

# Faster, easier advanced training

Germany's Hessian Ministry of Finance rolls out Ucademy, a modern digital learning platform



Reference project:



Hesse is one of Germany's largest and most financially sound states. Its GDP was over 350 billion euros in 2023. The Hessian Ministry of Finance (HMdF), headquartered in the state capital of Wiesbaden, is the state's supreme authority when it comes to managing budgetary funds. Among other duties, the Hessian Ministry of Finance is responsible for fiscal and tax policies, state financing assistance, and settling revenue sharing between Hesse and the federal government. Subordinate organizations to the HMdF include Oberfinanzdirektion (Inland Revenue Office) Frankfurt and the Hessian tax offices, the Hessian Competence Center für neue Verwaltungssteuerung, (Competence Center for New Administration Management), Landesbetrieb Bau und Immobilien Hessen (the state's construction and real estate authority), and the Studienzentrum für die Finanzverwaltung und Justiz (a study center for financial administration and the judiciary). In total, the Hessian Ministry of Finance has a staff of around 16,000 across 47 locations.

The Hessian Ministry of Finance has recognized the key importance of modern, proactive personnel management. It recruits actively on the market and offers extensive employee benefits such as child allowances, infant care, and holiday programs for schoolchildren, as well as state-wide public transportation passes and flexible work models. As a modern employer, the Hessian Ministry of Finance offers its employees diverse career opportunities and further education programs.

Many employees want to continue their professional education and expect a modern, broad-based training program from their employer. This matches the observations of relevant studies that have identified continuing education opportunities as a key tool for motivating employees.



## At a glance

- The existing learning system no longer met the demands for continuing education from a (digital) pioneer in public administration
- Enable flexible, individual, skill-based learning
- Introducing automated workflows
- Decision in favor of Ucademy from Smart-Study as the solution for 16,000 users
- A complete, modern learning management platform provided by an IT service provider with extensive experience in the public sector: Scalable and forward-looking – an all-inclusive package with integrated data security
- Data protection compliant, scalable operation in the Open Telekom Cloud
- Location-independent use – as flexible as the ministry's work models
- Underscores the Ministry's role as a digital pioneer
- Boosts employee retention and motivation

# Reference in detail



## Customer pain points

Against this backdrop, the Hessian Ministry of Finance subjected its existing training system to an intensive analysis. The result: The existing system no longer matched either the flexible work models or the ministry's aspirations as a pioneer in the public sector. In 2022, the Hessian Ministry of Finance launched a tender for a digital learning platform, setting the course for a modern learning system that focuses on the personal needs of employees and makes training as flexible as working. The new training system had to offer classic seminar management and eLearning alike, along with multimedia integration and a user-friendly design with gamification elements. An extensive authorization and role concept had to enable talent management, with assignment to a "pillars of competence" model. Workflow support was needed to create and archive tests and certificates automatically.

Employees can access the system conveniently, without a specific login, because Ucademy is linked with the Ministry's Active Directory in the background. The resulting single sign-on significantly improves the user experience and acceptance of the learning system.

The Hessian Ministry of Finance uses Ucademy with a SaaS model, which means it only pays for temporary subscriptions. Because it is unclear when and how intensively the employees will use the offered courses, however, Ucademy needs a flexible platform that can scale up and down with the request load, to guarantee a consistent user experience. This is where the Open Telekom Cloud from T-Systems comes in. A sovereign cloud platform and European learning software have created a modern, secure, data protection-compliant learning system. The employees have access to low-threshold courses that can be integrated well in their everyday work. The platform also meets all demands for accessibility, making it inclusive for everyone.



## How T-Systems solved it

The Hessian Ministry of Finance found what they were looking for in the Ucademy solution from the Austrian Techboost partner Smart-Study. It offers all the required features and comes with a pool of training material and courses. This allowed the Hessian Ministry of Finance to roll out skill-based eLearning sessions for topics such as soft skills, Microsoft Office, project management, management skills, sustainability, and compliance.



## Business impact

16,000 users have easy access to the learning platform – in the office, from home, or on the go. With the rollout, the Hessian Ministry of Finance has once again underscored its role as a digital pioneer within the German public sector. Targeted further development and extensible skills ultimately benefit the employer as well, since employees can get in shape for new and expanded tasks. The new learning platform also makes a significant contribution toward improved employee loyalty and motivation.

Employees have extensive flexibility for their individual training programs and undergo regular further training. Course participants can learn at their own individual speeds and complete tests. They have full transparency over their training status and certificates earned at all times. The persons responsible for the training programs also gain full transparency from the platform with regard to the success of the different courses on offer, which enables them to respond to needs faster.

### Contact

[www.t-systems.com/contact](http://www.t-systems.com/contact)  
00800 33 090300\*

\* from the following countries: Austria, Belgium, Denmark, France, Germany, Great Britain, Luxembourg, Netherlands, Norway, Poland, Portugal, South Africa, Spain, Sweden and Switzerland.

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T-Systems International GmbH  
Marketing  
Hahnstraße 43d  
60528 Frankfurt am Main  
Germany