

moltin facilitates the building of world class, global scale eCommerce applications in any language, using any design, on any device. Our API infrastructure handles the data storage and eCommerce logic so you can focus on more important things like creating seamless customer experiences.

Providing the best eCommerce experience is our mantra and an important part of delivering this is complying with the latest security best practices, and constantly maintaining the platform to ensure no security breaches occur.

What follows is a detailed outline on our security stance and processes used to give us all peace of mind.

Data & Compliance

- Zero containerized data - all live data is stored in databases within AWS.
- Production software runs within a secure AWS VPC.
- Zero SSH access to production servers from any human or machine.
- PCI level X compliance within AWS cloud.

Uptime & Availability

- Code deployments worldwide can be achieved in minutes.
- Fully cross-platform service removes devastating provider downtime.
- Cross-region data replication reduces dramatic data loss in severe emergencies.
- Multi-region routing allows for zero downtime availability for our stores.

Backups

- Multiple offsite data backups.
- Offsite backups every 24 hours.
- Onsite encrypted backups every week.

Access & Support

- 24 hours, 365 days rotational engineer on-call emergency support.
- Escalation policies - on-call engineers are supported with expedited escalation procedures to high level individuals.
- Restricted data access - user data access is restricted to a set of named employees under certain conditions.
- Team of engineers maintain security across a single platform.
- Security deployments within 24 hours.

