerings
- Global DCs



Managed WordPress Hosting

- Automated platform updates & maintenance
- Better performance out-of-the-box
- Access to World-Class WordPress Experts for Support



Security Solutions

- Global Edge Security
- Dedicated Security team
- Threat Detection & Blocking
- Business Continuity & Disaster Recovery
- Log Backup to S3
- Governance + Access Controls
- Free Let's Encrypt SSL Certs
- Multi-Factor Authentication



ENTERPRISE PERFORMANCE

Continually optimizing to deliver an increasingly faster and more stable platform.

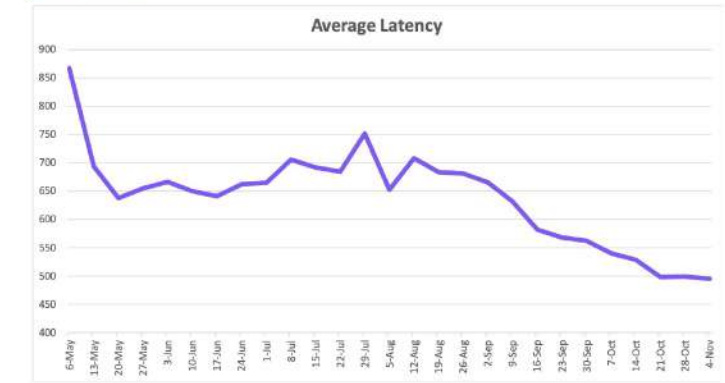
2018 Study:

Average 38% improvement on site load times before & after migrating to WPE across 13,000 customer sites.

Metric	Sites tested	Percent difference	X faster
first_byte	9401	47.96%	1.92
rendered	12910	27.34%	1.38
complete	13023	16.79%	1.20

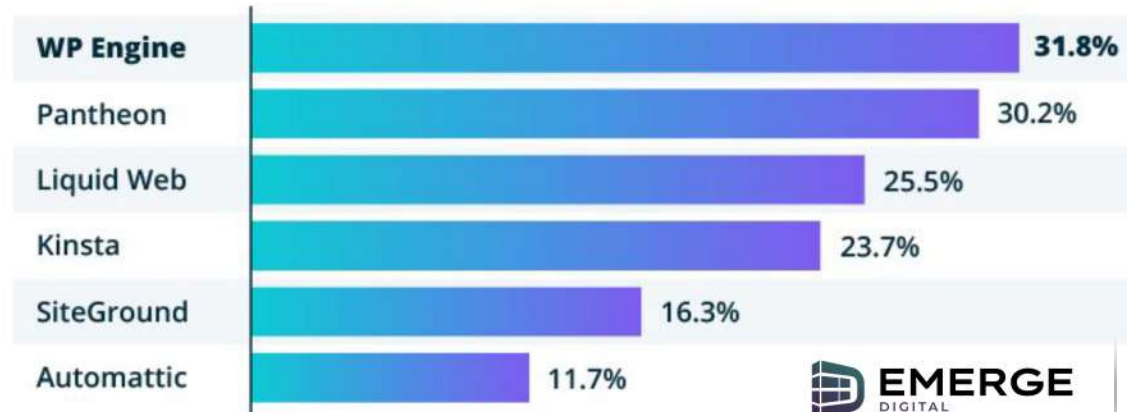
2019 Test:

52% improvement in average WP Engine pod latency on Premium plans.



2020 Study:

The highest percentage of sites that load in <200ms among top WordPress platforms.



Improve the experience.



Page Speed Diagnostics

Improve your website speed with the first speed performance tool integrated into the user dashboard. See the impact of new plugins and site features as quickly as you implement them.



Application Performance Monitoring

Gain visibility at the code-level for your IT operations and development teams so you can troubleshoot application issues, no matter how complex your environment.

Service and support.



