Sovereign cloud for education platform

Avendoo relies on the T Cloud Switzerland for its Swiss product



“Thanks to the certified European T Cloud Public and the T Cloud Switzerland, we ensure compliance with legal regulations regarding data sovereignty for our customers, while gaining all the benefits of the flexibility of cloud computing.”

Julien Boppert, Managing Director, Avendoo

Continuing education and training at companies fulfill two important functions: Firstly, companies benefit from employees whose expertise is up to date. Secondly, the opportunity for personal continuing education is a major factor for employee satisfaction with their employer. As such, the vast majority of German and Swiss companies offer further education and training to their employees. Still, professional continuing education requires efficient learning management platforms. Avendoo, from Paderborn, Germany, is an end-to-end provider for companies and organizations that rely on digital learning processes for the education and training of their employees. “We started over two decades ago, as a student project for digitally supported knowledge tests,” explains Julien Boppert, who is responsible for product development as one of the two managing directors at Avendoo. The company has come a long way since then.

Today, Avendoo is a comprehensive learning platform for businesses, government agencies, and associations to train employees and customers anywhere, anytime, and make them enthusiastic about education. The learning platform has features such as event management, knowledge management, and tests. It provides access to information and knowledge on a variety of user devices. Preconfigured interfaces make it easy to connect the digital platform with the company’s internal personnel management system. All these features create comprehensive employee training management for education processes from a single source, reducing complexity for client companies. This frees up education managers to concentrate on developing the training content and coordinated education strategies, to establish efficient, sustainable cultures of learning in the long term. In addition to education managers, Avendoo focuses primarily on learners: “We want our platform to make learning fun and motivate people to learn. To do so, we leverage the full gamut of traditional, digital, and virtual possibilities,” explains Boppert. Avendoo’s customers include toom, Swiss Life, Jungheinrich, dm, and the Media Authority of North Rhine-Westphalia. Avendoo was already running the Avendoo Learning App as a software-as-a-service solution on the T Cloud Public and now, considering the good experiences to date, wanted to offer its solutions from the T Cloud Switzerland for customers in Switzerland.

At a glance

- Providing the Avendoo learning platform from a central host offers business benefits
- Customer requirements: data security, data protection, and local data storage in Switzerland
- High performance for service provision
- Expansion of hosting for Avendoo: provided from the T Cloud Public and the T Cloud Switzerland
- BSI C5 certification documents comply with regulatory requirements
- Avendoo customers are free to choose their hosting method
- Improved technical performance and scalability
- Infrastructure costs align with the use of the service
- Compliance requirements satisfied: local data storage in Switzerland and Germany
- The T Cloud Public is the leading European cloud and the largest OpenStack cloud in Switzerland. It runs on 100% green energy and satisfies customer demands for sovereign data storage, data security, and data protection

T Systems

Reference in detail

Customer pain points

Customers who use Avendoo receive their own instance on the education platform. Employees and education managers access it via browser login. Installation on-premises – that is, on the company's internal resources – is more the exception than the rule in recent years. Avendoo favors providing the solution from central hosting or the cloud. "Within an implementation, it's much simpler when the project team can work hand in hand with the in-house operations team, of course," explains Boppert, "but the cloud is the better choice for continuous operations, because updates can be rolled out much more easily." Nonetheless, the technical advantages of providing the solution as software as a service (SaaS) from the cloud also meet customer demands for data security and data protection. "Our customers, especially in Switzerland, justifiably expect our services to satisfy the applicable regulations," says Boppert. Against this background, Avendoo sought a suitable cloud provider that could satisfy the demands for local (national) data storage, particularly for the Swiss market.

How T-Systems solved it

"After analyzing the market conditions, we decided to add the T Cloud Switzerland to our portfolio as an additional hosting platform," says Boppert. In Germany, Avendoo offers the standard version of its software on the T Cloud Public, hosted in the Magdeburg/Biere twin data centers. "In Switzerland, the T Cloud Switzerland fulfills the country's strict data protection and regulatory demands for local data storage," explains Boppert. The largest European cloud is based on OpenStack and is provided from two data centers in Bern and Zollikofen with three availability zones. This means the generated data is stored and processed securely – and exclusively – in Switzerland. Avendoo has its own client on the T Cloud Switzerland, which it can customize to its specific needs. Automated deployments in accordance with the Infrastructure as Code (IaC) principle ensure efficient operations. As such, Avendoo offers its customers a professionally curated selection of hosting options. Security and compliance features are integrated; customer support and services are provided by a local Swiss team. The T Cloud Public verifies compliance require-ments through a variety of certificates, such as BSI C5 Type 2.

Business impact

With the T Cloud Switzerland, Avendoo offers its customers an extended selection of options for using its learning software. This freedom to choose is a clear statement that Avendoo takes its customers' demands for data security and data protection seriously. "With a certified European cloud, we ensure compliance with legal regulations for our customers," says Boppert. The T Cloud Switzerland follows GDPR guidelines and satisfies the requirements of Swiss data protection law (DSG). Three availability zones ensure a high level of business resilience – for reliable, trouble-free operation of the learning platform. At the same time, using the cloud provides additional technical and business benefits for Avendoo. For example, providing the service from a powerful cloud makes it possible for users to export data smoothly, without latency, for conducting analyses.

"At the same time, there are major fluctuations in the utilization of our services – not only when a customer goes live, which significantly increases the request load on a specific installation, but also through temporary campaigns and promotions by current customers," explains Boppert.

The T Cloud Public and T Cloud Switzerland play to their strengths here, as well, because they scale up and down automatically with the load on the service: The cloud grows and shrinks simply according to demand – and the costs for hosting capacity are synchronized with the use of the services by Avendoo's customers. "The T Cloud Public, in combination with the T Cloud Switzerland, gives us the perfect mix of technical performance and adaptive costs," summarizes Boppert.

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