

PPI Financial Services Secures Critical Banking with Teleport Infrastructure Identity



INDUSTRY: Financial Services / Managed Banking Technology **HEADQUARTERS:** Frankfurt am Main, Germany

MARKETS: European Union

MISSION: PPI Financial Services GmbH (PPI FS), a subsidiary of the PPI group, operates managed cloud platforms for the financial industry — including payments processing, SEPA, instant payments, and foreign transactions — enabling banks to outsource critical operational value chains securely and at scale.

PPI Financial Services is a specialized managed service provider for the European financial sector, operating banking systems in the cloud on behalf of regulated institutions. In 2024, PPI FS assumed full payment operations for Hamburg Commercial Bank (HCOB), underscoring its role as a trusted operator of mission-critical financial infrastructure.

As a cloud provider to banks, PPI FS must simultaneously deliver high availability, reliability, auditability, and strict regulatory compliance — including Germany's C5 cloud security framework and classification

as critical infrastructure (KRITIS). The engineering team manages this complexity across multiple data centers, with a strong commitment to infrastructure as code and operational scalability.

Teleport became PPI FS's central Infrastructure Identity platform, providing secure, auditable, and unified access to Kubernetes clusters, middleware, and applications — enabling the team to scale environments and onboard engineers while maintaining their regulatory posture.

Challenge

Operating banking systems in the cloud places extraordinary demands on identity, access, and auditability. As PPI FS expanded its customer base and infrastructure footprint, the engineering team faced several challenges:

- Growing complexity across Kubernetes clusters, middleware, and supporting services spanning multiple data centers
- Strict regulatory requirements including C5, KRITIS, and forthcoming DORA compliance
- Fast and secure onboarding of engineers without manual certificate management or fragmented access workflows
- Full auditability of every access event across production and non-production environments

“ We needed secure access that scales with our infrastructure — without adding complexity for engineers or risk for our customers.

Bjarne Lamczak, Cloud DevOps Engineer,
PPI Financial Services

Solution

PPI FS selected Teleport as its Infrastructure Identity provider, initially deploying on a virtual machine and subsequently migrating to a fully Kubernetes-native architecture using the Teleport Kubernetes Operator and Terraform provider.

Teleport now provides unified identity and access across PPI FS's cloud environments:

- **Kubernetes clusters across production, staging, and development environments**
- **Middleware and internal applications**
- **Multi-cloud infrastructure spanning multiple data centers**

By integrating Teleport with single sign-on, the engineering team eliminated manual certificate management entirely. Engineers authenticate once and receive privileges appropriate to their role — with each session fully audited.

Teleport's infrastructure-as-code compatibility was essential to PPI FS's operational philosophy. All access policies and configurations are managed through Terraform, ensuring consistency, repeatability, and auditability across environments.

“ Teleport fits naturally into how we operate. The Kubernetes operator and Terraform provider let us manage access the same way we manage everything else — as code.

Bjarne Lamczak, Cloud DevOps Engineer,
PPI Financial Services

Results

Simplified Onboarding and Improved Engineer Experience

Teleport dramatically simplified how new engineers gain access to infrastructure.

“ People just need to know where to log in, and they have the access they need. The daily user experience is very good.

Bjarne Lamczak

“ During the entire time we've had it deployed, any downtime was never due to Teleport itself. It's been running continuously for two years.

Bjarne Lamczak

Operational Reliability

Since deploying the current Kubernetes-based architecture, Teleport has run continuously for over two years with zero platform-attributable downtime. Any service interruptions during that period were caused by surrounding systems — not Teleport itself.

Strengthened Regulatory and Compliance Posture

Teleport's comprehensive audit logging and identity-driven access controls contributed directly to PPI FS achieving its C5 adequacy assessment — a rigorous German regulatory framework for cloud providers.

Infrastructure-as-Code Alignment

By managing Teleport entirely through the Kubernetes Operator and Terraform provider, PPI FS ensured that access controls are as consistent and version-controlled as the rest of their infrastructure. This alignment reduces operational risk and supports the team's goal of scaling to serve more customers with less effort per iteration.



Future Plans

PPI FS plans to deepen and extend its use of Teleport across the organization:

- **Expanding** Teleport to product development teams, enabling cloud-native development and testing environments under the same identity and access model
- **Leveraging** Teleport's fine-grained access capabilities to continuously improve security and compliance granularity

Teleport remains a foundational component of PPI FS's long-term approach to managing Infrastructure Identity across its regulated, multi-customer cloud platform.



Key Takeaways

- **Before Teleport:** Manual certificate management, complex onboarding, and fragmented access workflows
- **After Teleport:** Unified identity and access with single sign-on, full auditability, and infrastructure-as-code management
- **Impact:** Simplified onboarding, zero platform-attributable downtime over two years, C5 certification achieved, and a scalable foundation for regulatory compliance
- **Looking Ahead:** Expansion to development teams

“ Teleport just works — the infrastructure-as-code support is excellent, the documentation is strong, and the support is the best we've experienced from any vendor.

Bjarne Lamczak, Cloud DevOps Engineer,
PPI Financial Services

Get Started Today! Try Teleport free for 14 days at goteleport.com/signup | Request a call at goteleport.com/signup/enterprise

Teleport, the AI Infrastructure Identity Company, establishes a unified identity layer for humans, machines, workloads, and AI agents — preventing identity attacks, accelerating engineering, and enabling secure AI adoption. For more information, visit goteleport.com or follow @goteleport.