

TRUST

TRUST - BUT HOW?

Contract provisions are one thing in IT outsourcing – trust is another. Before they outsource their IT, decision-makers rightly ask how they can find proof whether this trust in a potential IT outsourcing partner is justified. Has the outsourcer implemented similarly complex, extensive projects in the past? Does he provide stable, reliable services at a high level of quality? Within the challenging environment of digitization, can he deliver the right services and skills for the company's needs? Does he meet the operational and legal requirements for the security of my data? And last but not least, how satisfied are his customers?

The fact is, customer satisfaction is verifiably high. T-Systems is in the top 10% of IT service providers in Europe when it comes to customer satisfaction.

IT OUTSOURCING WITH T-SYSTEMS

- **Long-term relationships:** customers who do not simply let their IT outsourcing contracts expire, but instead extend or even expand them, confirm the trust they have placed in their outsourcer.
- **Trust through quality:** T-Systems relies on its [Zero Outage program](#) to deliver optimum quality at all times. As a result, the service levels agreed with the customer are met. This is ensured by a regular certification of its 30 top suppliers: the resulting extremely high level of stability and reliability has a positive impact on the customers' businesses.

REAL-LIFE CUSTOMER EXPERIENCES

- Full SAP from the cloud: well ahead of its expiration, [Shell](#) has extended its existing contract for worldwide data center services by five years, until 2018. T-Systems will continue to provide all SAP services for Shell's global locations from within the cloud as its IT outsourcing partner. Shell had already entrusted T-Systems to run its global SharePoint platform in a separate contract.
- In early 2015, [TÜV Rheinland](#) gave the Zero Outage program a consistently positive certificate.
- [Heineken](#) is another example: company management agreed to trust its partner T-Systems for another six years, extending the contract ahead of time before the previous one expired.