maxcluster GmbH

Your hosting partner for e-commerce success

maxcluster
Optimized E-Commerce Hosting

» We are the hoster for all tho-se who have achieved a lot and thrive for more. «

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maxcluster

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Welcome

We are burning for the topic of e-commerce hosting and all share the same vision: We want to provide the best e-commerce hosting for our customers. This is only possible with a successful combination of very good technology and motivated, competent employees.

Since our foundation in 2011, our company vision has been clear: we are the leading partner in e-commerce.

To achieve this vision, performance and stability have always been at the top of our priority list. This is not surprising, because after all, only a shop that is continuously accessible and has low loading times can convince consumers.

Our customers appreciate the fact that we don't just provide storage space.

For agencies and shop operators with ambitions, we make complex technologies uncomplicated to use and thus enable them to become even more successful. We make sure that systems, tools and services always meet the latest standards so that the performance of the shops is supported. It is becoming increasingly important for agencies and developers to be able to concentrate on developing the shops in order to offer consumers a good shopping experience – while the hosting partner provides the technical underpinnings.

2011

In 2011, we started as a grant-funded two-man company with the goal of providing performant and secure hosting.

2021

Ten years later, we are a profitable 70-person company trusted by over 1,000 e-commerce customers.

Our vision

Our vision determines our daily professional life: We want to offer our customers the most secure and performant e-commerce hosting in Germany.

We are convinced that every professional retail company will use e-commerce in the future. Thus, e-commerce as a driving innovative force will define commerce in the digital age.

What drives us here is the desire to bring about innovation through technology. By reducing the technical complexity of e-commerce through our services and products, we enable retailers to become even more successful.

Small and medium-sized companies in particular should be able to operate successfully in online commerce and hold their own against gigantic competitors.

To achieve this, our goal has always been to offer outstanding customer service in combination with the best e-commerce hosting platform.

Because we are sure: Only those who can rely on their hosting partner can also concentrate on their own core business and its growth.

Our mission

- **We design and operate flexible, reliable and high-performance Managed Web Clusters for our customers.**
- **With our managed services, we support and advise our customers for a secure, stable and powerful 24/7 operation. We are available for our customers around the clock, every day of the year.**
- **With our experience and expertise in e-commerce solutions and their business logic, we build best practices and tools, saving agencies and businesses time and money.**
- **We take responsibility by monitoring online stores, applications and critical services for stability and intervening in case of emergency.**
- **We offer professional clients an optimally pre-configured hosting solution with a simple management interface.**

» ***For us, maxcluster's managed hosting makes all the difference! It is really managed, because there is always someone I can call and ask.*** «

– Blasius Damaschek | CEO 7thSENSE

Partnership at eye level

Hosting is a matter of trust, which is why we value long-term cooperation with partners at eye level.

We work closely with our partners and have a large network of e-commerce agencies that focus on Magento and Shopware solutions. In addition, we maintain a proactive role in the communities and are in close exchange with the operators of online shops.

Through this collaboration, we gain a comprehensive understanding of what the best practices are for building and managing a profitable, high-performing online shop. Our e-commerce stack is based on these insights and supports agencies to develop with high quality standards and to ensure the stable and performant operation of an online shop.

We are happy to share our knowledge and experience from more than ten years of hosting to make our partners even more successful.

You can find more information about our partner program at maxcluster.de/en/partner.

Our hosting

Online shops have special performance requirements. And our web clusters and services are specially optimized for the high-traffic requirements of shops.

