

Press Release:

## Data protection experts compete with both hackers and politics

- Extensive IT security management system eases workload for data protection staff

**Hamburg, August 4, 2010 – In Q1 2010, data mishaps or breaches of privacy policy increased by 40 percent compared to the prior-year period, according to Projekt-Datenschutz.de. Increasingly, companies can find themselves caught in a legal gray area, either by failing to adjust processes and systems to recent legislative changes or by being too slow to take precautions against the latest hacker tools. As a service provider offering a highly integrated IT security management system, INFO AG helps its enterprise customers stay both legally and technologically up-to-date.**

Companies that source and operate their IT from an external service provider are primarily concerned with keeping costs low and focusing on their core business. Accordingly, such companies also expect their outsourcing partner to handle their data protection workload. "Since we offer shared services for many different companies, this enables our customers to work more efficiently than they would if they operated their own server farm," explains Ralf Singer, IT Security Specialist at INFO AG. "This approach also applies to data protection: we can consolidate know-how and have a set of standardized processes available. This means we can implement practical solutions for IT-related legislative changes and countermeasures to current threats at short notice. As one example, we can rapidly implement countermeasures to new viruses for all our customers," Singer adds. Companies can thus reduce the risk of lagging behind legally or technologically, while markedly reducing the workload for their own data protection staff.

For a professional security model, success necessarily depends on viewing data protection as a component integrated into all IT service provision – and not as a separate issue. To support the customer's IT security officers, the Hamburg-based full-service provider maintains a specialist IT Security Management Team, with expertise in the areas of IT infrastructure, outsourcing, consulting services, building management and employee training. For each IT service provided, customers receive a security model tailored precisely to its requirements. This model specifies key items such as data storage locations, the frequency of inspections for the entire system, persons with access to sensitive data and the procedure for handling breaches. At the same time, INFO AG also produces regular reports and measures compliance with security regulations. This enables our IT experts to know precisely whether the virus scanner is active on customer systems, for example, or if downtime has occurred (and for how long). All data is fed into a comprehensive reporting system, which discovers weak points and regulatory infringements.

For INFO AG, open and regular dialog with customers offers the greatest potential for the continuous improvement of IT security. Thomas Wibrow, Head of IT Infrastructure Services at INFO AG, underlines this fact: "Improvements to the procedures currently in use will primarily be ensured by a process of working openly with our customers, whereby both parties must be prepared to learn from their shared experiences."

**Background information on INFO AG** ([www.info-ag.de](http://www.info-ag.de))

Formation: ..... 1982 (stock exchange listed since 1987)

Business segment: ..... IT service provision

Employees: ..... ~ 500

Locations: ..... Hamburg (Head Office), Oberhausen

Established in 1982 as a specialist for back-up services, INFO AG is now a full-service provider and one of the market leaders in IT outsourcing and IT consulting within Germany. Its portfolio comprises not only the planning of demanding IT solutions, but also their implementation and operation. From the consultancy phase to the installation of IT infrastructure and through to process management for entire value chains, INFO AG offers a holistic approach to service provision. INFO AG is both an SAP Systems Vendor and Microsoft Gold Certified Partner and currently operates three datacenters (at two locations in Hamburg and a third in Oberhausen).

The company's portfolio is primarily targeted at the mid-sized enterprise, where INFO AG can draw on its deep understanding of the business processes and the needs of this customer segment. INFO AG offers its customers the portfolio and professional methodology of a global provider, combined with the mindset and work philosophy of a mid-sized business. This includes a lack of bureaucracy, direct, personal contact and a high degree of flexibility and accountability.

Services provided by INFO AG are subject to stringent quality standards and are certified regularly to DIN EN ISO 9001:2008 and ISO/IEC 27001:2005, and audited to SAS70 II/IDW EPS 951 B. In addition, processes used for service provision are audited cyclically by an independent audit firm and assessed against SAS70 II/IDW EPS 951 B. INFO AG processes also closely follow the ITIL standard: all services are transparent and measurable, and support is contractually assured via service level agreements (SLAs). The success enjoyed by INFO AG stems from its commitment to the services offered, plus the confidence shown in the company by its customers: the company generates more than two-thirds of its revenue from long-term contracts. Customers of INFO AG include Reemtsma (ITG), SIGNAL IDUNA, Hitachi Power Europe and the SPIEGEL publishing group.

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