


Hosting & Application for your business



METAWAYS 



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Come on in, we'll show you around.

The year 2001 offers a series of important milestones in science and technology. The human genome is completely sequenced, the German Wikipedia is founded and Metaways Infosystems GmbH begins operations. Quite a bold move one year after the year after the dotcom bubble burst, but our managing directors, brothers Hermann and Lüder Thaele, were sure that reliable hosting and real expertise would be in demand more than ever.

Today, Metaways offers its customers much more than just the infrastructure and the range of services required for proper hosting operations: the comprehensive and individual support of sophisticated e-commerce projects also includes our software development team, which works hand in hand with system administration to develop and implement solutions for our customers.

Our location in the heart of Hamburg's Speicherstadt corresponds to our mentality: Hanseatic, cosmopolitan and a mixture of tradition and constant change. This is also apparent in our employees. In addition to professional qualifications, interpersonal relations also play a major role for us. This „feel-good factor“ ensures low staff turnover. At the same time, in IT it is not enough to stew in one's own juice, and so we emphasise further training and the exchange of knowledge between employees and specialist departments.

Moin!
**Hanseatic: Down-to-earth, fair
cooperation, a sense of tradition, but always
with a keen eye on new developments.
That's what Metaways stands for.**

Hermann Thaele, Geschäftsführer



Premium Hosting

With a hosting at Metaways you decide for a partner who competently accompanies and supports you and your technical service providers in all phases of your web project. Mass business is not ours, with us it is personal. We understand the importance of your project and rely on modern and highly available infrastructures and architectures with a comprehensive range of custom-fit services and solutions to contribute to your success. To this end, you will have dedicated contact persons who know your platform and its needs inside out: An experienced consultant/project manager in the phases of planning and technical realization, a system administrator in platform support, a service manager for change/service management, SLA reporting, elasticity planning and much more.

We take it personally!

Our infrastructure



Virtual Server

Virtual servers in our virtualization clusters offer you maximum flexibility – in CPUs, RAM, hard disk space and operating software. Server redundancies are operated on different cluster nodes. The stack of our platforms is fully managed via our automated system and configuration management.



Container & Pods

Our virtualization clusters support the operation of applications virtualized in Docker containers. For projects in Kubernetes, we provide our customers with their own Kubernetes cluster with its own control planes, worker nodes and container registry. Database, search and caches can be provided as highly available and fully managed services.



Dedicated Infrastructure

From dedicated hardware servers, firewalls, load balancers, switches to storage and backup systems. We provide you with your very own infrastructure as a managed rental solution and guarantee proper operation. We are also ready to support you with possible validations such as GxP and accompany you in auditing.



Amazon Web Services

Whether as a holistic cloud platform with professional management and round-the-clock support or as partial cloud services to complement and extend Metaways' own hosting infrastructure and operating concepts. We accompany you in the implementation and further development of your global hosting strategies.

Systems in focus

Each system, whether out-of-the-box or framework, brings its own technical requirements, possibilities and best practices. The API-first approach has long since replaced cumbersome monoliths in the software design of modern and agile e-commerce systems. Secure Security, performance and scalability play an important role in forward-looking omnichannel projects and require high standards of hosting in order to stay ahead of the ever-increasing processing loads.

With the right hosting partner at your side, you can tap into the potential and advantages of the versatility you have gained and set the technical course for a more successful online business.



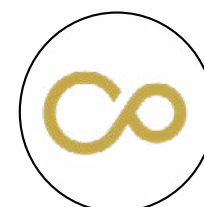
Shopware Hosting

Metaways is Shopware's enterprise hosting partner. Contrary to the standard hosting packages prevalent on the market, our hosting setups are fully oriented towards your requirements and those of your agency. In combination with our services and best practices, a sure bet for your satisfaction.



Spryker Hosting

Metaways is an official Spryker hosting partner. With Spryker Commerce OS, new customer interfaces in the form of front-end applications such as desktop store, mobile apps, IoT scenarios, blockchain technology or bot and voice integrations can be implemented within a very short time.



Pimcore Hosting

Pimcore, the modern digital platform for centralized data management and personalized customer experience, offers developers numerous possibilities, which are even better accentuated by a coherent hosting. Find out what benefits Pimcore hosting at Metaways offers.



E-Commerce Hosting

When it comes to hosting your e-commerce platform, don't trust just anyone – it's better to rely on experience and expert knowledge. Metaways not only understands your requirements for security, scalability and high availability, we also know how to translate them into a customized environment.

Our data centres

Regardless of the solution you choose, you can rest assured that the hardware itself is in the best hands. We rely on two mutually independent data centres at our Hamburg location.

We operate colocations there with their own autonomous system. Both locations are ISO 27001 certified.