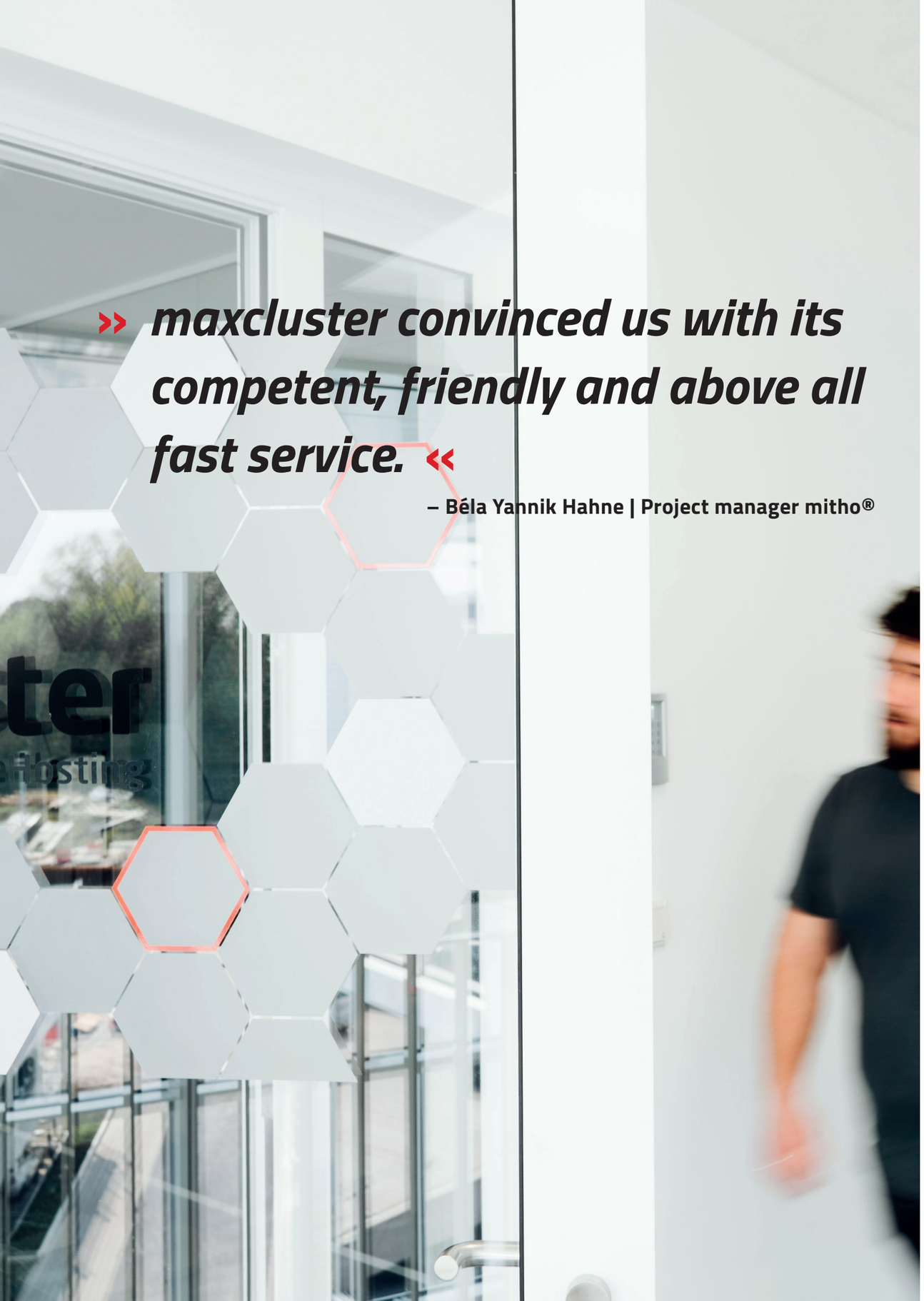
- ✓ Guaranteed 99.99% availability as an annual average | Fail-safe through active-active or active-passive redundancy
- ✓ Free tools, services and features specifically designed for e-commerce requirements
- ✓ High security standard: DDoS protection, DSGVO-compliant hosting, daily backups, external firewall, ShopSecurity
- ✓ ShopPerformance: performance analysis with optimization recommendations at the push of a button

We don't leave you alone with your problems: Talk directly to an experienced system admin at any time, who will assist you in all matters.

