



Customer Success Story

Bertschi AG

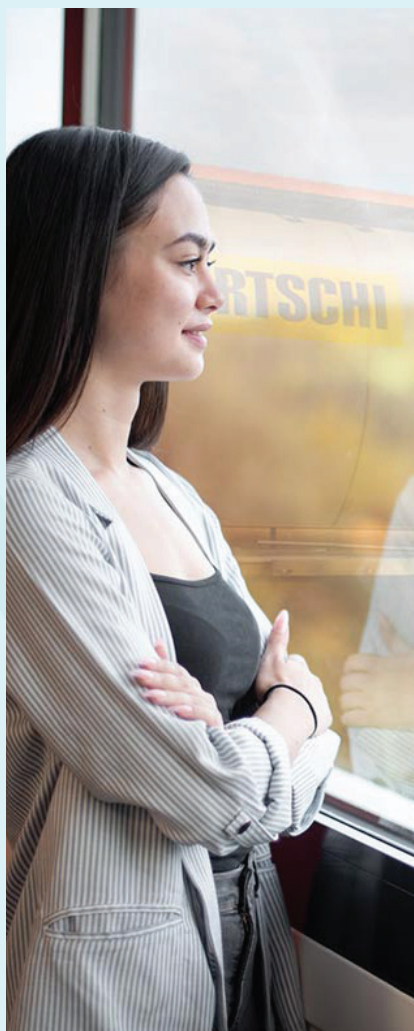
Company—

Industry: Logistics, Chemical

Site: Argau, Switzerland

Founded: 1956

Employees: 3100+



Bertschi Group - From trucking company to chemical logistics specialist. From service provider to innovator. From Swiss to global player. Over the past almost 70 years, the Bertschi company from Dürrenäsch has clearly established itself from a niche in the transport sector to a company that provides a first-class «user experience» with expertise and innovation.

This culture is by all means not only evident on the front end, it is also carried forward in the way Bertschi-IT designs and delivers its services. Simon Hugentobler, who is responsible for the Group's Web Solutions team, aims to make his applications as dynamic, powerful and customer-centric as possible. He currently operates three core applications, which he prepared independently for a cloud migration in 2021.

The Business Case

The three core applications of the Bertschi Group

- A customer portal - with track & trace function, among other things
- A monitoring service - for mobile heating data
- A workshop software - for the digitalization of work processes as well as repairs and maintenance

These applications all have very similar basic requirements for the cloud environment, but each differs in the areas of maintenance, IAM and data exchange. «After two years of operating in any cloud environment, we were experienced enough as a team to be able to recognize for ourselves that we had certain demands on our cloud provider, especially in terms of scalability of services and the requirement for security. Also, as our applications improved, the complexity of operations increased. We therefore evaluated various models and finally decided to operate on AWS,» says Simon Hugentobler about the first steps in the cloud.

After the evaluation of the cloud came the evaluation of a partner to support Simon and the team to ensure the migration, operation and optimization of the environment. Here, copebit was able to demonstrate that they were the right partner in all three areas through excellence, ideas and good project structure. «The collaboration was characterized by trust and innovation from the very beginning,» says Marco Kuendig, partner and project manager of the collaboration. «Simon asked us at the beginning to start with a review, which we gladly delivered. The list of suggestions for improvement became long, not because the previous structures weren't good enough, but because we now have a wealth of experience in optimization tricks, which we are happy to share at reviews.»

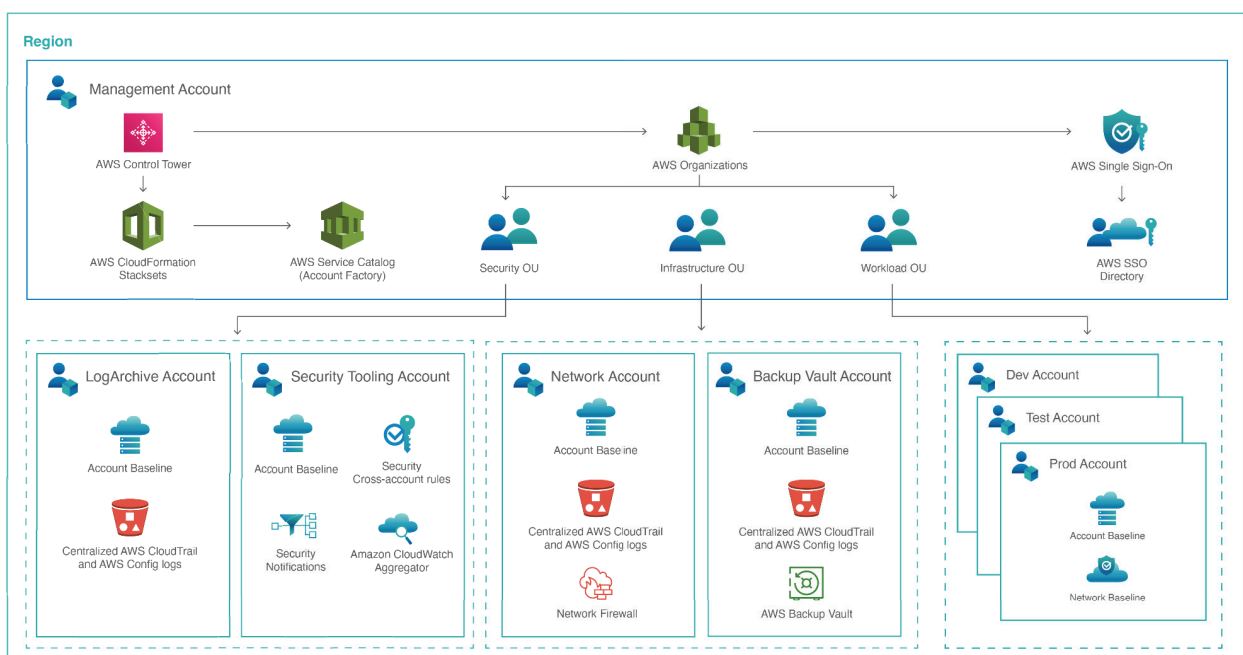
The two teams' insight: The projects could be set up closer to AWS's Well-Architected principles as Infrastructure as Code. Bertschi accepted this recommendation and commissioned copebit AG to build the new environment.

