



# ENTERPRISE SERVICE MANAGEMENT AUTOMATION — YOUR KEY TO SUCCESS

Become a truly Service-Centric Business

## EFFICIENT, STREAMLINED SERVICES

Service requests need to be handled quickly and efficiently. Most enterprises deploy multiple tools for service management – and lack a single central system that can model request fulfilment from end to end. Not least because responsibility is generally shared by many departments and employees – each with their own perspective. In addition, relevant data is often unstructured – in the form of written notes, emails, telephone conversations, messages, lists, and hard-copy documents. This means information has to be processed manually, which is time-consuming and error-prone. Furthermore, stakeholders may be left unaware of the request/trouble ticket status and completion. This applies to internal services, but also to external services – where a rapid response is all-important.

Enterprise Service Management Automation from T-Systems, based on the partner solution ServiceNow, automates and accelerates service-request processing. A central platform hosted at a secure Deutsche Telekom data center enables the management of all service requests without manual, paper-based processes. The solution digitizes and automates information flows between all systems, enterprise-wide.

## BENEFITS AT A GLANCE

**Customer Experience:** Enables you to improve customer centricity and loyalty, and generate more sales.

**Insight:** A single system of record for end-to-end visibility. Centralization of all activities: service management (IT and non-IT), business management, and operations management.

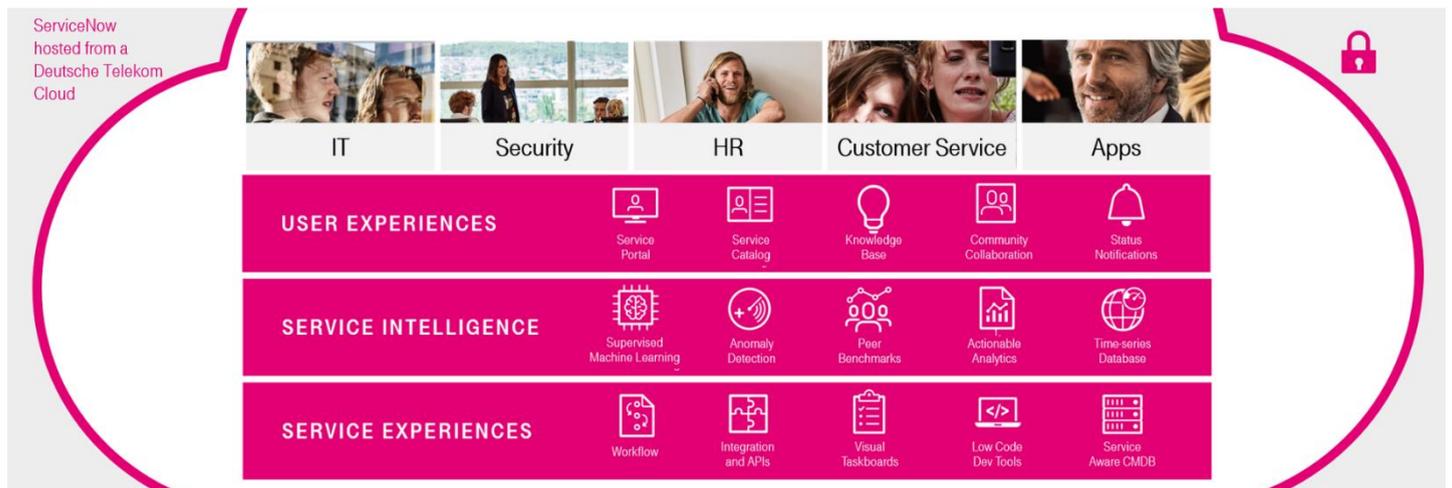
**Efficiency:** Automation tangibly improves process efficiency and speed.

**Flexibility:** Modernization, digitization, consolidation and standardization mean enhanced agility.

**Safety:** The platform is operated in a secure Deutsche Telekom cloud.

Become a truly service-centric business with seamless cross-system processes for internal and external needs – with ServiceNow, a secure cloud solution for automated enterprise service management.

# A CENTRAL PLATFORM FOR ALL SERVICES



## AN INTELLIGENT HUB

The ServiceNow platform is your control center for all internal and external service requests. It includes all key components – databases, analytics and reporting tools, security mechanisms, and a user-friendly self-service portal. Accessible via desktops and mobile devices, the portal provides full visibility into all systems and processes. ServiceNow not only integrates existing systems – as a platform-as-a-service offering, it is also the ideal basis for building and running your own applications.

**Service management:** The platform's main focus is service management for IT and non-IT processes. It supports all core ITIL processes: problem, change, incident, and asset management. Requests for non-IT services from business departments are orchestrated and processed automatically. ServiceNow also includes out-of-the-box modules for these tasks. The Human Resources module assists with employee onboarding, for example. Users can tag faulty equipment and create related requests within the Floor Plan, a feature of the Facilities module. The Legal module monitors compliance with contracts, and Finance delivers timely and accurate reports.

**Business management:** A single system of record for IT and business services – relating to (human) resources and projects, for example. This improves visibility, enabling you to manage important assets and parameters – people, projects, suppliers, etc. – in line with business imperatives.

**Operations management:** These functions support all infrastructure services, taking account of interdependencies. They include discovery, cloud management and orchestration. Functionality for proactive IT operations management helps prevent outages.

## HIGHLIGHTS OF SERVICENOW

**A single, integrated system:** You can implement service, operations and business management ad hoc, based on a consistent architecture and a central data model. Integration of cloud and non-cloud systems.

**User-friendly:** An intuitive front-end means ease of use and time savings for customers and employees.

**Cloud service model:** The ServiceNow platform is integrated by T-Systems and operated at a secure Deutsche Telekom data center, with around-the-clock support exclusively from Germany. The solution is provisioned as a dedicated instance via the Internet, with maximum scalability and availability.

**Modular, extensible platform:** Simply choose and use what you need – e.g. the development platform for custom applications, or individual modules, or the end-to-end solution comprising service, business, and operations management.

**A standard service process model:** Create a standard, state-of-the-art service landscape for all routine tasks and processes. This allows you to clearly define services, give end-users intuitive access, provision them effectively, ensure service SAL compliance, and analyze and manage KPIs.

**Self-service by end-users:** Implement workflows based on user-friendly self-services with 24/7 availability, and minimize resource-intensive phone calls, emails, etc.

**Automation:** Streamline service transactions through central orchestration, fully digitized information flows, and service process acceleration, with substantial time savings.

**Provisioning of enterprise services:** Extend the scope of service management to include other key business functions, such as HR and financials.

### CONTACT

T-Systems International GmbH  
Digital Division  
Email: Multi-Cloud@T-Systems.com

### PUBLISHED BY

T-Systems International GmbH  
Hahnstrasse 43d  
60528 Frankfurt am Main, Germany