

CUSTOMER: UNISERV GMBH

tecRacer brings data optimiser to the cloud

Uniserv is an expert in the successful management of business partner data. The solutions can seamlessly integrate into business processes, IT architectures, and applications. The web-based offer of data quality solutions enables, for example, the ad hoc optimisation of individual data records and the regular cleansing of more extensive data volumes. During data entry, the system interactively compares customer, address and bank data, for example, with the Robinson list and validates e-mail addresses. In this way, data quality is directly monitored and optimised. Incorrect entries in the web shop or from the CRM system are reliably corrected, and duplicates are automatically identified. In addition, the data records can be enriched with geodata, for example. Customers benefit from the fact that little infrastructure is required: through simple integration via web service or internet browser.



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Moving to the Cloud with Data Quality Services

About eight million people move annually in Germany, corresponding to more than 20,000 address changes per day. Thus, every customer database rapidly needs to be updated. Uniserv provides its customers with interfaces for validating, completing, and cleansing address master data. Cost minimisation for mailings is only one aspect of many. Customer Relationship Management can only work successfully if unique customer identification is guaranteed. At the beginning of tecRacer's project for Uniserv, the infrastructure of the Data Quality Cloud Services was migrated to a public cloud platform to increase the efficiency in operation and to be able to implement a DevOps-oriented way of working. With the previous In particular, the need for a way to efficiently provide truly exact test and production systems was a substantial obstacle. With tecRacer's solution, similar test and production systems were moved directly to the cloud, where they can be efficiently provided and maintained for development and operation.

Containers and scalable environments replace classic architecture

For the architecture, Uniserv and tecRacer relied on containerisation of the conventional systems with Docker or - where required by legacy components - on automatically generated Amazon Machine Images. Similarly, functioning architecture modules were implemented for both variants so comparable workflows and concepts could be worked with. With rolling updates and the possibility of health checks, the foundation was laid for a fault-tolerant and automatically scaling environment. In the cloud, agility is promoted by the quick entry into further services as a supplement to existing tools. With the help of Infrastructure as Code, employees of the DQ Operation Team at Uniserv can now create separate individual environments at the touch of a button, in which no influences arise from parallel work between colleagues or teams. The modular structure also allows the roll-out of partial infrastructures. The building blocks can be used again and again. In addition, the AMIs are configured entirely automatically by the tool Packer from the company Hashicorp. During implementation, special attention was paid to data security and protection, e.g. stored data is encrypted everywhere.

Over a quarter of fewer costs

The new production environment, which tecRacer set up for and in cooperation with Uniserv, has significantly reduced costs - by more than 25 per cent. The costs can even be reduced by half or more through further optimisation of the instance types. At the same time, Reserved Instances offer a significant discount compared to on-demand instance prices for one or three-year terms. Spot instances are a cost-effective alternative for workloads whose execution is flexible in terms of time. In addition, this has led to significant efficiency gains in the operation of the infrastructure and has also saved further costs.

About Uniserv:

Uniserv is an expert in the successful management of business partner data. With its customer data management solutions, Uniserv maximises the value and sustainability of relations with customers and business partners. At the headquarters in Pforzheim as well as in the branch offices in Paris, France, and Cluj, Romania, the company have over 130 employees. With several thousand installations worldwide, Uniserv's customers include renowned companies such as Allianz, Deutsche Bank, DPD, E-ON, Finanzinformatik, KIND, koelnmesse, Lufthansa, Orange, Otto, Siemens, TUI and VOLKSWAGEN.

More information at: www.uniserv.com



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Contact person at the customer:

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„The fast enablement particularly convinced us by tecRacer, as well as the very competently designed and implemented solutions for our requirements in a complex environment with many legacy components. This way, tecRacer has enabled us to deploy new services and drive DevOps implementation quickly.“

Project goals

- Migration of the Data Quality Cloud Services infrastructure to the cloud
- Containerisation of the previously VM-based architecture
- Efficient deployment of development and test environments identical to production Enable automatic scaling
- Automation of manual processes

Project duration

September 2018 to August 2019

Project performance tecRacer

- Migration of the Data Quality Cloud Services infrastructure to the cloud
- Containerisation of traditional VM-based architecture with rolling updates and health checks
- Infrastructure as Code and parallel deployment of test environments in one account by Hashicorp Terraform
- Foundation laid for automatically scaling environment
- CloudWatch for central log management and efficient log analysis
- Automatic configuration of systems through the Hashicorp Packer tool
- Implementation of modular architecture with high reuse value
- Encryption of stored data

About tecRacer

tecRacer is based in Hanover and has offices in Duisburg; Frankfurt am Main, Hamburg, Munich, Vienna, Lisbon and Lucerne. It consists of the division's Cloud Consulting - Amazon Web Services, Agile App Development - Web & Mobile and Managed Services.

tecRacer is an Amazon Web Services Authorised Training, Premier Consulting and audited Managed Services Partner and offers official training, consulting, projects and managed hosting around Amazon Web Services.

tecRacer was founded in 1999 as the business unit „iRacer“ of Herrlich & Ramuschkat GmbH. In 2006, tecRacer GmbH & Co. KG was founded as a separate company. Today, the owner-managed company employs more than 120 permanent staff and has more than 450 customers and 1,500 projects worldwide since 1999.

You can find more information at www.tecracer.com or contact us at aws-sales@tecracer.com.

