

Success Story

# MIB MANAGEMENT INSTITUT BOCHUM

management institut  
bochum // **mib**



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**Together with its customers, //mib develops solutions that create sustainable customer value.**

» Industry: Management consulting » Location: Bochum, Germany

## PRODUCT REQUIREMENTS



Kubernetes



MyEngineer®



Managed GitLab

mib Management Institut Bochum GmbH is a medium-sized consulting company based in Bochum. Since 2004, it has been helping companies from a wide range of industries to make their management systems future-proof, efficient and sustainable. A particularly unique selling point is the specially developed SaaS application Copiki: an integrated management system that supports companies in mapping and continuously improving their processes in a transparent, user-friendly and technology-supported manner. Characterized by an open, appreciative corporate culture and the aspiration to constructively combine opposites, //mib focuses on individual strengths, diversity and strategic sustainability – both in consulting and in digital implementation.

## THE CHALLENGE

Before the collaboration began, mib Management Institut Bochum GmbH was faced with a number of technical and structural challenges that made the growth of its SaaS application Copiki increasingly difficult. This phase was characterized by constant growth: more and more customers were added – and with them new requirements for scalability and infrastructure.

“However, our existing infrastructure could barely keep up with this pace. Our fragmented system landscape consisted of several large VPS instances, each running different customer systems. This led to high maintenance costs and little automation,” says Andre Plöger, Chief Technology Officer (CTO) at mib Management Institut Bochum GmbH and responsible for the overall technical architecture. Updates had to be installed individually for each instance, backups had to be checked manually and inhomogeneous versions increasingly resulted in technical legacy issues. In addition, there was no central overview of running instances, resources or costs, which made management even more difficult. Although the customer data was stored securely in a German data center, the source code of the application itself was stored in a repository outside the EU, which did not meet the desired data protection requirements.

*„It was particularly critical that our internal IT resources were increasingly occupied with system maintenance - valuable capacities that should actually be used for the further development and expansion of Copiki. The technical infrastructure was therefore increasingly becoming a bottleneck for innovation and growth.“*

Andre Plöger | Chief Technology Officer (CTO)

## SOLUTION

### DATA PROTECTION REQUIREMENTS

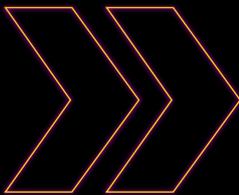
During the initial contact, //mib received concrete and realistic solution proposals from the existing portfolio, which was tailored to the situation. The fact that the data would remain entirely in Germany was particularly convincing, which meant that the data protection and compliance requirements could be met in full.

### RELATED SERVICE OFFER

The service offering from NETWAYS Web Service – consisting of Managed Kubernetes, a self-hosted GitLab instance for the application and infrastructure repositories and the accompanying support from the personal MyEngineer® – quickly proved to be the optimal solution for the desired requirements.

### SIMPLE SCALING

Thanks to the robust and highly available Kubernetes infrastructure, the application can not only be provided more reliably and stably, but can also be scaled much more easily. The previously very complex and error-prone maintenance of the infrastructure stacks was completely taken over, which immediately led to a noticeable reduction in the workload of the internal IT team at //mibs. "The time and energy gained is now flowing into the further development of Copiki – precisely where our actual added value is created."



*„The decision to choose NETWAYS Web Services as our partner has proved to be the right one for us: From the very first meeting, we got to know a team that not only has a deep technical understanding, but is also genuinely interested in our challenges.“*

Andre Plöger | Chief Technology Officer (CTO)



## SUCCESS

### PROGRESS IN DEVELOPMENT

The move of the infrastructure to the Managed Kubernetes environment was an important milestone in the development of version 4 of the SaaS application Copiki from mib Management Institut Bochum GmbH and a significant step on the way to rethinking integrated management systems.

### MORE STABLE SYSTEM

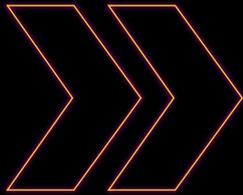
The introduction of dedicated environments for development, testing, staging and production makes it possible to test functions much better before they go live. "Our customers benefit directly from this: they receive a more stable application, faster feature releases and a more reliable user experience."

### ACHIEVING THE GOALS

All targets were achieved and many were even exceeded. The reliable, highly available infrastructure enables to make the service level agreement (SLA) even more attractive to customers. "At the same time, the collaboration with MyEngineer® and the entire NWS team has proven to be extremely profitable. Our ideas were not only implemented, but also thought through – with an understanding of the big picture and the right eye for technical details," says Plöger.

## A LOOK INTO THE FUTURE

Looking to the future, the team at mib Management Institut Bochum GmbH has ambitious plans: "We are aiming to fully integrate AI into our integrated management system in order to set new standards – especially in German-speaking countries."



*„Thanks to the new platform, we can deliver further versions and our vision much faster and in a more structured way.“*

Andre Plöger | Chief Technology Officer (CTO)



## THE ADVANTAGES AT A GLANCE

- » A greatly simplified and accelerated deployment of new customer instances
- » A centralized, automated and stable update system for all instances
- » Enormous efficiency gains in infrastructure relocations thanks to close collaboration
- » High-performance and easily scalable infrastructure

## BENEFIT FROM A HIGH-PERFORMANCE INFRASTRUCTURE WITH OUR MANAGED KUBERNETES

Find out more about our cloud services and how they make your business easier.

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## SHARE YOUR STORY TOO!

Have you had great experiences with NETWAYS Web Services and would like to share them?

We would love to feature your story on our website! Please contact us by e-mail at: [sales@netways.de](mailto:sales@netways.de)

## ABOUT NETWAYS WEB SERVICES

We offer professional cloud and managed services from Germany. In addition to our cloud solutions, we offer Kubernetes, a team of experts available 24/7, and our own AI solutions.

Benefit from ISO-certified and GDPR-compliant solutions and many years of expertise.

Visit our website for more information: <https://nws.netways.de/en>

## NEXT STEPS



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