

About the customer

The customer Mercedes-Benz AG receives support requests with attachments on a daily basis. The support team receives these enquiries via a ticket system, which is now being transferred to a modern, cloud-based solution and is processing customer enquiries ever more efficiently.

Task definition

A modern ticket system can no longer do without processing file attachments. This allows the support team to analyse problems more efficiently and help the user more quickly. Over time, however, the number of support tickets and their attachments increases steadily, so that centralised and secure storage of attachments from a wide variety of systems makes sense, reduces costs and promises to cope with this growth. Synergy effects should also reduce storage space. This requires the development of a supplementary but sufficiently integrated attachment management service.

The solution from Materna

The attachment service was designed as a modern microservices application and offers, among other things, secure services for uploading, downloading and retrieving attachments and their metadata. These are now used by a large number of the customer's existing applications (approx. 20).

A cloud-based application was implemented as a customised solution for the attachment service. This was implemented quickly and reliably by the DevOps team using AWS services for storage, network and computing services and delivered regularly and automatically.

Why AWS

- Mature and reliable infrastructure and platform services.
- Available and high-quality components for technical implementation.
- AWS already has a high level of acceptance with the customer.
- The customer has already established security standards implemented on AWS.

Results and advantages of the solution

The use of the new attachment service permanently relieves the individual ticket systems. The cloud-based approach also has the advantage that storage space and processing power can always be scaled according to requirements over time.

Why Materna

As a long-standing and reliable partner of Amazon Web Services (AWS), Materna has excellent expertise in the areas of infrastructure, migration and cloud-native application development and modernisation.

The IT service provider presents itself as highly competent across the entire software lifecycle in all project phases of a customer solution: from process consulting, specialist and technical design, security design, customising and implementation, infrastructure setup and deployment processes through to infrastructure and application operation.

About Materna

Materna successfully utilises the services of Amazon Web Services (AWS) for the implementation of digital transformation solutions. Materna is an AWS Advanced Consulting Partner, AWS Solution Provider and AWS Public Sector Partner with a focus on IoT, Customer Experience, Cloud Native Development and Mobile Applications and offers consulting, migration, modernisation, agile application development (cloud-native) and managed services in these areas.

Communication at eye level and more:

With extensive industry experience, Materna has the necessary background knowledge and develops together with your experts. Regardless of whether it is a classic software project, a process improvement or a new digital product.

I would be happy to give you a more detailed insight into the opportunities that digital services can offer your company. Please call me if you have any questions or uncertainties.

Materna Information & Communications SE

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About us

Materna is an internationally successful full-service IT service provider in the premium segment: from consulting to implementation and operation. Our expertise in our business areas has been confirmed many times by market analysts.