



Operation

Mobile Solutions - professionally operated and hosted

Enterprise mobility is the future. Many companies have already realized this. Even today, the integration of mobile end devices into specific business processes – alongside mobile communication and tool-supported organization or work processes – is becoming increasingly important. Enterprise apps must function reliably in order to actually increase the productivity and efficiency of employees, partners and customers. To guarantee this, it is essential that the apps are integrated into the relevant backend systems.

Operation and hosting according to requirements

Integrating enterprise apps into all necessary backend systems is a very complex task. The simplest means of integration is to use a Mobile Enterprise Application Platform (MEAP), which also facilitates the rapid development and provision of mobile applications. Depending on your requirements, you can operate the MEAP on your own servers or in the cloud. We offer various service models for this purpose:

- **Private Cloud:** We host your mobile platform on dedicated servers in our own data centers in Germany and reliably protect your business-critical data against unauthorized access.
- **Public Cloud:** We provide the hosting of your mobile platform on an Infrastructure-as-a-Service (IaaS) basis, e.g. with Microsoft Azure or Amazon AWS.
- **Hybrid Cloud:** You decide which data and applications you want to host in a private or public cloud.
- **Application management:** You operate the mobile platform on your own servers, while we take care of the management of your apps as a service and provide support in accordance with the Service Level Agreement.

Your benefits



- **Transparency:** The central mobile platform guarantees that you have full control and a clear overview of all apps, end devices, users and resources for development and operation.
- **High availability:** Because our data centers satisfy the most demanding security standards (ISO/IEC 27001, PCI, ISAE 3402), they are perfectly suited for the operation of mobile platforms with a high availability.
- **Certified:** Our ITIL-based application management offers a unique combination of process competence and comprehensive expertise in the development and operation of apps and mobile platforms.





Operation and hosting according to requirements

Enterprise mobility requires new operating models and development approaches. For this reason, we rely on the strong linking of the mobile platform and app. Close collaboration between application development and IT operations (DevOps) enables us to devise, develop, implement and integrate enterprise apps within the shortest period of time.

Professional application management

Regardless of whether you operate your mobile platform yourself or have us host it – our ITIL-certified experts will support your business apps throughout their entire lifecycle: from conception and design to development and implementation, as well as with regard to operation, maintenance, updates and support. During development, we provide you with a dedicated IT service manager, who will help roll out service-relevant aspects and will assume responsibility for the subsequent application management. Our service employees and developers, who monitor your mobile platform and apps particularly closely during this phase, ensure a particularly smooth launch.

Security made in Germany

Many companies are concerned about the security of their data, and have reservations when it comes to cloud computing – in spite of all of the advantages with regard to scalability, flexibility and cost efficiency. We guarantee the absolute security of your data in our ISO/IEC 27001-certified data centers in geographically non-critical areas. Access to properties and buildings is continually monitored, while three structurally separate data center areas with independent power supplies ensure the high availability of your mobile platform and apps.

First-class service

Enterprise mobility has many facets. We support you in all matters relating to enterprise apps, mobile platforms and any corresponding issues: from the selection of a mobile device management system to lifecycle and release management and mobile communications tariff consulting. We maintain and service your mobile platform and your apps and take care of further development within the scope of defined Service Level Agreements (SLAs). Our support is based on contractually fixed service agreements.

The most important information at a glance

Mobile application management

- End-to-end: We support you throughout all project phases.
- Fast: We launch your apps within the shortest period of time.
- Secure: We monitor your mobile platform, apps and backend interfaces on a continuous basis.
- Reliable: We rectify any problems in accordance with the SLA.
- Certified: Our application management is based on standardized processes (ITIL v3).

Mobile infrastructure

- Integrated: We integrate your mobile platform into the relevant backend systems.
- Individual: We host your mobile platform in line with your specific requirements.
- Secure: Our data centers are absolutely secure.
- Efficient: Your enterprise apps are readily available at all times.

Mobile services

- International: we have subsidiaries all around the world.
- Fast: We process your queries within one working day.
- Accessible: We are available to you 24/7.

You have questions, need information or a contact?
Get in touch with us.

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As global next generation IT systems integrator Arvato Systems focuses on „Digital Transformation Solutions“. We use the technology talent and expertise of over 3,000 people at more than 25 sites throughout the world. Being a part of the Arvato network and belonging to Bertelsmann, we have the unique capability to create entire value chains. Arvato Systems offers an exceptional combination of international IT engineering excellence, the open mindset of a global player, and the dedication of employees. We also ensure that all our customer relationships are as personally rewarding and long-lasting as they are successful.

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