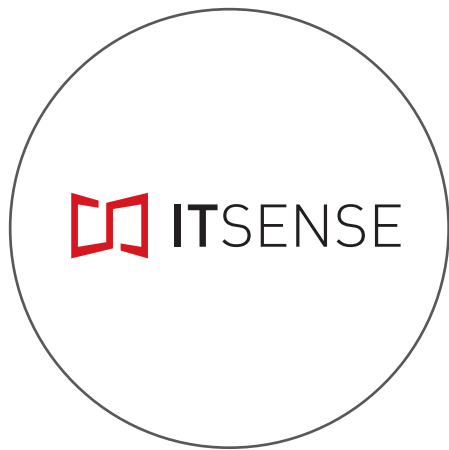


IAM for the Next Generation



CUSTOMER REFERENCE

ITSENSE

Company

Industry: ISV,
Service Provider

Location: Aarau

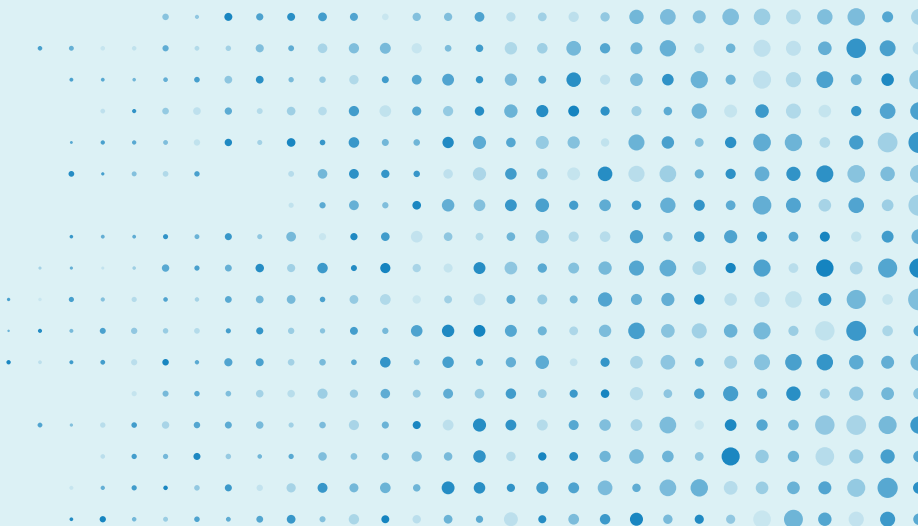
Founded: 2003

Employees: >50

ITSENSE is the Swiss specialist for Identity and Access Management (IAM) with headquarters in Aarau. The company develops and operates modern, scalable solutions for the secure management of digital identities – characterized by precision, reliability, and innovation.

With the **CoreOne Identity Platform**, ITSENSE offers a modular IDaaS solution that seamlessly supports Customer IAM, Enterprise IAM, and E-Government scenarios. Operations in Switzerland ensure digital sovereignty, maximum security, and consistent data protection.

Thus, ITSENSE combines Swiss quality and innovative spirit with many years of expertise in the international IAM market.



Standing still is not an option

The **CoreOne Suite** was developed as a modular, powerful, and scalable architecture, offering customers a stable, efficient IAM solution. But for **ITSENSE**, success doesn't mean standing still. With the mission to “create simple, efficient, and scalable IAM solutions for the international market,” it's clear: the next big step is imminent.

In close cooperation with **AWS Switzerland** and **copebit**, ITSENSE is opening a new chapter – a technological and cultural evolution that points the way to the future.

- **Customer Centricity:** Expanding functionalities while ensuring the highest security standards and consistent data protection. Additionally, the aim is faster development cycles, adaptive software with high performance, and comprehensive test coverage with every new CoreOne Release.
- **Scalability:** By using Kubernetes, development is to be optimized, delivery made more efficient, and operations made more robust, faster, and more secure.
- **Multi-Tenant Capability:** ITSENSE relies on a highly efficient tenant architecture that allows multiple independent organizations to operate in parallel on a common CoreOne instance. This optimizes resource utilization and reduces operating costs without compromising security, data protection, or efficiency. At the same time, the platform also supports Dedicated-Tenant-Setups, which provide an exclusive CoreOne instance particularly for security-critical or highly regulated use cases.

"We are deliberately investing in the further development of our platform today so that we can use resources more efficiently in the future. The Swiss location commits us to the highest quality and innovative strength - this is the only way Swiss software can assert itself sustainably in international competition."



Silvan Grüter
CTO ITSENSE

The Technical Quantum Leap

ITSENSE is consistently expanding its technological foundation. From proven substance, a platform is emerging that is more flexible, scalable, and even more precisely tailored to individual customer needs. The Swiss IAM solutions, which are used both on-premises and as SaaS, are thus developing into an even more agile foundation for the digital future.

