



Cutting-edge technology for your applications and data

Hosting in certified high-security data centers in Frankfurt/Main, Germany

Certified Managed Hosting
ISO 27001



Management System
ISO 9001:2015
ISO 27001:2013

www.tuv.com
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The perfect environment for servers and data

Hosting in certified high-security data centers in Frankfurt am Main, Germany

The first choice for business-critical systems, data, and applications. We maintain your servers, data, and applications around the clock at the best networked location in Europe: Frankfurt am Main. We operate one of the most modern hosting platforms in Germany at several certified high-security data centers.

The ideal location

As a Hostserver GmbH customer, you'll benefit from the decisive advantages our location offers: maximum networking, high degree of availability, and certified security.

The high-security data center campus we use in Frankfurt am Main, as the main location of the world's largest DE-CIX internet node, offers optimal internet connection, modern and highly efficient data centers, and comprehensive certification at an ideal location in the heart of Germany and Europe.

Security and availability through multi-certified data centers

All of the data center locations we use are ISO/IEC27001 information security-certified and are subjected to strict test procedures every year.

The following additional certifications are currently available: ISO 22301 Business Continuity Management, PCI DSS Payment Data Security Standard, ISO 9001 Quality Management, ISO 14001 Environmental Management, and ISO 50001 Energy Management.

Energy-efficient and environmentally-friendly 100% renewable energy

An energy-saving, modular architecture with free-cooling air conditioning units and highly efficient individual components ensure high energy efficiency and low CO2 emissions.

All of our locations in Frankfurt am Main are supplied with 100% renewable energy.

Our infrastructure: Performant, secure, and available

The high-security data centers we use are designed for the fail-safe operation of critical applications, data, and systems.

This includes redundant power supply and air conditioning, which are operated in our own service areas, as well as technical and organizational security measures, such as access control, turnstile systems, video surveillance, and 24/7 security personnel on site.

Ideal for applications Private and hybrid cloud

Our locations are ideal for providing applications and a private cloud with the



High carrier density

lowest latency (delay) and high-security and availability 24/7.

Through our direct peering with all important market participants, you have access to all major cloud platforms quickly and without delay, such as Azure and AWS, in order to use cloud services or to implement a hybrid cloud.

High availability through geo-redundancy

By operating several redundant, networked locations, we are able to offer our customers highly available hosting operations at two or more data centers.

If needed, we can offer you hosting or provide backups and standby systems at other data centers in Germany and Europe.



Redundant air conditioning systems in separate service areas

Summary:

- Best networking through highest carrier density in Europe (DE-CIX)
- Data center campus certified/ audited according to ISO 27001, ISO 22301, SOC2, ISO 9001, ISO 14001, and PCI DSS
- Environmentally friendly, thanks to 100% renewable energy
- Security and availability through the latest air conditioning, power, and safety technology
- 24/7 surveillance and security personnel on site

All information updated: January 2, 2020

Security and availability

We operate our modern hosting platform using the interxion data center campus in Frankfurt am Main, Germany - all data at a glance

ISO 27001 Certification

■ ISO 27001 is one of the strictest international standards for system and physical security processes. The auditing and certification process covers all aspects of the business, including infrastructure, physical security and access management, personnel, communication and operations, compliance criteria, and data protection and disaster recovery systems.

Datacenter Campus

- Central location in Germany and Europe
- Fault-tolerant and modular maintainable design
- Campus with 15 independent high-security data centers

Connectivity

- Dual-entry fibre and redundant connections between data centres
- Access to over 700 carriers/ISPs
- Connection point for 80% of the members of DE-CIX Internet exchange

Certifications

- ISO 27001:2013 ISMS / IT Security
- ISO 22301:2012 Business Continuity
- ISO 9001:2015 Quality Management
- ISO 14001:2015 Environmental Management
- ISO 50001:2011 Energy Management
- PCI DSS - Payment Card Industry Data Security Standard
- SOC 2 Service Organisation Control Report

These standards meet customer needs for ISAE3402 and SSAE16 certification

Security

- Trained security staff on site 24x7

- Multiple physical security layers, including CCTV, man traps, biometrics
- 24x7 controlled access
- ISO-27001-certified information security management systems

Power

- N+1 backup generators, supporting 24 hours at full capacity with high-speed refueling
- 2N UPS redundancy
- Up to 99.999% availability SLA
- High-density power configurations of up to 30 kW per cabinet
- Full range of AC, DC output currents

Controlled Environment

- Advanced smoke detection systems in every customer room
- Argon gas fire suppression system
- Fire protection walls (F90/F120)
- SLAs on temperature and humidity in line with ASHRAE recommendations
- Minimum N+1 CRAC redundancy per room
- Entire facility infrastructure monitored 24x7 (Chiller, CRAC, Fire Panels, Generator, UPS, etc.)

Services

- Remote hands-and-eyes: 24x7 installation and maintenance

Energy Efficiency

- Phased modular architecture optimises Power Usage Effectiveness (PUE)
- Operated at the highest energy efficiency standards
- Chillers free cooling
- 100% renewable energy



Generators



UPS battery



Isolating device

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