Onboarding

Accelerate & Protect Launches

- Kick-off goal setting and solution orientation
- Migration support
- Go-Live management
- Post-go-live performance diagnostics



Technical Support

24/7 Peace of Mind

- 13 dedicated subject matter experts available
- 4 WP core contributors and plug-in developers on staff, Torque, Velocitize publishers.
- 86 Live Chat NPS
- <3 minute average response time



Expertise

Award-Winning Expertise, Documentation, and Events

- **Dedicated TSM:** analysis, recommendations, project management
- **Dedicated CSM:** strategic guidance, customer advocacy
- Support Center
- WPE Solution Center
- Global Annual Summits

Global Data Centers

Americas
Google
Iowa
South Carolina
Oregon
Montreal
AWS
Virginia
Oregon
Ohio
Montreal

EMEA
Google
Belgium
Germany
United Kingdom
Netherlands
AWS
Ireland
United Kingdom
Germany

APAC
Google
Taiwan
Japan
Australia
AWS
Australia
Singapore

 **Google**
 **AWS**



ENTERPRISE PERFORMANCE

Cloud Solutions

Premium Performance Plans

- Uptime protected by live migration and self-healing technology
- GCP Premium Tier Networking -- their fastest fiber network
- First to market with latest innovations from tech partners, gives you a competitive performance boost
- Global data centers ensure fast experience no matter where your audience is
- Google Innovation Partner