Double for less trouble

Our colocations are located in the Hamburg data centres of Lumen Technologies (formerly CenturyLink) and PlusServer GmbH. Because of the respective independence of our data centre partners, we create more security for your business operations and meet the demands of spatial distance of more than eight kilometres. To ensure the ideal conditions for the demands of geo-redundancy.



Web Security Suite

On Black Friday and Cyber Monday, not only online shops are very active, but hackers also try to secure a piece of the pie in an illegal way. In addition to increased DDoS attacks, security service providers register targeted attacks on e-commerce providers, payment service providers and logistics companies in order to cause the greatest possible damage with comparatively few resources and attack applications and online services.

To offer our customers additional protection, we cooperate with Link11, one of Europe's leading cloud security providers. Not only do we support you in setting up and maintaining it, the Web Security Suite packages are exclusively available in this constellation with partners such as Metaways.



Web DDoS Protection

The Web DDoS Protection is, so to speak, the basic module, which is based on the patented, fully cloud-based Protection Engine and provides DDoS protection for any kind of web-based applications, services and APIs. The Protection Engine uses artificial intelligence and machine learning algorithms for fully automated attack detection to protect against all types of known and unknown DDoS attacks. As a result, Link11 offers the fastest mitigation (TTM) and enables a very low false positive rate, according to analysts.

Web Application Firewall (WAF)

The Link11 Zero Touch Web Application Firewall (WAF) is part of the Cloud Security Platform, which is based on innovative, patented technology. Thanks to its fully cloudnative approach and the use of artificial intelligence (AI), the solution provides fully automated protection for critical applications, APIs and services.

The solution detects malicious traffic in milliseconds and filters it out without disrupting the real user. Business-critical web applications receive comprehensive protection from all common threats and forms of attack with a single solution.

Bot management

Bots are automated tools that can also harm your business if used for malicious purposes such as web scraping. In addition to the business impact, bot traffic can negatively affect website performance, which in turn leads to increasing upscaling costs for affected internet platforms.

Link11's bot mitigation service uses patented AI and machine learning algorithms to distinguish between good and bad bots in real time. This is critical as new bots are constantly being developed to bypass controls.

Secure DNS

The Domain Name System (DNS) is responsible for translating human-readable domain names into numeric IP addresses. This critical process ensures a faster web experience for visitors to your website and users of your applications.

The Secure DNS service provided by Link11 resolves your DNS request through a global node network. Multiple servers are deployed at each node, connected to the Internet via various Tier 1 carriers. DNS queries are always answered by the closest server and users' content is reached faster than ever before.

Speed Kit

Every millisecond counts. This may sound exaggerated, but it has been established and confirmed again and again in numerous studies. In e-commerce in particular, the speed at which a page is loaded has an immense influence on the customer journey, the bounce rate and the conversion rate.

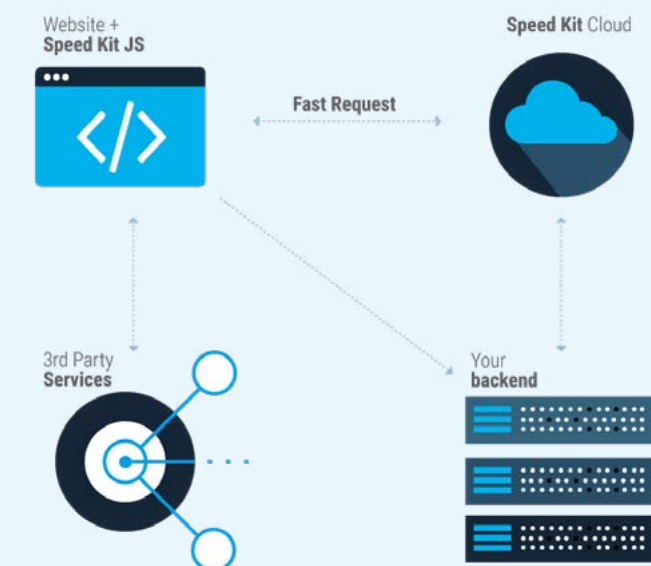
Thus begins the competition for the First Contentful Paint (FCP). CDNs, which work with caching and short data transmission distances, are a proven means. Speed Kit takes a different approach and optimises data transmission where it counts most: in the potential customer's browser.



Time is money

Optimising the loading times of websites is time-consuming: Countless parameters can quickly make such a project escalate and thus become more expensive.

Speed Kit, on the other hand, requires only a few lines of Javascript code and within a few days your application is up and running. You only have to answer a few questions, the experts do the rest. No big project, no months of expensive incremental improvements, but an immediate and significant increase in performance.



Advantage through technology

Speed Kit is based on innovative caching algorithms and accelerates even dynamic and personalised content. Intensive research went into the final product, which is based on browser technology (Service Worker) that enables acceleration from within the client's browser.

