

CUSTOMER: HESSISCHE ZENTRALE FÜR DATENVERARBEITUNG (HZD)

HZD AWS Use Case: The Echo Show Form Help

The Hessische Zentrale für Datenverarbeitung is the central IT service provider for the Hessian state administration in Germany. HZD has its headquarters in Wiesbaden and a branch office in Hünfeld. Its tasks include IT projects, IT procedures, IT procurement, contracting and IT communication services. The entity serves 135,000 users, including government agencies such as the police and judiciary, which require a particularly secure IT environment. The Echo Show form help is intended to help overcome language barriers when dealing with authorities. tecRacer implemented the use case using individualized Alexa Skills, Amazon Echo and Amazon Polly.

Digital forms automatically explained in an understandable way - in different languages

When giving advice in public authorities such as a tax office, a citizens' bureau or even in an immigration office, insufficient German language skills on the part of applicants can lead to far-reaching misunderstandings. To make it easier for clerks and customers to fill out a tax form an IT communication service can provide a remedy. The scenario could be this: The applicant has various questions about individual points on the form. The clerk and Alexa can help by using Amazon's Echo Show as end device:

Clerk: "Alexa, open form-help for tax form".
Alexa: "What language?"
Clerk: "Turkish."
Alexa: "What do you have questions about?"
Clerk: "Explain field 43 to me."
Alexa reads out the explanations for field 43 in Turkish.



Implementation partner tecRacer knows its way around the construction kit

Building a translation service via Alexa is not magic, but it does require the competent selection of the right AWS services. The services can be configured on AWS via a graphical web interface. In addition, everything can also be programmed, which shows its strengths especially in the interaction of the services. Self-service is the strength of AWS. However, it is easy to lose track of the various Amazon Web Services available. An experienced implementation partner like tecRacer enables the customer to select the optimal services from the large selection of AWS services, to assemble them according to the modular principle and to establish individualized standard modules.

For the HDZ form-help, tecRacer used Alexa Skills - everyday tasks are completed by interacting with the voice. This is complemented by the Amazon Echo hardware, a voice-controlled, Internet-based intelligent personal assistant with a screen. It can access services from Amazon as well as third-party providers. Amazon Polly also transforms text into voice that sounds like a human using state-of-the-art Deep Learning technology.

Outlook for additional use cases

Since its founding, AWS has continuously developed innovative ideas that define cloud computing. In the process, new products are made available to customers as quickly as possible and are continually improved based on customer feedback. Thanks to cloud computing, all AWS customers automatically benefit. Currently, Amazon Polly supports eight languages. As AWS adds new languages, they are automatically supported as well. Thanks to seamless integration with other services, Amazon Polly can also be used with the chat bot service Lex or integrated into a call center with AWS Connect.

Contact person at the customer:

Harms Becker, Division Manager K3 - Architecture, Products and Standards, Hessische Zentrale für Datenverarbeitung, Hünfeld

"tecRacer is not only a very competent service provider, but also a partner that helps us solve our challenges and implement our services in a spirit of partnership."

CUSTOMER: HESSISCHE ZENTRALE FÜR DATENVERARBEITUNG (HZD)

Project goals

- Multilingual form-help for public authorities
- Support for public authority processes

Project performance tecRacer

- Integration and image output via Amazon Echo Show
- Individualized Alexa Skills
- Amazon Polly

About tecRacer

tecRacer, headquartered in Hanover and with locations in Duisburg, Frankfurt, Hamburg, Mannheim, Munich, Vienna, Lucerne, Geneva and Lisbon, offers Amazon Web Services Consulting (AWS) & Training Services from a single source - seamlessly integrated, across the entire cloud lifecycle - from strategy to implementation to operation.

The strategy also remains the clear focus on Amazon Web Services. Here, according to an independent study by Crisp Research, tecRacer is probably the most competent and important partner in Germany. And the focus on AWS proves tecRacer right: As part of the AWS Partner Summit 2021, tecRacer received the „AWS Consulting Partner of the Year“ award. The owner-managed company, which was awarded as a Top Employer for medium-sized companies, now employs more than 150 permanent staff, has trained more than 12,000 participants in AWS and has already successfully implemented more than 250 AWS Consulting projects.

For more information, visit www.tecracer.com. Or contact us at aws-sales@tecracer.com