- ✓ Personal first level support
- ✓ Support available around the clock and immediately by phone
- ✓ Experts for Magento and Shopware hosting
- ✓ Proactive 24/7 monitoring of your online shop with 50 parameters for highest stability and performance
- ✓ Maximum response times of up to 15 minutes in case of a critical alarm

At a glance

- **Specialization in e-commerce**
- **Managed hosting**
- **Linux administrators**
- **24/7/365 support**
- **Shopware 6 or Magento 2 Certified Developer**
- **E-Commerce Stack**
- **Preconfigured solutions**
- **Easy administration with Managed Center**
- **Backup and firewall**
- **Advanced monitoring**
- **1:1 redundant enterprise hardware**
- **NVMe storage**
- **Intel XEON processors**
- **Monthly contract terms**
- **EXCLUSIVE: ShopSecurity**
- **EXCLUSIVE: ShopPerformance**



» maxcluster convinced us with its competent, friendly and above all fast service. «

– Béla Yannik Hahne | Project manager mitho®

Customized services

Whether help with the configuration or the performance optimization of an online shop, whether support with error analysis or security problems – our team of experienced Linux admins and customer consultants is always at your side.

In e-commerce, you need a service you can rely on – around the clock, every day of the week, 365 days a year. Because your customers don't depend on opening hours. And neither do we.

Our goal is to use proactive monitoring to "anticipate" disruptions and drops in performance and eliminate them before they occur. We then either point out potential problems and their causes and recommend courses of action. Or we initiate a problem solution independently, for example by adjusting resources accordingly.

And that's not all: We check the start page of your shop or application for accessibility and speed (TTFB) at short intervals. If your online shop or application is unavailable for at least four minutes, our support team immediately takes care of the fault clearance.

We know: Demanding applications sometimes present special challenges. You can also rely 100% on us to work with you to find a solution – completely individually. Are you planning an appearance on "Shark Tank" or launching the coveted special edition of a sneaker at midnight? Don't worry. We offer you support for high-load scenarios and take care of the technical preparations.

By the way: Our managed services are tailored to your needs and requirements. Whether you need customized shop monitoring or support for your developers – simply choose the service package that suits you best from four different service packages.

You can find more information about our Managed Services and the service packages at: maxcluster.de/en/managed-services.

Performance at a click

We have been hosting online shops and other high-traffic applications for over 10 years.

What do you get out of it? Thanks to our specialization, we know how to make highly complex technology easy to manage. Because we want you to be able to work quickly and flexibly. Our Managed Center management interface incorporates numerous best practices from our many years of experience in hosting high-performance online shops. Many tasks, such as the free application and automatic renewal of SSL certificates, can be completed with just a few clicks. In addition, extensive monitoring is available to you here.

Without extra charge
Whether Apache or NGINX, Elasticsearch, Redis or Varnish - all this (and much more) is available to you at no additional cost. And of course we also support you with free developer tools, like Git, Composer or npm.

Preconfigured or customized
Our tools, services and features are designed specifically for the requirements of e-commerce. Assemble your individual stack in a few minutes with the help of our presets or completely customize all settings according to your wishes.

In safe hands

Your customers trust you and only secure online shops are successful online shops.

So that you can operate your online shop as safely as possible, we provide all our customers with extensive security features.

With the exclusive function "ShopSecurity" we offer extensive security scans for your clusters. Concrete recommendations for action help to quickly fix any problems.