The core of this transformation is a comprehensive **replatforming**: The previous architecture was transformed into independent microservices and migrated to the AWS Cloud – primarily in the Zurich region. There, the new platform runs on **Kubernetes** and forms a modern basis that is open, scalable, and geared towards future requirements.

At its core is a Kubernetes-based workload hosted on Amazon EKS, supplemented by OpenSearch for search and analysis, ElastiCache Valkey with Redis compatibility for high-performance caching, and Amazon MQ with RabbitMQ Engine for reliable messaging. Applications are developed as Docker containers and parameterized with Helm charts. Deployment is fully automated according to DevSecOps and GitOps principles with Flux.

The entire infrastructure is controlled via Infrastructure as Code: AWS resources with OpenTofu/Terraform, Kubernetes manifests with Helm, and the management of code and configuration with GitHub. The CI/CD process connects GitHub for build, test, and image management (AWS Elastic Container Registry) with Flux for deployments, controlled via an extended branching strategy.

Day-2 Operations

The architecture of ITSENSE is designed to accompany the entire software lifecycle – from development to stable operation. The strength of the new approach becomes particularly evident in Day-2 Operations: processes are automated, services interlock, and ensure that stability, security, and compliance are guaranteed at all times. This creates an end-to-end security model that combines preventive protection mechanisms, continuous monitoring, and compliance controls while scaling flexibly.

- **AWS Backup** for reliable data backup and disaster recovery
- **Amazon CloudWatch** for monitoring, logging, and alerting for operational transparency
- **Amazon GuardDuty & AWS Config** for continuous threat detection and compliance monitoring
- **AWS WAF & Shield** for protection against web attacks and DDoS attacks
- **AWS Security Hub** for a central overview of security and compliance status
- **AWS KMS & Secrets Manager** for secure management of keys and secrets

This creates an end-to-end model that seamlessly connects build, test, deployment, and operation. Highly automated and geared towards innovation, speed, and competitiveness.

Cultural Change as a Success Factor

A project of this magnitude means far more than just technological changes – it's also a **cultural transformation**. The ITSENSE team had to adapt to new technologies and processes, build new skills, and simultaneously let go of established knowledge. Especially in collaboration with an external partner like copebit, ensuring seamless **knowledge transfer** was crucial. ITSENSE bears responsibility for the platform's operation and security and always wanted to maintain full control over these aspects.

The balance between the **great responsibility for stable operations**, the **consistent alignment with customer needs**, and the enthusiasm for new technologies was a key success factor. Furthermore, the architecture had to be meticulously coordinated for compatibility of all interfaces, adjacent systems, and powerful **monitoring** to ensure a future-proof and reliable platform.

„We always place great emphasis on fast and customer-centric knowledge transfer. Together with the teams, we build and expand new knowledge and value solutions that fit the customer's environment, culture, and needs. Not everything that is technically possible today makes sense for every project.“



Roman Frei
Product Owner, copebit AG

Kick-off for the CoreOne Identity Platform of the Future

The successful project launch was only possible through the perfect interplay of vision, expertise, and partnership. AWS Switzerland not only provided technical resources and generous funding through the AWS Migration Acceleration Program (MAP) program but also accompanied the journey with valuable guidance and best practices. At the same time, copebit brought a deep understanding of ITSENSE's vision, laying the crucial foundation for a smooth knowledge transfer, cloud competence, and the ability to successfully implement the transformation towards a scalable, modern, and multi-tenant platform.

Securing the Future through Innovation and Collaboration

ITSENSE's journey has just begun. With a clear focus on setting international standards while continuously driving efficiency in development, delivery, and security, the gaze is boldly set forward.

A central element and an additional Initiative for this further development is the IAM-Circle – an exclusive community of customers, partners, and industry experts. Here, technical visions are discussed, first-hand feedback is gathered, and innovations are purposefully and customer-focused advanced from

Switzerland. The IAM-Circle makes ITSENSE not just a provider, but a shaper of the IAM future.

Another success factor remains the close collaboration with copebit. As a partner for implementation, knowledge transfer, and automation, copebit plays a decisive role in ensuring that quality, speed, and stability are guaranteed in the future. Together, ITSENSE, copebit, and AWS create a foundation that goes far beyond technology: a model for continuous innovation and sustainable success.

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"With copebit and AWS, we are elevating efficiency, security, and technology to a new level, thereby realizing our mission: simple, efficient, and scalable IAM solutions for the international market."



Marc Burkhard
CEO ITSENSE

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About copebit

Copebit AG is an innovative and dynamic Swiss IT company with focus on cloud consulting, development, engineering and operations. Besides the standard to always master the latest cloud portfolio, copebit AG also offers project management from «classic» over HERMES 5 to the diverse world of «agile methods» like SCRUM and SAFe. Results and a successful cooperation with the customer are always in the foreground.

Copebit consciously focuses on sustainable values such as transparency, partnership and a long-term approach - for a meaningful everyday working life.

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