This allows you to achieve 1.5 to 3 times acceleration independent of and in addition to any other performance solution such as CDNs, image services or clouds. Speed Kit is independent of the existing infrastructure and sits as a layer above it.

Speed Kit has been designed to be DSGVO compliant. Speed Kit does not process cookies, credentials or other personally identifiable information from the accelerated website and therefore never sees sensitive user information.

Software Development

Vibrant applications and stable systems – thanks to sophisticated deployment strategies and automatic testing. Your business application, regardless of whether it is a standard application or your own development, is in the best hands with us. Development, maintenance and expansion by experienced software engineers – and always according to current coding standards for stable, secure and sustainable software development.

More Power

You know the situation: You need more power for a project quickly and flexibly and competent specialists are rare. Metaways gives your software project that extra kick and provides you with experienced software developers! Our so-called Velocity Streams offer you maximum flexibility.



Support

E-commerce is business-critical for many companies, so when software hiccups and outages occur, getting competent help promptly is essential. That's where Metaways Application Support comes in and provides you with a rapid response team with guaranteed response times.



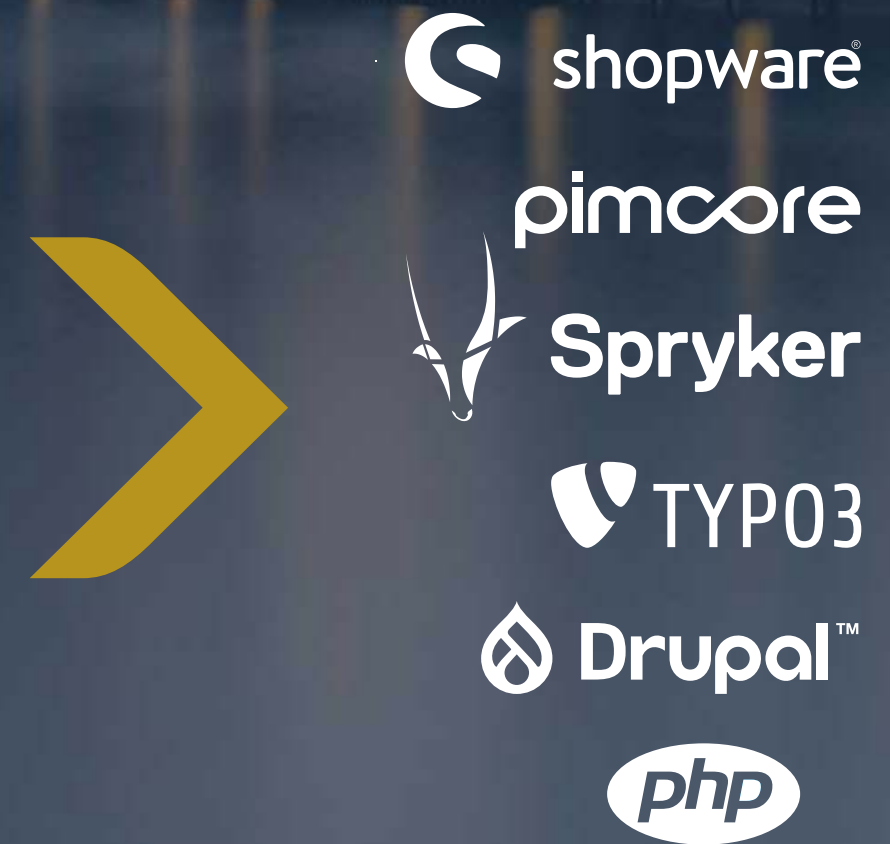
Individual Software

We develop business-critical applications for you that are designed to optimally support your processes while remaining flexible. To this end, we advise you on which framework and which architecture are best suited to your requirements. During implementation, our experienced developers pay special attention to secure development: clean, traceable code, test-driven development and proven deployment mechanisms for complex environments.



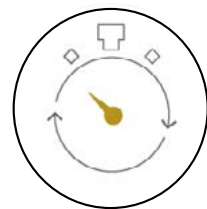
The smart plan for every support need

Our official hosting partnerships with Shopware and Spryker stand for proven competence and experience in hosting these two established store systems. But we can do much more. The focus of our operational competence is on modern and scalable web stacks, as also found in alternative e-commerce applications and individual developments – from classic to headless.



Architecture Consulting

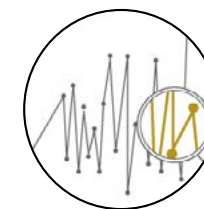
You are not sure what type of hosting you need? Hosting setup, platform architecture, cluster concept, deployment chain and continuous delivery processes? Do not worry, we will not leave you alone with all these questions. With over 15 years of experience, we advise you comprehensively and individually on sizing, components and services.



