



## Development & Hosting

### **Systems Customization & Development**

arvato customizes e-commerce and ESD solutions according to individual customer requirements, leveraging the highly flexible and scalable existing IT infrastructure based on SAP R/3, MS Commerce Server, and other systems.

arvato has experienced internal staff available that is responsible for implementations, customizations and component development on both SAP and MS Commerce Server (.NET).

### **Hosting & Systems Security**

arvato manages and maintains data centers in 3 regions worldwide. Reliable security management and protection of information is the foundation of our business as an IT service provider. Therefore arvato's central data center meets the stringent ISO/IEC 27001:2005 certification.

Since perfect security remains elusive, arvato's strategy is to keep the impact of possible hazards as low as possible. This is ensured through the implementation of continuous improvement security measures as well as by regularly reviewing these measures for effectiveness and adjusting them to new situations.

This measures include backup data centers, redundant systems and detailed contingency and disaster recovery plans for highest failure safety and availability.

A professional arvato service desk provides customer service monitoring mission critical systems and applications 24/7 for clients worldwide.