

**WORKING TOGETHER
FOR BETTER QUALITY
AND MORE SATISFIED
CUSTOMERS**

T · Systems ·

ZERO OUTAGE

ZERO OUTAGE

since **2011**

99.999 %
ICT AVAILABILITY

300,000
CHANGES



a year with

99.5 %

SUCCESS RATE



↘ 75 %

Major incidents reduced
by three-quarters



around **21,000** T-Systems employees

>30

top partners



>60

access providers



trained and certified

TRUSTED PARTNERS

are committed to:

A ZERO OUTAGE CULTURE

T-SYSTEMS' QUALITY STANDARDS

MANAGER ON DUTY SUPPORT

within 20 minutes from when a problem begins

**PROBLEM RECTIFICATION WITHIN
A MAXIMUM OF 4 HOURS**

**ACTIVE SUPPORT IN
PROBLEM AND CHANGE MANAGEMENT**

REGULAR FURTHER TRAINING

- in Incident, Problem and Change Management
- continuous sharing of best-practice solutions

ZERO OUTAGE CERTIFICATION

VALUE AND BENEFITS



KNOW-HOW

- Diverse means of cooperation
- Best practice sharing: Learning from the successes of the Zero Outage program so far
- Lasting optimization of own products and processes (e.g. increase in efficiency)



BUDGET

- Promotion of proactive quality measures by T-Systems
- Attractive opportunity for additional business – through the joint development of solutions and services



BRAND

- Prominent Branding: “Zero Outage Certified Partner” and “Zero Outage Certified Provider” – in requests for proposals and activities relating to new business
- Positioning as a top partner – including annual award for the best of the best



PARTNER OF THE YEAR

T-Systems presents an annual award to the best of the best. Partners who have made a particularly big contribution to the Zero Outage quality program in the past twelve months are named "Partner Of The Year."

In 2016 the award went to the following partners:



Stable Operations



Access Provider Americas



Best Service Improvement



Access Provider Europe



Access Provider Asia



ZERO OUTAGE
CERTIFIED PARTNER

ZERO OUTAGE
CERTIFIED PROVIDER

Are you interested in the Zero Outage certification?

Contact us:

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