Mobile Application Services.
Secure access to business processes – any time, any place.
One-stop mobile business solutions.

The boundaries between work and leisure are becoming increasingly blurred. This is due mainly to today’s technology that lets you work practically anywhere. The growing number of mobile devices is driving this trend. What’s more, most people would like to be able to use their private smart phone or tablet PC in their work – wherever they happen to be. Executives and sales and service employees want to access up-to-the-minute facts and figures residing at a company site without laborious login and authentication procedures. And the enterprises benefit too – from more streamlined processes, faster decision-making and improved employee morale. But a word of warning: implementing a sustainable business mobility strategy with the required level of security is no simple task. It calls for a great deal of experience, particularly with regard to systems integration.

A holistic approach to mobility.

T-Systems has long pursued a holistic approach to consulting, planning, implementing and operating mobile solutions and mobile end-user devices. Our customers can place everything from device management, network infrastructure, mobile telephony contracts and security, to platform operations and even enterprise app stores in our safe and capable hands. We develop, implement and operate both standardized and custom applications for mobile devices as a basis for mobile-enabled business processes. To offer the widest possible choice of devices and applications, T Systems utilizes a middleware platform. This is operated as a cloud service and enables the adaptation of SAP applications to different devices, and the integration of non-SAP applications.

Systems integration is the linchpin.

Your mobile solution will only deliver the goods if the mobile applications mesh smoothly with in-house processes. T-Systems takes responsibility for integrating the apps you wish to deploy with your backend systems. And you can update the application software at any time to reflect changes at the backend. We deliver a solution precisely tailored to your requirements, whether that calls for standardized mobile apps, customizable apps, or highly flexible custom software. Leveraging the right selection of applications for your needs, our Systems Integration team seamlessly interfaces your mobile processes with your business operations.

Just some of our services and capabilities.

- Process and industry expertise.
- Consulting, set-up, integration and operation of your mobile IT architecture.
- Device technology: advice on the right choice of hardware and mobile OS.
- Implementation of holistic security mechanisms as a foundation for integrating mobile processes.
- Development of custom mobile applications (AppFactory).
- Mobile middleware technologies: integration, management and operation.
- Device management: in-house or as a cloud service from T-Systems.
- Implementation of an enterprise app store.
- Where desired, end-to-end operation of your mobile solutions by T-Systems.
- Extension of Application Lifecycle Management (ALM) to include mobile apps.

Added value for your organization.

- Communications across disparate systems and processes, with relevant information available any time, any place.
- Your mobile devices are as seamlessly integrated with business applications as your desktops, and can complement or even replace them.
- Your in-house IT department does not need to maintain skills in developing apps, integrating them with backend processes or in middleware technology for the operating systems on different vendors’ mobile devices.
- You reap the benefits of standardized software development.
- You employ the latest and most powerful mobile security capabilities.
- You don’t need to invest in software development, maintenance or updates.
- You have a single, one-stop supplier at every stage in mobile-enabling your business IT.

---

A systematic approach. From consulting to operations. Plan, build, run for mobile applications – with strong skills in mobilizing SAP applications.
Mobile-enabling your business processes calls for a holistic approach to your mobility strategy, IT environment and security issues.

Developing an enterprise-wide strategy for mobile business processes is a vital step en route to a truly sustainable solution. The strategy must address core issues, such as: which processes need to go mobile? Which departments should be involved? Which devices are likely to be most useful? What kind of security do we need? What systems can be permitted to provide the data and processes? In developing a made-to-measure mobility strategy for your company, T-Systems will bring to bear all of its experience with process optimization, IT architecture, security and the operation of end-to-end solutions.

Comprehensive protection cannot be addressed at the level of systems and interfaces alone. It needs to embrace a host of other issues, too: who is permitted to access what data? What data can reside on a mobile device, and in what form? What happens if a device gets lost? How are the backend systems protected? At the earliest stage of planning, we consider the issue of security from every angle and at every level. From security architecture to data protection, every parameter is specified in depth – on the basis of best practices.

Finding the right approach to integrating mobile capabilities with your core business processes is essential. Usually, middleware must be employed to utilize precisely the data needed to breathe life into a mobile app and provide access to business processes. Only 10 percent of a mobile application runs at the user interface, while 90 percent is in the backend processes integrated via the middleware, security routines, and other invisible parts of a mobile app. All links in the value chain must be looked at: from the application including backend integration to mobile device management, operations and application lifecycle management.

4. Delight your employees.
Companies need to accommodate their staff’s affinity for mobile gadgetry. Employees are never more than a few clicks away from the information they need. At the same time, they have no idea how difficult it is to introduce that kind of functionality to the world of work in a secure way. If your organization implements a comprehensive, fully integrated mobile solution, your workforce will be delighted to exploit the new capabilities to best effect – which can work wonders for your company’s productivity. Last not least, you can leverage your image as a forward-looking employer to attract the younger generation – and recruit digital natives far more easily.

Overview of T-Systems’ plan, build, run approach. Good groundwork during planning and implementation ensures a compelling mobility solution.

T-Systems’ plan, build, run approach.
T-Systems plans, develops and implements made-to-measure mobility solutions. You can choose to manage operations in-house or outsource to a third party (hosted solution). You can even transfer full responsibility to T-Systems, who delivers the solution from the cloud. In the latter two scenarios, T-Systems ensures high-availability and compliance with all service levels and quality requirements. If you wish, your end-to-end solution can even include an enterprise app store.
Expertise is key.

Only T-Systems offers:

- Extensive experience in consulting, developing, implementing and operating mobile applications for business processes (B2B) or consumer-facing solutions (B2C)
- Holistic, coherent, one-stop solutions that cover the entire mobile value chain
- Outstanding system integration skills
- Security strategy for mobile solutions in accordance with German data-protection legislation

A leader in mobile SAP.

Thanks to our close partnerships with Sybase and SAP over more than a decade, and our own powers of innovation, T-Systems has successfully established even highly complex mobility-related solutions on the market. We identify and evaluate new developments and technologies early, making them available to our customers that much faster. T-Systems can add mobile capabilities to any SAP application that your organization might need.

Case studies.

Mobile KPI for reporting and analytics.

The challenge.
- Mobile-enabling of global sales reporting and global inventory levels
- Instant displaying and highlighting of countries experiencing problems
- Breakdown of data by region and product
- Highly secure access to mission-critical data

The solution.
- Mobile access to aggregated QlikView data
- Intuitive graphical display of data on an iPad
- Offline data with regular updates

The benefits.
- Up-to-date information on critical KPIs available at all times via various mobile devices
- An ideal foundation for rapid decision-making and follow-through – anytime, anywhere
- No data fraud via vulnerable hard copies
- Integrated protection and security for critical data

Mobile solution for human resource management.

The challenge.
- Provision of information and workflow access for HR employees on the move
- Need for an intuitive system that can be utilized fast
- High demands in terms of security and protection of privacy

The solution.
- Mobile access to SAP HR data
- iPad as a basis for a strategic enterprise solution with a lasting OS strategy
- Customer-specific integration into the server model as an access connection into the company domain
- Data access via two-factor authentication and integration with the single sign-on solution

The benefits.
- HR staff enjoy best read/write access to the latest HR data from anywhere
- HR information is available at production facilities via mobile devices
- Best-possible security and protection of personal data in accordance with statutory requirements