



Chamber of Industry and Commerce for Munich and Upper Bavaria

Secure cloud for the Chamber of Industry and Commerce

There are 79 Chambers of Industry and Commerce in Germany, nine of them in Bavaria. They are responsible for the self-administration of the regional economy, and offer entrepreneurs information about training, business start-ups, and legal issues. They also represent the interests of their members to politicians. By the end of 2022, most of the services are supposed to be accessible via the Internet. This is because, as public corporations, the chambers of industry and commerce are subject to the Online Access Act (OZG). This calls for the digitalization of public administration services in order to facilitate access for citizens, replace paper-based processes, and reduce the workload for offices and authorities. This is one of the reasons why the Chamber of Industry and Commerce for Munich and Upper Bavaria has been relying on the public cloud since 2020. The Munich chamber uses the cloud infrastructure to expand its portfolio for its customers.

At a glance

The Task: The Chamber of Industry and Commerce for Munich and Upper Bavaria was looking for a cloud provider that met the strict requirements of a public corporation with regard to data protection and IT security. And at the same time could offer all the desired modern technologies.

The Solution: The Chamber of Industry and Commerce has been using IaaS and PaaS resources from the Open Telekom Cloud since 2020. Among other things, the offer stood out due to its security and open-source solutions as well as the commitment to professional secrecy for employees who provide support for the Chamber of Industry and Commerce.

The Advantages: The Chamber of Industry and Commerce gets more security from the public cloud than would be economically feasible in its own data center. A high degree of automation accelerates IT processes. Open-source technology ensures vendor independence for the association. The Chamber of Industry and Commerce can meet all Online Access Act (OZG) requirements on time.



The Customer: The Chamber of Industry and Commerce for Munich and Upper Bavaria

The Chamber of Industry and Commerce for Munich and Upper Bavaria is the largest such chamber in Germany. It represents the interests of around 410,000 companies in its chamber district. As a public corporation, it is subject to specific rights and obligations. And it carries out public sector statutory tasks on behalf of the state – for example in vocational training. In recent years, the Chamber of Industry and Commerce has also been responsible for the applications, processing, and payment of coronavirus financial aid for its member companies. Membership of the regional Chamber of Industry and Commerce is mandatory for a large proportion of German companies. Freelancers, handicraft businesses, and farms are exempt.

The Challenge

Digitalize, automate, modernize – Roberto Schumann, Head of IT Services at the Chamber of Commerce and Industry for Munich and Upper Bavaria, was pursuing clear goals for the IT infrastructure in 2019: “In doing so, we were faced with the question of whether to invest extensively in new hardware for future requirements or to rely on a cloud solution.” The decision was made in favor of the cloud. However, one thing had to be taken into account: As a public corporation, the Chamber of Industry and Commerce has to meet particularly strict requirements with regard to data protection and IT security. Due to its public sector statutory tasks, it is obliged to provide special protection for the data of companies and trainees, for example. Accordingly, a provider had to be able to offer GDPR-compliant resources from German data centers. In addition, the Chamber of Industry and Commerce also required a commitment to professional secrecy for employees in cloud support. Equally important: “Diverse state-of-the-art technologies that we wanted to use,” says Schumann.

The Solution

After a tender process and a successful proof of concept, the Munich chamber chose the Open Telekom Cloud. The Chamber of Industry and Commerce uses both Infrastructure and Platform as a Service from the data centers in Biele and Magdeburg – including, for example, backup and storage services. Among other things, it operates database and container systems in the cloud.



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Standard scripting tools such as Ansible and Terraform ensure the rapid distribution of new software. With the help of a blockchain-based solution in the cloud, users can now even check the authenticity of sensitive documents, such as training certificates.

The Customer Benefits

From Anti-DDoS to fail-safety across multiple availability zones, the Open Telekom Cloud offers the Chamber of Industry and Commerce for Munich and Upper Bavaria all the measures it requires for protecting data and applications. “We could not cost-effectively operate such comprehensive protection in our own data center,” says IT expert Schumann. For handling sensitive information, the Chamber of Industry and Commerce also benefits from the commitment to professional secrecy among employees of the Open Telekom Cloud. A high degree of automation and open-source technologies accelerate development and provisioning processes and also ensure provider independence for the customer. Demand-based billing makes the use of cloud resources significantly more cost-efficient than procuring and operating in-house hardware.

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