Continuous Integration / Continuous Deployment (CI/CD)

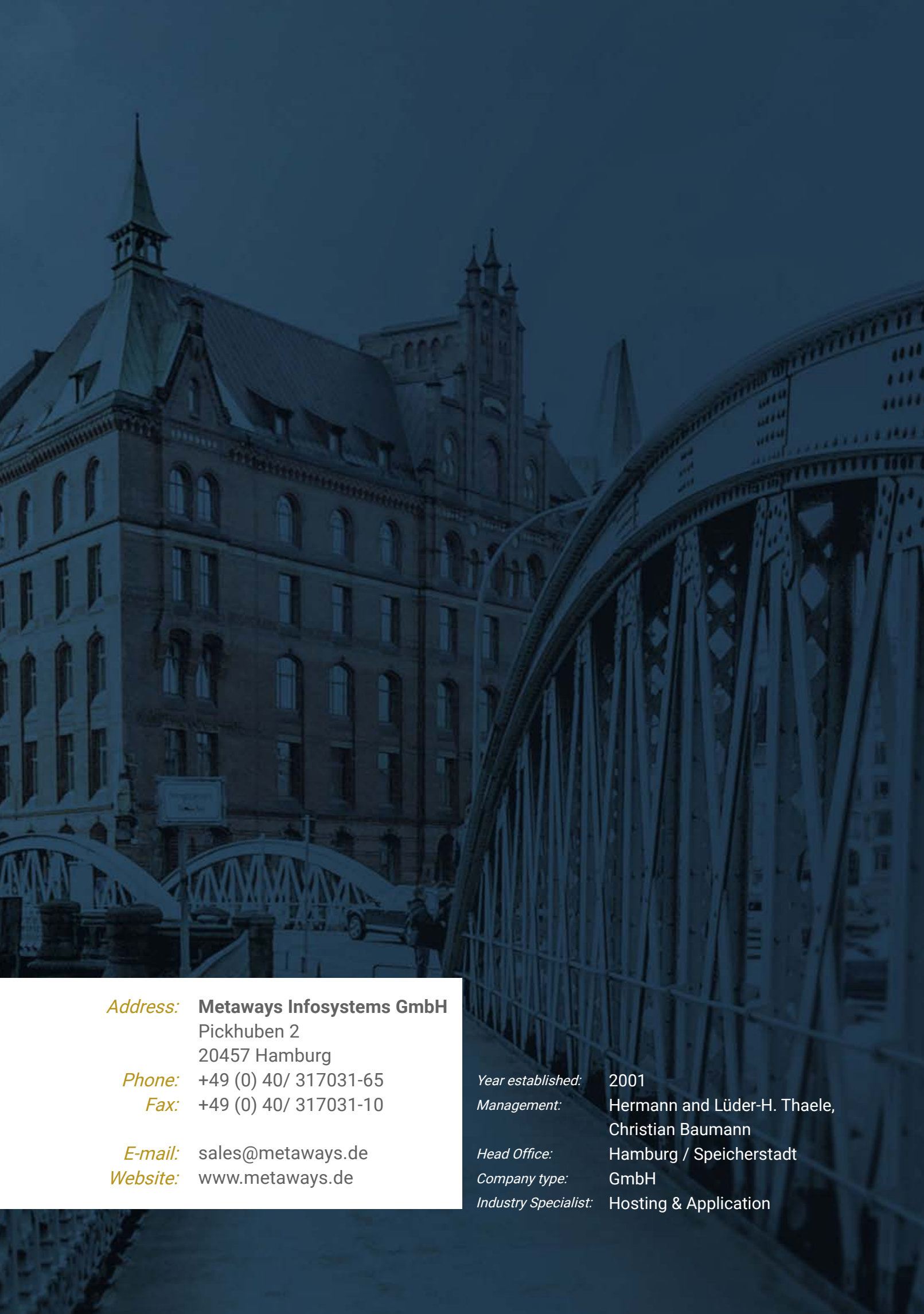
Agile e-commerce projects have special requirements for Continuous Delivery due to their deployment frequency. Downtimes during deployment should be avoided as much as possible. Rollback should be possible at any time during the deployment process. Errors and undesired application behaviour should be identified through suitable test strategies even before the actual deployment process.

Let us show you what a Continuous Delivery Chain suitable for your project can look like, so that you can press the release button with complete peace of mind. Automated testing, version control, ticketing or build servers are just some of the tools that you can use to deploy your updates even on a Friday afternoon.



Load & Function Tests

The performance of your system leaves a lot to be desired? Our load and function tests help you to identify your platform's weak points or bottlenecks. Even when it comes to rebuilding a system, we can adjust the sizing in advance so that malfunctions or failures do not occur. Metaways develops detailed test plans with you, implements them, adjusts them if necessary and evaluates the results. You will then receive a comprehensive analysis with suggestions for improvement. And all this as an independent authority, if you otherwise rely on other service providers.



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Company type: GmbH

Industry Specialist: Hosting & Application