Secure Telephony Services in the cloud with DeutschlandLAN Swyx

TÜV Rheinland has certified Deutsche Telekom's DeutschlandLAN Swyx as a Certified Cloud Service, meaning that it has passed rigorous security, quality, and compliance testing evaluation.

DeutschlandLAN Swyx offers telephony, voicemail, instant messaging and teleconferencing as a cloud-based service. It also offers call routing, caller ID, mobile telephony, and Outlook integration for incorporating customer databases (e.g. CRM or DATEV). DeutschlandLAN Swyx can be adjusted to meet business requirements at any time, making the service easily scalable thanks to Deutsche Telekom's high-security data centers, based in Germany.

INDEPENDENT CERTIFICATION

TÜV Rheinland's Certified Cloud Service seal provides Deutsche Telekom AG with independent confirmation that the telecommunication service complies with data protection and security standards. Certification is based on TÜV Rheinland's test catalog, which was compiled to comply with both the German Federal Data Protection Act and international standards,such as ISO 27001 and IT-Grundschutz.

Cloud service users are increasingly demanding transparency and quality from providers. Market success hinges on objective third-party validation. TÜV Rheinland's Certified Cloud Service seal of quality offers Deutsche Telekom's DeutschlandLAN Swyx customers a reliable certification confirming the unified communication system's cloud service quality, security, and transparency offerings.

THOROUGH DATA PROTECTION AND SECURITY STANDARDS

TÜV Rheinland's requirements catalog covers five main areas and various sub-modules including: process organization, development organization, data security, compliance, data protection and processes. Besides examining concepts and documentation and conducting interviews, TÜV Rheinland's experts also inspect the cloud service's security, interoperability, compliance and data protection measures. They also take a closer look at cloud architecture as part of a technical analysis. Key areas are:

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data locality and separation, network security and access control. The Deutsche Telekom AG DeutschlandLAN Swyx audit revealed that both the telco system infrastructure and applications satisfy high standards of information security, function, interoperability and data protection.

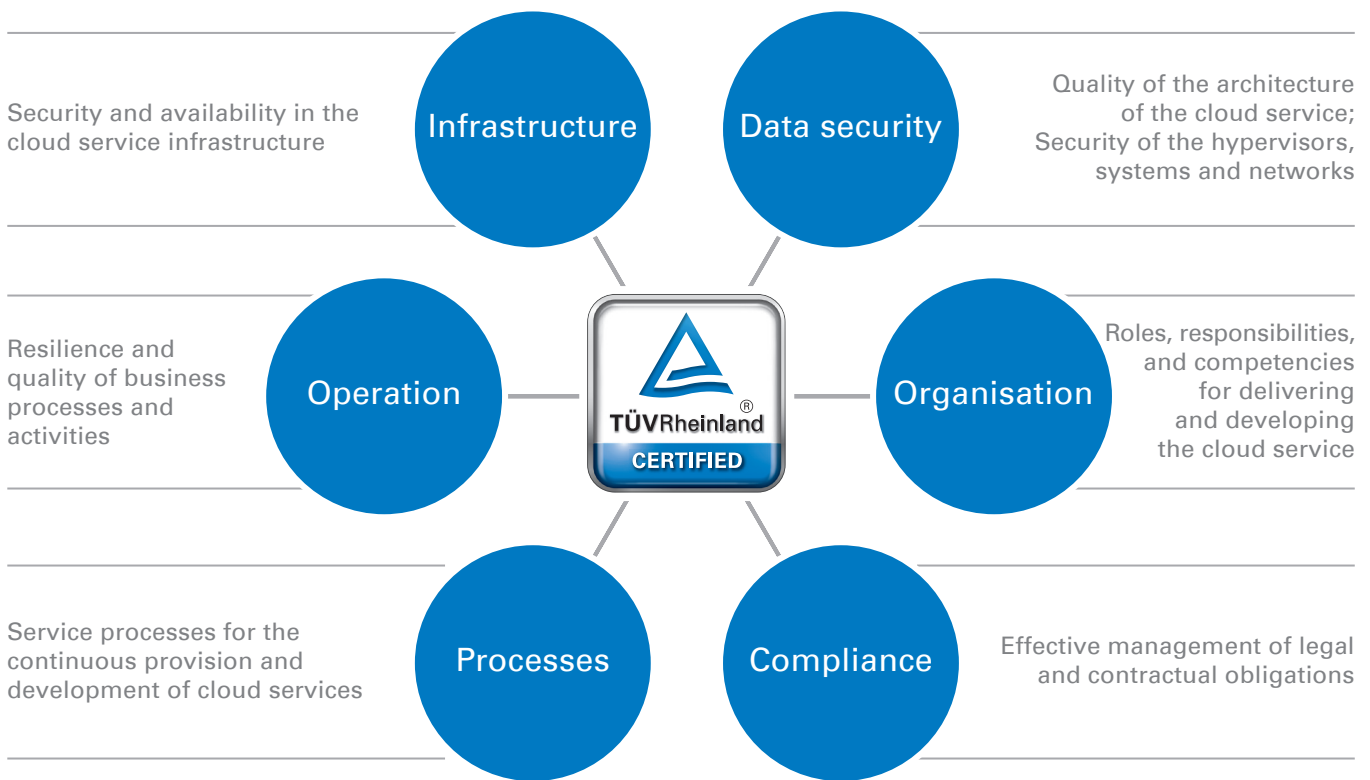Other quality characteristics included:
- Secure operation and data storage
- Secure registration and authentication
- High on-demand scalability
- Availability of authorization systems for controlling data access at network level
- State-of-the-art technology to protect against attacks

The "Certified Cloud Service" certificate is valid for three years. Annual audits confirm whether or not the requirements for the quality certificate are still in place, and which areas the enterprise needs to improve.

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WHAT DOES TÜV RHEINLAND CHECK AT A CLOUD SERVICE PROVIDER?

Security and availability in the cloud service infrastructure — **Infrastructure**

Data security — Quality of the architecture of the cloud service; Security of the hypervisors, systems and networks

Resilience and quality of business processes and activities — **Operation**

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Organisation — Roles, responsibilities, and competencies for delivering and developing the cloud service

Service processes for the continuous provision and development of cloud services — **Processes**

Compliance — Effective management of legal and contractual obligations

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