

# Cloud Privacy and compliance as a Managed Service



## T-Systems Cloud Privacy Service - Ensure GDPR compliance for usage of public cloud and Office365

### Ensure compliance and retain your investment in public cloud without worrying about Privacy Shield cancellation

The latest GDPR compliance rules in the EU have put many companies' investment in public clouds, including Office 365 in doubt. Transfer of personal user specific data to US based clouds is now in breach of the strict data privacy rules. T-Systems' 'Cloud Privacy Service' allows organizations to encrypt their data while using Microsoft 365 services, and other public cloud SaaS environments.

T-Systems offers the encryption gateway as a managed service including the key management and backup, which is crucial aspect. This allows you to take advantage of the full solution without the need for lengthy internal set-up or upskilling your team.

### Stepping into the future with a Secure Cloud Gateway

With Cloud Privacy Service for Collaboration 365, T-Systems' and technology partner eperi, offer a service which enables companies to store encrypted data in

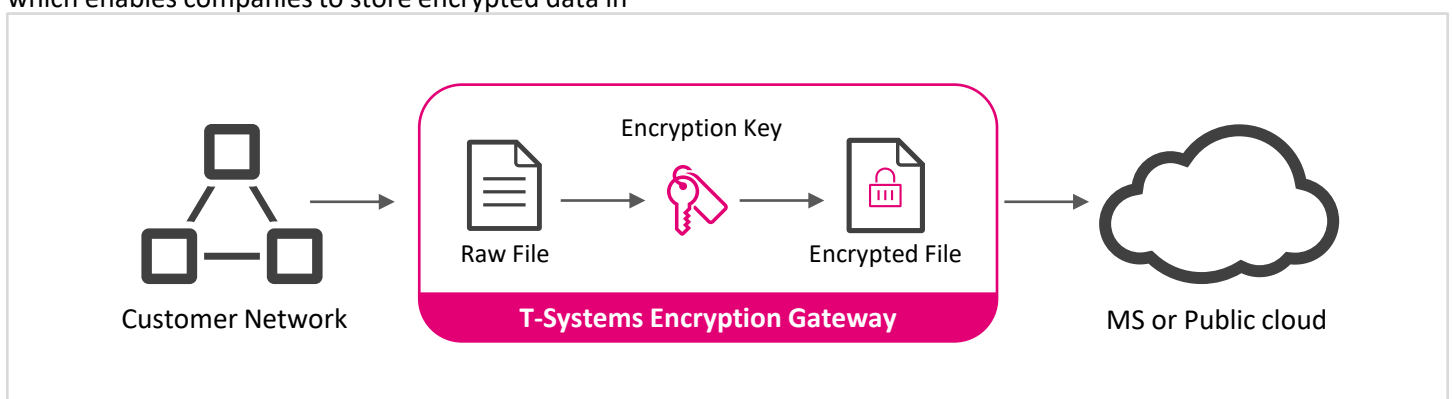
Microsoft 365 Services in a way that only they should be able to access, the plain text data, or prevent third party access as far as possible. The solution is offered as a managed service and supports Microsoft 365 services including:

- Microsoft Teams
- SharePoint Online
- Exchange Online

The service also supports the 'search functionality' for the plain text to make data management easier.

### Encryption Gateway and its functionality

The Cloud Privacy Service is logically located between the customers network and the Microsoft 365 cloud. The incoming traffic will be encrypted according the configuration of the gateway so that only encrypted data is stored in MS365. When data is read from MS365 the gateway decrypts this data so that it is readable and searchable in plaintext for users. For this purpose, the Cloud Privacy Service generates 10,000 AES encryption keys with an encryption depth of 256 bits, which are used randomly to encrypt the data. The keys are stored encrypted in the Telekom data center.



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## Encryption of Microsoft Teams Data

The encryption gateway encrypts the following content when accessing Microsoft teams through the gateway:

- Messages sent by users within the Teams environment to other users or teams (chats).
- Files that are attached to messages by users
- Content metadata such as file properties
- Connection metadata such as call lists

## Encryption of SharePoint Online Data

The encryption gateway encrypts the following content when SharePoint Online is accessed through the gateway:

- Files that are uploaded to Mysites via the web front-end or synchronized to SharePoint Online from the user's end device via the OneDrive for Business Client.
- Files that are stored in SharePoint lists.
- Content metadata such as file properties or change histories.
- SharePoint lists and list entries

## Encryption of Exchange Online Data

The encryption gateway encrypts the following content when Exchange Online is accessed through the gateway:

- Message body, subject and attachments of e-mails delivered to Exchange Online via SMTP using the encryption gateway.
- Message body, subject and attachments of items in draft and sent items
- Calendar entries
- Contacts

## Search Index feature

The encryption gateway creates a search index of the encrypted data and makes it available to the user via the corresponding search functionalities.