The First Hurdles

It was important to the Bertschi Group's IT team that Terraform, which was already in use at Bertschi, continues to be used as the basis. Terraform, similar to CloudFormation, is able to automate tasks and processes in the cloud through modules. The result is optimized workflows and, at the same time, a flexible infrastructure that can automatically respond to changing requirements. With their experience with CloudFormation under their belt, the copebit AG team quickly got to grips with the new solution and completed the implementation within two months. Terraform as a tool brings new know-how and new possibilities that are difficult to achieve with CloudFormation.

In addition, a comprehensive disaster recovery scenario was worked out for all applications, providing the group with a high level of security for business continuity. The scenarios were developed together with Simon Hugentobler and then solved in various technical processes. The Bertschi Group will test the failure scenarios for reliability up to twice a year, thus reducing its risks for a (cyber) incident to a minimum. "The copebit AG team was very helpful in this case, they gave us good insights into security processes and were very far-sighted in their advice on finding solutions," Simon Hugentobler can report on the collaboration.

The Architecture



The Technical Implementation

As a solid foundation, a landing zone based on AWS ControlTower was created. There, the accounts for login, security and management/consolidated billing are set up. In the landing zone, admin access was also established through an SSO concept so that all AWS accounts can be strongly authorized and administered by personal admin users.

The workload is hosted on Elastic Kubernetes Services (EKS). The stateless applications store their data on AWS RDS with the MariaDB engine and the AWS Elastic Filesystem.

For a clean and simple hybrid cloud integration into the Bertschi network, a centralized networking hub with IPSec VPN was built.

An important requirement came from the disaster recovery specifications. The application must be recoverable with an RPO of 24 hours and an RTO of 8 hours. Therefore, all data is backed up with AWS Backup, using both methods: cross-account and cross-region. This, in combination with the Infrastructure-as-Code approach with Terraform, allows to meet the specified times. Even a completely deleted, corrupt AWS account or region can be restored in the required time.

Additionally, Bertschi has integrated Veeam's storage ISV solution, enabling secure data backup for a range of workloads within the AWS cloud. Furthermore, this Veeam solution is specifically designed for backing up numerous on-premise systems globally, enhancing overall data protection capabilities.

Various monitorings were used, which have already led to further optimization possibilities in the course of the project.

In Numbers

"We have seen the biggest growth within the customer portal. We compared the figures from March 2022 with the ones from March 2023. During this period, we saw almost 3x (296%) more hits in one year. These numbers come from the fact that we continue to actively on-board customers on the one hand and also continuously add new features to the customer portal (Track&Trace)," says Simon Hugentobler.

The workshop application launched in fall, is also growing strongly and already accounts for 38% of all requests. The team is very pleased with this, because the optimizations to the environment are having a clear impact on workflows, productivity and user satisfaction, just as everyone had hoped at the beginning.

About the Cooperation

As a matter of principle, the Bertschi Group attaches great importance to managing its competencies in-house. This was therefore always very important for the cooperation between copebit AG and Bertschi. «There is no question for us, we are a sparring partner for such customers. We build knowledge and solutions together, introduce the customer well to everything and then stay by their side as an innovation and growth partner,» reports Marco Kuendig. Infrastructure, code, licenses and all other project components are therefore already back in the hands of Bertschi AG, and copebit only provides support where Bertschi needs to augment its own know-how in terms of AWS or Kubernetes skills or experience.

«That's why we now have room to take care of new projects with copebit,» laughs Simon Hugentobler. The group is already planning for the next growth spurt, and the successful rollout last fall also increases the motivation to launch new features or applications. «With the reduction of complexity and the flexible foundation, we have gained speed and see opportunities to improve and expand the applications. For that, we are very grateful.»



Simon Hugentobler

Bertschi AG

Head of Websolutions Group

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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