



# Microsoft Cloud Germany

Ensures your customer data resides in Germany and a designated German data trustee controls access to it

Microsoft Cloud Germany provides a separate instance of Microsoft Azure, Office 365, and Dynamics CRM Online delivered from German datacenters with a dedicated network operating inside Germany. A designated German company—a German data trustee—controls access to customer data and the systems and infrastructure that hold customer data. As a result, commercial customers in the European Union (EU) and European Free Trade Association (EFTA) can store and manage customer data in compliance with applicable German laws and regulations as well as key international standards. Microsoft cannot access customer data without approval from and supervision by the German data trustee or customer.

A commitment that all customer data and required supporting systems reside in German datacenters



A dedicated network between datacenters within Germany, independent from the public cloud network



A commitment to meet applicable compliance requirements and certifications



A German data trustee that controls physical and logical access to customer data

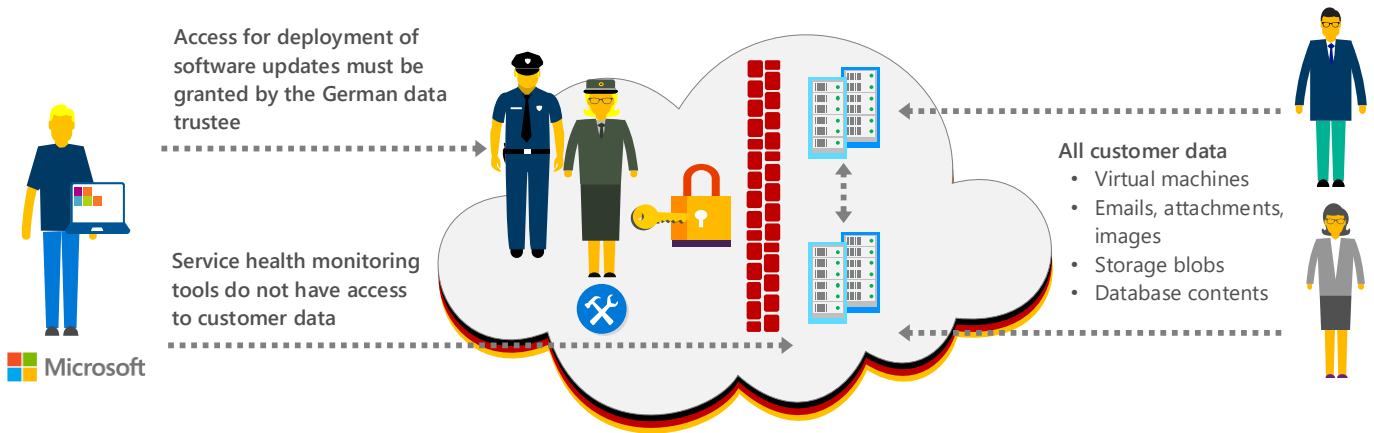


## German data trustee

T-Systems International, a German subsidiary of Deutsche Telekom headquartered in Germany, acts as the German data trustee. The German data trustee controls all access to customer data by anyone other than the customer. This includes performing or monitoring any operation or task that requires access to the infrastructure housing customer data. Customers receive clear and transparent contractual commitments outlining the responsibilities of the German data trustee under German law.

- Role Based Access Control (RBAC) tools control all access to customer data
- Microsoft personnel do not have any rights to grant access to customer data
- Microsoft personnel do not have access to servers housing customer data without supervision by the German data trustee








## German datacenters

Microsoft Cloud Germany offers customer data storage in two datacenters located in Frankfurt and Magdeburg with geo-replication in Germany that supports business continuity and disaster recovery scenarios. Both datacenters adhere to the same rigorous criteria as the global Microsoft commercial cloud. The German data trustee controls and supervises all access by Microsoft or others to equipment used to store customer data for Microsoft Cloud Germany. All German data trustee personnel adhere to the exacting standards for datacenter operations put forth by Microsoft.

## A seamless suite of services

Azure, Office 365, and Dynamics CRM Online enable you to move faster, achieve more, streamline marketing, and be more productive. Microsoft Cloud Germany includes the same robust security and compliance controls that adhere to the ISO 27001/18 and SSAE 16/ISAE 3402 SOC standards used in the world-wide instance of Microsoft Cloud. Additional controls that address the unique role of the German data trustee in Microsoft Cloud Germany will be audited separately.

<b>Azure Germany</b> 	A growing collection of integrated cloud and data services—analytics, computing, database, mobile, media, networking, storage, and web.
<b>Office 365 Germany</b> 	Familiar productivity solutions such as Office applications, Exchange Online email, and SharePoint Online that empower you to get more done.
<b>Dynamics CRM Online Germany</b> 	An end-to-end mobile CRM solution that enables you to market smarter and sell effectively and productively from almost anywhere.

## Service and support

Support for Microsoft Cloud Germany comes from 24x7 Germany-based technicians for Office 365 and Dynamics CRM Online, and a hybrid EU-based support staffing model for Azure. The German data trustee supervises all support that requires platform access.

Getting started | To learn more about Microsoft Cloud Germany, visit:  
[www.aka.ms/GermanCloud](http://www.aka.ms/GermanCloud)

