

CUSTOMER: DECADIA GMBH

tecRacer and Decadia digitalise company pension schemes

Decadia GmbH, a company in the RWE Group, provides innovative and quality-assured support for company pension schemes to companies from a wide range of industries, such as the energy and banking sectors and the automotive industry. Decadia moves quickly, precisely and reliably in a complex environment with currently around 200 different sets of rules for occupational pension schemes. A fixed component of the service offer is digital offers that have won several awards. In addition, Decadia commissioned tecRacer to co-develop an app for a client's employees. The functions include not only the choice of salary conversion and other additional benefits but also the display of the pension credit, the forecast and the possibility of choosing suitable payout options.

Digital applications for individual pension planning

Decadia GmbH manages the pension commitments of the company pension scheme both for the RWE Group and its external customers. Under the motto 'We secure the future', Decadia takes a holistic view of occupational pension provision as a service for large companies - from the perspective of its corporate clients and the perspective of the users, i.e. their employees. With the help of digital applications, Decadia introduces its customers' workforces to old-age provision at an early stage. In this way, the company is essential to promoting holistic and individual pension planning. As an APN Premier Consulting Partner in the APN Amazon Partner Network, tecRacer can demonstrate its expertise in developing the app. Numerous Amazon Web Services (AWS) components are used in this project.



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Fully digitised case processing and employer portal

In addition to the app, tecRacer engineered a fully digitised case processing system with AI support and an integrated contact centre solution for Decadia. In addition, an employer portal was built with key performance indicators (KPIs) such as total assets, participation rates or individual case views. The mapped set of rules allows many choices, which have to be taken into account in the programming so that the provision can be aligned with the individual life situations of the employees. As of August 2022, there were over 20,000 people actively participating in deferred compensation. The system has to process between 11,000 and 40,000 events per day.



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AWS Serverless Infrastructure, Interfaces and Dashboards

As a foundation, tecRacer built an event-driven serverless infrastructure based on AWS and developed the business logic. After that, the app's APIs (Application Programming Interface), case processing, and other interfaces were provided. For the employer portal and case processing, tecRacer developed its dashboards for Decadia. A separate ticket system was also created for AI-supported case processing. tecRacer used numerous AWS tools based on its extensive experience: AWS CDK with TypeScript, Bitbucket Pipelines, AWS CodeCommit, CodeBuild and CodePipeline.

Contact person at the customer:

Nurhan Ates, Team Leader Development & Support, Essen:

„We have been focusing on digital offerings for a long time, but tecRacer has now built an AWS-based infrastructure that allows us to be on the road with even higher quality digital.“



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Project goals

- Development of an app for employees
 - Choice of salary conversion and additional benefits
 - Display of pension assets
 - Forecast
 - Choice of the most suitable payout options
- Fully digitalised case processing with AI support as well as an integrated contact centre solution
- Employer portal with KPIs such as total assets, participation rates or individual case analysis

Project duration

2019 to 2022

Project performance tecRacer

- Development of an event-driven serverless infrastructure on AWS
- Development of business logic
- Provision of APIs for the app, case processing and other interfaces.
- Formulation of dashboards for the employer portal and case processing.
- Creation of a ticketing system for AI-assisted case processing.

AWS-Services

- | | |
|-----------------------|--------------|
| ■ API Gateway | ■ Glue |
| ■ AppSync | ■ Amplify |
| ■ Cognito | ■ OpenSearch |
| ■ SNS/SQS/EventBridge | ■ Textract |
| ■ Lambda | ■ Connect |
| ■ DynamoDB | ■ SES |
| ■ Serverless Aurora | ■ WorkMail |
| ■ QuickSight | ■ SSM |
| ■ S3 | ■ EC2 |
| ■ Athena | ■ CloudFront |

Tools

- AWS CDK with TypeScript
- Bitbucket Pipelines
- AWS CodeCommit, CodeBuild, CodePipeline

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.

