IT QUALITY IS THE DECISIVE FACTOR FOR INDIVIDUAL COMPANY BUSINESS PROCESSES 97 PERCENT OF THE TIME.*

*ISG, June 2015

ZERO OUTAGE
BEST QUALITY FOR YOUR BUSINESS

T·Systems
The age of digitization has long arrived – no company can escape the need to transform. According to a prediction by IDC, some 30 billion devices will be communicating with one another in 2020.*

As such, digital transformation poses major challenges – to the IT and those who provide it. If the IT is not absolutely reliable, the full potential from connecting and digitizing products and processes is missed – a loss to the company, the economy and to mankind.


No professional medical help, no transportation of goods or online retailing, no security in air travel, no international collaboration.

T-SYSTEMS ENSURES THAT THIS NEVER HAPPENS.

Whether for business or personal life, IT has become indispensable. Countless processes are supported by highly complex IT infrastructures – often completely unnoticed.
Analysts confirm: Quality is now the most important purchase criterion for IT services. High-availability technologies form the foundation for your business. To deliver top-quality infrastructures, T-Systems follows a programmatic approach and a strict zero failure culture.

With its Zero Outage program, T-Systems launched a quality improvement campaign in 2011 that keeps IT operations safe and reliable, eliminates risks and turns the IT into a catalyst for efficient business processes.

This is underpinned by, among other things, structured project planning, certified employees and ongoing reviews of our systems and services. The 3P concept (people, processes, platforms) drives quality activities at every level of the company.

The sole, standard measure is the best result for you, the customer.

THE CHALLENGE OF IT AVAILABILITY

IT infrastructures are often not as reliable as they have to be. Causes of unreliable IT tend to cluster in the „3Ps“: people, processes and platforms. Employees are unable to identify urgency in critical situations or lack expertise. Workflow definitions are too complex or are not sufficiently documented. The hardware is obsolete or there are resource bottlenecks. In light of these factors, T-Systems has developed active risk management based on a systematic blueprint, to minimize these very quality-relevant risks:

**PEOPLE**
- Highly skilled employees who receive regular training and certification – with a standard culture of discipline and accuracy in all activities.

**PROCESSES**
- Simple, standardized processes that increase efficiency and ensure high-quality results – at low implementation risk.

**PLATFORMS**
- Standardized, high-performance, high-availability platforms that are always the state of the art – including patch and release levels.
T-Systems’ employees are a key factor in all this success. Efficient quality management is always underpinned by close interaction between man and technology.

Click here for our Zero Outage film.
One thing must be clear, however: There is no such thing as 100 percent IT reliability. While availability of 99.999 percent – like T-Systems offers – only means downtime of around five minutes each year, there is always a residual risk when technology is involved. Which makes it all the more important to have effective quality management that steps in whenever problems occur.

It’s why T-Systems has established a comprehensive incident management infrastructure – including a Manager on Duty (MoD) who is available around the clock and ensures that all systems are up and running again quickly after incidents. The MoD initiates the necessary activities and gets top management involved. Consistent, unsparing post mortems ensure that incidents are not repeated.

To best prepare for every risk, T-Systems has

- identified some 300 risks,
- divided them into 40 categories,
- developed specific measures,
- implemented a yearly effectiveness check of the activities.

No risk is insignificant. In the end, it is always about a company’s ability to thrive. About the future of business strategies. About their success or failure.
The Zero Outage program from T-Systems guarantees the very best quality for your business processes and highly available IT services.

“High quality is about having reliable IT systems. […] From that perspective, high-quality delivery is a business enabler for HEINEKEN. […] And that’s why we need a reliable platform.”

(Anne Teague, former CIO Heineken)

“We’ve reduced our risk and improved our business continuity, all at a low cost to Consol.”

(Johan du Plessis, CIO Consol)

“With its background in large-scale outsourcing of networks, data center, and desktop infrastructure, operational quality is top of mind, and T-Systems has in the past few years provided high-quality operations and achieved its SLAs of 99.99% availability, and the company is working toward a zero-fault tolerance state. Ownership (in DT) of the network enables a high level of optimization and virtualization of the total infrastructure and gives T-Systems the control to guarantee performance end-to-end.”

GLOBAL CAPACITIES.

HOLISTIC APPROACH.

TOP QUALITY.

YEARS OF EXPERIENCE.

SATISFIED CUSTOMERS.*

*TNS Infratest customer satisfaction survey 2015 using TRI*M method:
T-Systems is among the top 10% European ICT service providers, with
the most satisfied customers, for the third time running.

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