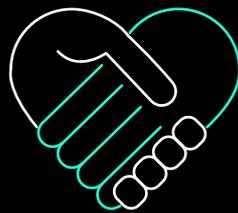


Success Story

TRINUTS



SUCCESS STORY

TRINUTS

Trinuts stands for customized IT solutions, efficient processes and successful projects

» Industry: Technology » Location: Germany



PRODUCT REQUIREMENTS



Cloud



MyEngineer®



Managed Service

Since 1998, Trinuts Kommunikation Dienstleistungen Anwendungen GmbH, or Trinuts GmbH for short, based in Unterhaching just outside Munich, has stood for pragmatic solutions for small and medium-sized companies and local authorities. The focus here is on the integration and optimization of existing IT systems. The provision of web-based services for public administrations plays a central role. One of the solutions from Trinuts is kitaVM, a web-based solution for managing and booking daycare places. What needs to be in place is clear: above all, clear coordination processes. kitaVM makes it easy for local authorities to plan demand and allocate childcare places.

THE CHALLENGE

“It’s not technical problems that threaten a project,” is Siebert’s experience. However, they were denied the clear coordination processes and dialog that Trinuts offers its clients by their own previous hosting provider. “The support was poor and not very customer-friendly. Support requests were processed slowly.”

“We buffered a lot of problems internally,” Siebert remembers the time before 2018. The users of Trinuts services did not notice too much of the restrictions. Fortunately. But scaling upwards was not possible and working as a whole felt unsafe. Compliance with German data protection regulations, which is important for Trinuts, was no longer ensured. Secure, certified and protected operation of their IT in German data centers is particularly important for local authorities and independent providers.



„When the sale was accompanied by the relocation of our previous service provider’s data center abroad, it was clear that we had to change.“

Frank Siebert | Managing Director



SOLUTION

FLEXIBLE CLOUD SERVICE

Today, Frank Siebert and his company feel they have the best possible support to tackle new challenges in the future. The collaboration with NETWAYS began in 2018. Trinuts GmbH uses the NETWAYS Cloud based on OpenStack, giving it the flexible and secure virtual development, test and production systems it needs. The aforementioned kitaVM runs in the NETWAYS Cloud, hosted in the ISO 27001-certified data center in Nuremberg, along with other products such as mykitaVM, a nationwide parent portal for daycare place search and registration and kitaTP for the management of daycare centers, as well as all other customer projects of the company.

SCALABILITY

Siebert greatly appreciates the NETWAYS Cloud because it is extremely flexible and very scalable. "This is just right for us because we always need resources for projects and new services and can therefore react quickly."

GOOD SUPPORT

"The relocation of our systems was very well supported." An unforeseen difficulty arose during the mail server move due to the transfer of aliases and forwarding. The problem was basically not a technical one, but was based on initially inadequate communication and was quickly resolved. With MyEngineer®, a systems engineer from NETWAYS is always available to provide you with help and advice as your direct contact.



„The colleagues were well aware of our situation and quickly came up with sensible implementation proposals. Our entire server infrastructure now runs at NETWAYS.“

Frank Siebert | Managing Director



SUCCESS

PERSONAL COOPERATION

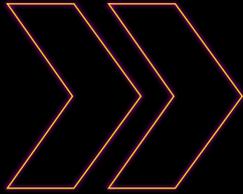
Trinuts appreciates the personal and direct cooperation, especially with NETWAYS colleagues Manfred Schlutz, Fabian Rothlauf and Georg Mimietz. Manfred was Trinuts' contact person in the sales team, while Fabian and Georg are there for Trinuts as NETWAYS MyEngineers® with customized service and support.

TECHNOLOGICAL FLEXIBILITY

A lot has changed for Trinuts since 2018. Internal resources can be used more effectively and processes can be better structured. The NETWAYS Cloud offers a much more stable environment for development and production. This technological flexibility and outstanding customer service give Trinuts security and allow "a professional approach to our customers".

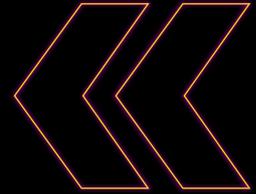
A LOOK INTO THE FUTURE

CEO Frank Siebert is positive about the future: "We want to scale our existing service offering and establish ourselves as the first port of call for optimizing the administration, planning and allocation of childcare places."



„The excellent availability and the proactive approach of the colleagues at NETWAYS ensure that any problems are recognized in advance and responded to accordingly.“

Frank Siebert | Managing Director



THE ADVANTAGES AT A GLANCE

- » Sensible use of internal resources
- » Flexible scalability
- » Best possible support from personal contacts
- » Secure cloud service

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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

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.

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