Modern, flexible learning

Postbeamtenkrankenkasse relies on Smart-Study from the Open Telekom Cloud

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Jens Thümmel, Postbeamtenkrankenkasse

Postbeamtenkrankenkasse (PBeaKK) has served as the health-care fund for postal workers for more than 100 years. It provides basic and supplementary benefits from health and long-term care insurance to its 275,000 members and their more than 70,000 dependents. As an exclusive health insurance partner, its customer base is closed – but it expands its business by offering processing services for assistance. Most recently, Postbeamtenkrankenkasse took over processing cases for civil servants in Saarland. The Bundesagentur für Arbeit, Germany's federal labor agency, became a customer in the fall of 2024.

In the 2023 fiscal year, Postbeamtenkrankenkasse generated 950 million euros in premium income, which was offset by expenditures for insurance cases totaling just over one billion euros. The organization employs around 1,000 staff members at its main office in Stuttgart and across 18 regional offices throughout Germany.

Stability and security are core values for Postbeamtenkrankenkasse, where public service meets modern entrepreneurial culture. State-of-the-art IT services, flexible working arrangements, and a focus on work-life balance make Postbeamtenkrankenkasse an attractive place to work. Employees can tailor their working hours and work location to their individual lives: they can work full-time or part-time and combine working from home with going to the office. The company's HR department offers needs-based educational opportunities as part of its services and now wanted to modernize and automate the existing eLearning process, making it more user-friendly, with the help of T-Systems.

At a glance

- Implement and support a new eLearning solution consisting of a learning management system (LMS), including training
- Provide and roll out Smart-Study from the Open Telekom Cloud
- Develop a specific interface for automatic user data synchronization
- Introduce a cloud-based training system to boost employer attractiveness
- Ensure compatibility with flexible working arrangements
- Enhance user-friendliness
- Guarantee compliance with security and data protection requirements
- Deliver a modern LMS with an improved user experience
- Offer flexible and scalable cost models
- Meet the security requirements for health insurance information
- Provide a comprehensive end-to-end solution for modern employee training

T··Systems

Reference in detail

Customer pain points

Postbeamtenkrankenkasse aimed to modernize and automate its current eLearning process to make it more user-friendly. The system needed to be easy to use, cloud-based, and compatible with Edge browsers without requiring any additional installations. Additionally, Postbeamtenkrankenkasse sought a service provider to oversee staging, implementation support, training, and ongoing maintenance for the new LMS.

How T-Systems solved it

The decision-makers at Postbeamtenkrankenkasse opted for an end-to-end solution from T-Systems International: a learning management system delivered from the Open Telekom Cloud in partnership with Smart-Study. T-Systems and Smart-Study provided the solution as software-as-a-service (SaaS), facilitated the implementation, and trained the responsible employees at Postbeamtenkrankenkasse. Since the system was primarily used in its standard version, a rapid implementation was possible. At the same time, custom content was integrated into standard screens, and the LMS was adapted to reflect Postbeamtenkrankenkasse's corporate identity (logo, font, and color scheme).

Smart-Study offers all the necessary features, including a large pool of training materials and courses. The learning management system can be accessed via the Edge browser without the need for any add-ons or plug-ins.

Business impact

"We opted for a reliable system with a strong team. T-Systems and Smart-Study gave Postbeamtenkrankenkasse close support throughout the implementation project. Clear communication gave us the current status at all times," says Jens Thümmel from Postbeamtenkrankenkasse. Overall, the system is simple and convenient to use. It aligns perfectly with the flexible work environment at Postbeamtenkrankenkasse and can be easily scaled in SaaS mode, including a flexible and reasonable pricing model.

The Open Telekom Cloud from T-Systems serves as a sovereign cloud platform. Combined with European learning software, it has enabled the creation of a modern, secure, and data protection-compliant eLearning system. Employees now have access to low-threshold courses that are easy to integrate into their daily work routines.