

QUALITY

The age of digitization has long arrived – no company can escape the need to transform. According to a forecast by IDC, some 30 billion devices will be communicating with one another in the "Internet of Things" in 2020. Cisco even predicts 50 billion connected devices. As such, digital transformation poses major challenges – to the IT and those who provide it. After all, if the IT isn't absolutely reliable, it won't be possible to capture the full potential from connecting and digitizing products and processes. IT quality is a key factor in a company's satisfaction (or dissatisfaction) with its IT provider, making it a crucial factor for a trusting, long-term customer relationship as well.

ZERO OUTAGE PROGRAM AT T-SYSTEMS

With its [Zero Outage program](#), T-Systems launched a quality improvement initiative 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 certified employees, structured project planning and ongoing reviews of systems and services. 21,000 employees have already been trained and certified under the Zero Outage program, which the specialists at TÜV (German Association for Technical Inspection) have reviewed for maturity and effectiveness. On the bottom line, Zero Outage ensures that 1,500,000 vehicles smoothly leave the production lines of a global car manufacturer each year, for example, or that a global oil and gas giant's 10,000,000 customers fuel their cars at more than 44,000 filling stations worldwide.

MANAGER ON DUTY CONCEPT

However, there is no such thing as 100 percent IT availability. Which makes it even more important to have effective quality management that steps in whenever problems occur. This is why T-Systems has established a comprehensive incident management infrastructure – including a manager on duty who is available around the clock and ensures that all systems are up and running again quickly after incidents. T-Systems also reviews its quality management regularly: realistic outages are simulated and specific improvement measures are implemented through more than 500 incident drills each year.

QUALITY LEADS TO CUSTOMER SATISFACTION

T-Systems once again scored top marks in the latest customer satisfaction survey carried out by TNS Infratest, topping even the excellent results from the two previous years. According to the survey, customers have again rated T-Systems among the top 10 percent of IT service providers in Europe, with a TRI*M index score of 90.