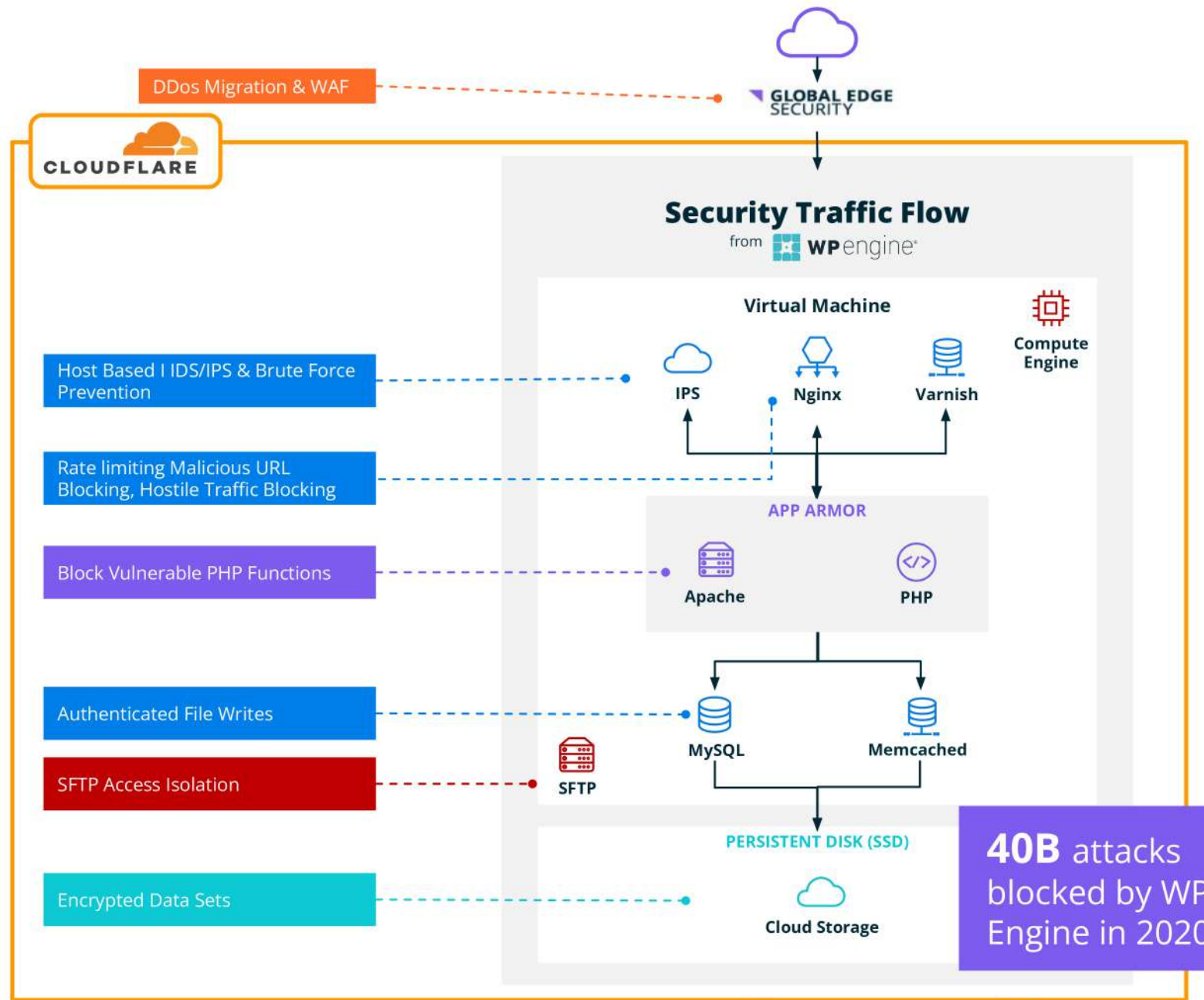


ENTERPRISE PERFORMANCE

Security Solutions

Protect your digital experiences

- Encrypted databases, passwords, backups HTTPS (latest TLS), and customer files
- Regular vulnerability scans, using a commercial vulnerability scanner, of the platform components we provide to customers.
- Security Engineers regularly monitor vulnerability feeds for up-to-date information on emerging threats
- MFA technology available for the WP Engine User Portal