## Office Online Server

Telekom installs and configures an Office Online Server to enable the preview of encrypted Office documents when using SharePoint Online via the web interface. This includes all necessary infrastructure components.

## Customer Value

- Smoothly, securely and affordably into the public cloud
- Use Microsoft or Googles Cloud Services respective to European privacy requirements
- Encryption as a dedicated Service hosted in T-Systems Data Center
- 99.9 % approx. – technical service level.
- Central Key Management
- BSI, GDPR compliance



## Additional benefits

- Use American or other hyperscalers outside the EU with confidence.
- Data will be encrypted before it is stored in US based clouds
- Solid secure cloud management with deep knowledge of European regulations, privacy and security requirement
- Other additional benefits like backup and transfer of encryption key available on demand





- Hardware Security Module - The keys for Encryption are stored in a dedicated hardware security module
- Customer provided Encryption keys – We can import customer-supplied encryption keys for use by the Encryption Gateway for encryption and decryption\*
- Encryption and Decryption of large amounts of data
- Key handover to Customer – We support in creation of the encryption keys and later submit these to the customer



## Optional Services

*\*In this case, Telekom does not generate keys, or deletes the keys generated during initial deployment.*

## Cloud privacy as a managed Service

<b>When to use?</b>		To remain compliant with EU laws but want to protect existing investment into American hyperscalers or other public clouds hosted outside the EU.	
<b>What is included?</b>		<ul style="list-style-type: none"> <li>▪ Installation and configuration all components necessary for the operation of Cloud Privacy Service.</li> <li>▪ The generation of the necessary encryption keys</li> <li>▪ Maintenance of the infrastructure</li> <li>▪ Key management and backup</li> </ul>	
<b>What support is provided?</b>		<b>Service Time</b> Critical Incidents <b>Mo.–Su.</b> 00:00-24:00	<b>Service Time</b> Non-Critical Incidents <b>Mo.–Fr.</b> 09:00–17:00
		Average monthly availability of Cloud Billing platform: 99.5%	
		<b>Response Time - Critical incidents</b> <ul style="list-style-type: none"> <li>▪ Within 2 hours</li> </ul> <b>Resolution Target</b> <ul style="list-style-type: none"> <li>▪ Up to 80% within 6 hours</li> <li>▪ Up to 100% within 24 hours</li> </ul>	
<b>How much does it cost?</b>		<b>Initial one-off set-up fee €4,999 for all pricing models.</b> <b>Plus, relevant user price per month recurring fee:</b> <ul style="list-style-type: none"> <li>▪ 250 to 2,499 users – €3.99 per user, per month</li> <li>▪ Up to 4,999 users – €3.49 per user, per month</li> <li>▪ Up to 9,999 users – €2.99 per user, per month</li> <li>▪ Up to 49,999 users – €2.49 per user, per month</li> <li>▪ Over 50,000 users – €1.99 per user, per month</li> </ul>	<b>Not ready to sign up yet?</b> Why not try our non-productive trial starter package 4 week trial including setup, rampdown; M365 trial tenant (non-productive) for testing and use cases. All information will be deleted at the end of the four-week trial. <b>One-time fee €4,999</b>

### Information & Conditions

- All prices are exclusive of VAT and will be charged as applicable
- This offer is aimed exclusively at business customers (no resellers, no partners)
- The prerequisite for these packages is that the customer is interested in a migration or optimization of their IT landscape
- This document is for information purpose only and is not a binding offer. If you are interested, we will be happy to send you the relevant contract documents. These also detail the exact content of the service

#### Contact

T-Systems International GmbH  
 Hahnstraße 43d  
 60528 Frankfurt am Main, Germany  
 Tel: 00800 33 09030  
 E-Mail: [info@t-systems.com](mailto:info@t-systems.com)  
 Internet: [www.t-systems.com](http://www.t-systems.com)

#### Publisher

T-Systems International GmbH  
 Marketing  
 Hahnstraße 43d  
 60528 Frankfurt am Main  
 Germany