In addition, of course, we offer basic security features:

- **√ Denial of service protection**
- **√ GDPR compliance**
- **√ Daily backups**
- **√ External firewall**

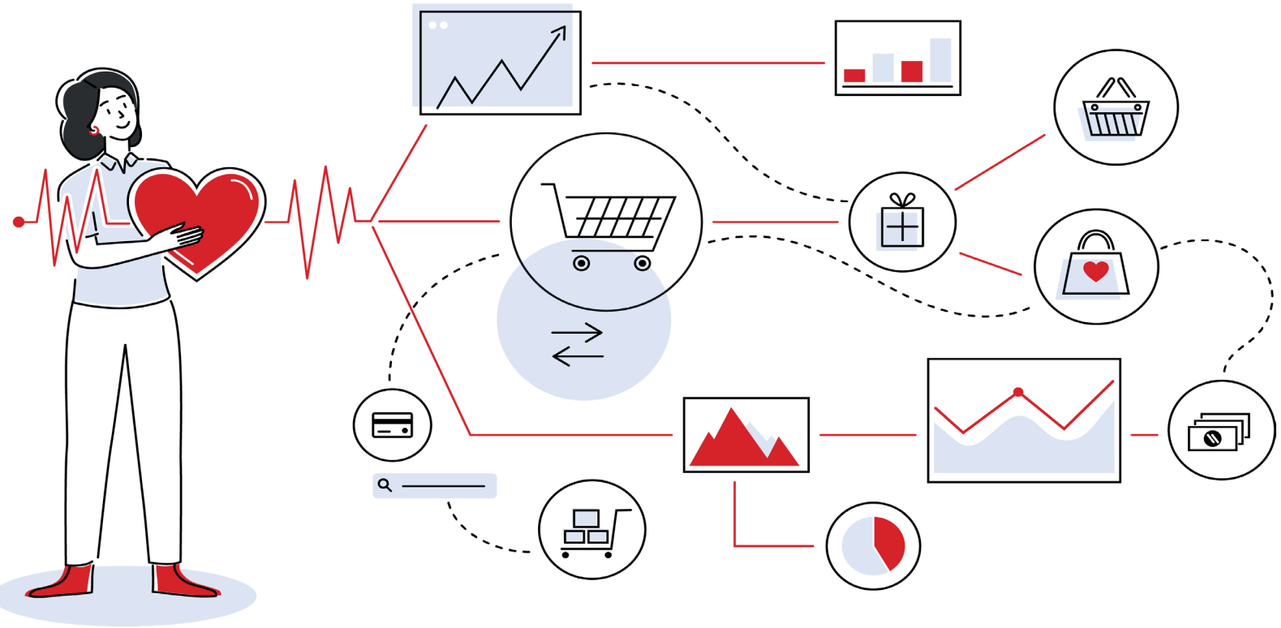
And of course, our 24/7 support is also at your side. Direct and competent help in an emergency is thus guaranteed at all times.

Available around the clock

E-commerce needs to be online around the clock. Our automatic failover ensures that your server will restart in the event of a hardware failure and that your online shop will be accessible.

To provide your website with the best possible protection, all services and applications are redundantly available in a cluster on multiple servers. Should a failure occur, it is automatically detected by the system and fixed within seconds. At the same time, the services are automatically taken over by another server in the cluster. After the failure, the failed server is repaired by our experienced administrators and put back into operation.

And this is what you get in writing: We guarantee an availability of over 99.99% of the hardware and the network on an annual average and response times of up to 15 minutes in the event of a critical alarm.



> ***Flat hierarchies, the management is always approachable and the tone is pleasantly relaxed – it's easy to feel comfortable here.***
>
> **– Lars, developer at maxcluster**

Working at maxcluster

In addition to professional suitability, of course, we place particular value on our employees' communication skills. For us, the values of trust and professionalism are paramount.

We focus on professional excellence and appreciation both within the company and in communication with customers and business partners.

However, our high degree of customer orientation, sense of responsibility and reliability would not be possible without the most important component of our company: our employees! maxcluster is backed by more than 85 motivated employees who are passionate about customer-oriented e-commerce hosting every day.

Our cooperation is characterized by mutual trust and exchange at eye level. Ideas, impulses or constructive feedback always fall on open ears. We work in a solution-oriented manner, are always open to new ideas and learn together from mistakes.

Together we work on our mission to remain the leading partner in e-commerce hosting for online shops and web applications.

More information: maxcluster.de/jobs

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