Global Edge Security CDN Map



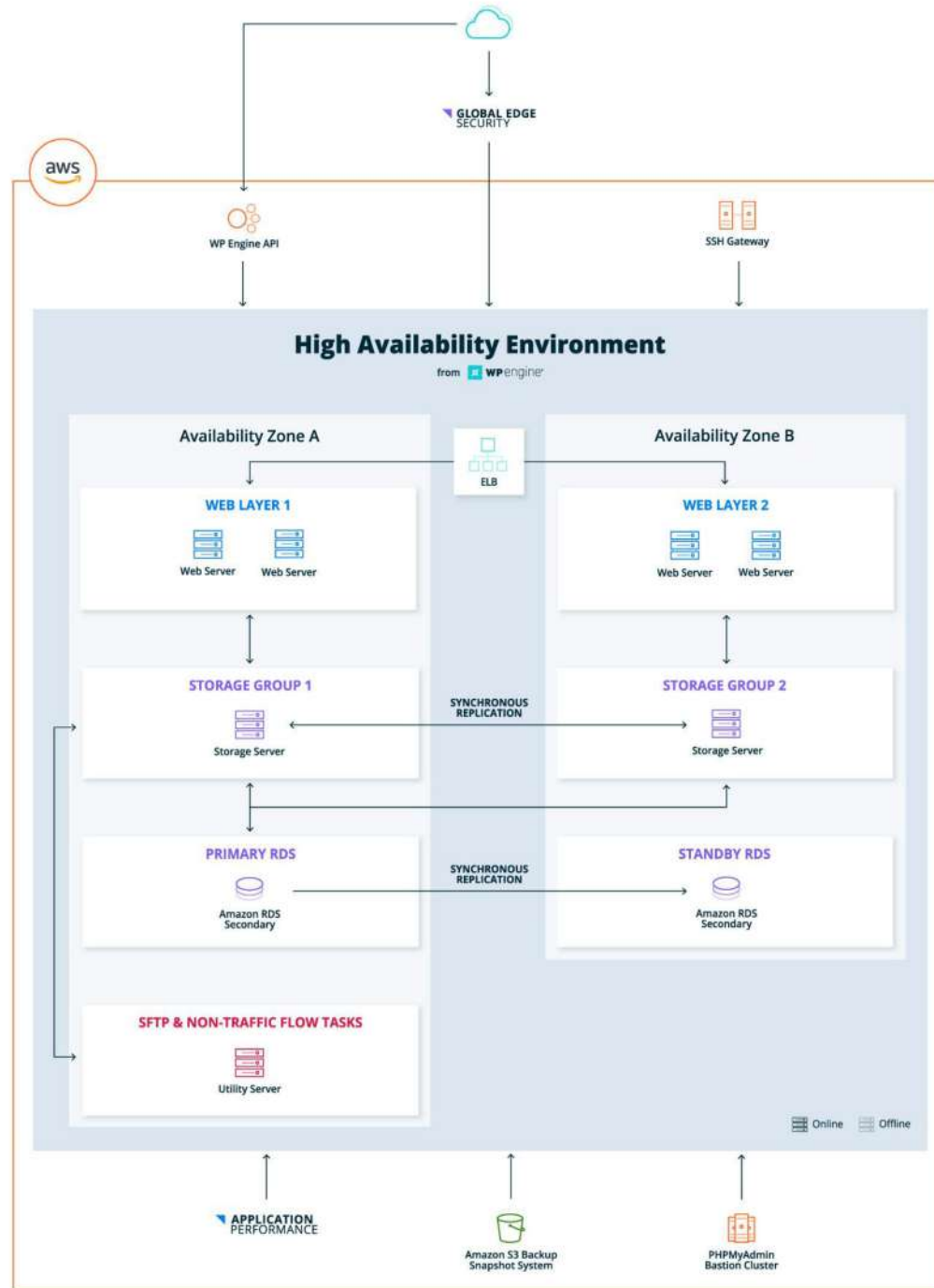


ENTERPRISE PERFORMANCE

Cloud Solutions

Enterprise High Availability Plans

- Enterprise-grade uptime
- High availability cluster solutions
- Redundancy across multiple data center zones
- AWS Competency Technology Partner





Onboarding: New Customers

Kickoff

- Goals discussion
- Site requirements
- Onboarding timeline
- DNS configuration
- LRA overview
- Platform & Tools overview

Migration

- Migration plugin overview
- Migration support
- Launch Readiness Assessment
- Support for customer load testing
- Workflow consultation

Go-Live

- Customer changes DNS
- Monitor site during DNS change

Post Go-Live Analysis

- Site performance and health diagnostics
- Document findings for customer

White-glove onboarding.

Premium onboarding services including migration support, launch readiness assessment, and post-go-live performance diagnostics to ensure a smooth onboarding experience.

KICKOFF

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GO-LIVE

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POST GO-LIVE ANALYSIS

- Site performance and health diagnostics
- Document findings for customer



Technical Support

Award-Winning, Always-On

- We provide one on one, live consultative support 24/7/365
- Over 2 million chats served

Experts on your schedule

250 service experts ready to assist.
Including:

- 13 Dedicated subject matter experts
- 4 WP core contributors
- WP plugin developers
- Torque and Velocitize publishers
- 86 Live Chat NPS
- <3 minute average response time

Gold Winner 5-years running





Expertise

Account Manager

- Evaluates your business goals to ensure we fit you with the right solution to deliver on your digital success.
- Addresses needs from contract execution through to migration kickoff.

Customer Success Manager

- Ongoing contact and strategic partner that advises on best practices for successful campaigns and events execution.
- Conducts regular Business Reviews to keep you tracking toward your business goals.

Technical Success Manager

- Ongoing technical advisor, aligned with your business' technical goals and objectives.
- Oversees migration and success site launch. Provides ongoing technical recommendations to maximize platform value.

Enterprise Technical Support

- Real-time access 24/7/365 to our most experienced, WordPress expert support techs with via phone, tickets and live-chat.
- Highest level priority through our support workflows.

Launch Readiness Assessment

SQL Statements

Efficient Queries

Cached and Non-Cached Pages

WordPress Core Modification

SESSION and COOKIE Use

PCI Compliance

Admin Ajax Abuse

PHP Handler

Disabled PHP Functions

Auto-loaded Data

PHP Compatibility Check

Uploads Directory Verification

We believe the customer experience is everything.



AWARD-WINNING EXPERT SUPPORT & SERVICE



86

NPS Score

Over 250 WordPress experts

13 dedicated SMEs

4 WP core contributors

2 million chats served



Premium Plus Technical Support

Highest level prioritized support workflow for fastest resolution time

Access to our **Enterprise-only dedicated support phone line**

First time response SLA of <5 minutes via live chat

Support continuity with teams in Austin, San Antonio, and Limerick, Ireland

Top-tier support solutions from our **L2 senior support technicians**

Commitment to support excellence: **Transactional NPS score of 86**

24/7/365 support access through all channels: live chat, phone, and tickets

Four-time winner of the Stevie Awards for Best Customer Service

24/7/365 Global Award-winning Service

Our team of WordPress experts are available around the clock, every day of the year. We deliver support solutions and server monitoring so that your sites are always running strong.

Premium Plus Service offering

Select dedicated solutions include top-level service from our team of WordPress experts.



Account Manager

Initial business and digital requirements assessment, solutions overview, timeline, contract execution.

Technical Success Manager

Technical requirements, migration, pre and post-launch performance diagnostics, best practices, technical health, projects and initiatives.

Customer Success Manager

Business Reviews, strategic planning for upcoming events and campaigns, plan updates, and account-related needs.

Enterprise Technical Support

24/7/365 support needs, ongoing technical questions and issue resolution.