

Providing customer-centered next generation services.

Telecommunications & Utilities.
Customer-Centric Fulfillment.



Automated, multi-network processes.

T-Systems helps telecommunications companies to provide fully automated next generation services. Convergent next generation services give customers complete freedom of choice over which networks or terminal devices they want for these services. To enable telecommunications providers to offer convergence products of this kind quickly and flexibly, T-Systems has developed an IT solution for a comprehensive provision process: Customer-Centric Fulfillment

Placing the customer at the center.

The fully automated process starts with the noticeably faster, simpler generation of individual services. The end customer can order and configure these on all kinds of terminal devices via a personalized portal. Next, all fulfillment steps, including final activation, take place without the need for manual intervention. This enables customers to use the services they have ordered almost immediately.

In order for customers to be able to personalize and utilize next generation services via different networks and terminal devices, the solution provided by T-Systems no longer depends upon a particular network. Instead, the ICT service provider chooses the customer-centered approach, and integrates all the access networks ordered.

Investment protection. In order to achieve a customer-centered approach, T-Systems has developed the IT-based Customer-Centric Fulfillment solution. The provision process is based on service-oriented architecture (SOA), within which the telecommunications provider can continue to use their existing systems – where economically feasible.

If the individual steps of the fulfillment process require the use of additional system products or the replacement of old ones, as an experienced service provider, T-Systems incorporates the suitable products step by step in the platform. In this way, telecommunications firms achieve the maximum of flexibility, openness, investment protection and future stability for their next generation services.

Next generation services. Next generation services are characterized, among other things, by the fact that they are no longer provided tied to a particular network, i.e. only the Internet or a cell phone network, but in all networks that the customer wishes. Here, the convergence of Internet, landline, cell phone and electronic media enables a service to be transferred seamlessly from one network to another. If an end customer has used a video service via his TV receiver, for example, he can seamlessly transfer this service to a mobile terminal device and continue using it without interruption when he leaves the house.

Compact.

- T-Systems supports telecommunications providers in the provision of personalized, multi-network next generation services
- Customer-centered fulfillment process ends the former dependence on a particular network
- IT-based solution automates all process steps and enables the fast, flexible provision of new services
- Service-oriented architecture (SOA) creates openness, flexibility, future stability and investment protection
- Existing system landscape can continue to be used
- Step-by-step migration and integration possible
- Selection of necessary system products using best-of-breed method

For further information:

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