

# SDA SE: Develop and run a health app in AWS Cloud

Developing IT structures with digital solutions for established enterprises to match the modern criteria for customer-centric digitalization.



Reference project:



**“T-Systems’ expertise in cloud infrastructure and dedication to the project ensured a seamless deployment and robust performance. Our app now offers real-time health tracking and secure data management, all thanks to their exceptional service.”**

Marco Ziegler, Chief Sales Officer, SDA SE

SDA SE Open Industry Solutions is a joint venture between SIGNAL IDUNA, msg, Allianz X, Debeka and HUK-COBURG. The company uses open-source software platform to create digital ecosystems, enabling customers to integrate and orchestrate numerous digital services powered by the unique and event driven service dominant architecture.

By leveraging AWS Cloud services, T-Systems successfully developed and deployed a robust health application. The use of AWS’s scalable and secure infrastructure enabled them to meet stringent standards of the health industry while providing a seamless user experience. The solution’s implementation resulted in significant business impacts, including improved operational efficiency, enhanced performance, and higher customer satisfaction.



## At a glance

- AWS native development and deployment of health app
- A new platform was created to easily develop and run new services, ensuring future-proof flexibility and adaptability
- Implemented CloudWatch and ElasticSearch for comprehensive monitoring of infrastructure
- Deployed a state-of-the-art Kubernetes solution
- Simplified integrations and increased system usability supported efficient 24/7 operations

# Reference in detail



## Customer pain points

The customer faced significant challenges with AWS native development and deployment. They required 24/7 infrastructure and application operation support for their critical production systems. The complexity of managing such an environment, along with the need for continuous monitoring and scaling, created a pressing demand for a reliable, scalable, and efficient solution.



## How T-Systems solved it

T-Systems stepped in to address these issues by leveraging AWS cloud services and their expertise in cloud-native development and deployment. A key element of T-Systems' solution was the development of a platform that could be easily enhanced to support new services. This platform provided the flexibility and adaptability needed to meet evolving requirements.

To minimize manual efforts and enhance scalability and stability, T-Systems leveraged native Platform-as-a-Service (PaaS) offerings. These services provided automatic scaling capabilities, streamlining operations, and reducing the risk of human error. Along with this, T-Systems implemented CloudWatch and ElasticSearch for robust monitoring of both infrastructure and application layers. This proactive approach allowed them to identify and resolve potential issues before they could impact the customer's operations.

A suite of managed services, including a service hotline and ticket handling, ensured that support was always available. This setup provided a reliable safety net for addressing any issues that arose, while maintaining operational efficiency and customer satisfaction.

Moreover, T-Systems created a cutting-edge Kubernetes solution, including over 50 Pods and load balancing across Availability Zones (AZs). This helps to disperse the workload and improve system reliability. Tools such as ArgoCD, AWS RDS, Keycloak, Grafana, Prometheus, and AWS EFS were used to enhance the capabilities in areas such as deployment, database management, authentication, and monitoring.

The deployment process by Cloud Application operation as a delivery unit was meticulously structured into three stages: development, pre-production, and production. Each stage underwent rigorous penetration testing to ensure security and reliability. T-Systems established interfaces with three external providers, ensuring seamless integration and collaboration. This facilitated a smooth exchange of data and services, enhancing the overall efficiency of the system.



## Business impact

The solution provided robust operational support, simplifying integrations, and enhancing system usability. This ensured that the customer's systems were always running optimally, with minimal downtime and fast response times.

The implementation resulted in significantly enhanced performance, with faster response times and reduced downtime. The scalable and flexible nature of the solution also led to lowered operational costs, providing financial benefits alongside technical improvements.

Faster transaction processing, personalized services, and improved accessibility also contributed to higher customer satisfaction levels. The ability to rapidly launch new products and services enabled SDA to stay ahead of industry trends and meet the changing demands of their clients. The long-standing partnership of SDA SE with T-Systems exemplifies how a trusted advisor with a client-centric approach can deliver rapid, effective, and sustainable results.

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### Published by

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