

# Self-service analytics with T-Systems



## Challenges of the customer

Manufacturers and suppliers in automotive industry are increasingly adapting and relying on self service analytics platforms for crucial functions. However, unlocking the full potential of these technologies often requires specialized knowledge and resources to effectively manage and utilize the analytics infrastructure.



## Architectural consulting

Our architects support the customer in setting up a powerful and secure data platform. We support you with best practices from various industries and offer technologically and professionally specific IT consulting for the implementation of self-service analytics at your company. Our consulting services focus on the following areas:

- **Data integration:** Support for the seamless integration of various data sources; merging of structured and unstructured data
- **Security and access controls:** Building a strong security framework to protect sensitive data; fine-grained access controls
- **Integration:** End-to-end data integration from the data sources to compatible cloud solutions (AWS, Google Cloud etc.)
- **Scalability:** Enabling customers to scale with growing data volumes and user requirements
- **Usage optimization:** Support through consulting, analysis and best practices to optimize platform usage in the customer company



## Solution approach

- T-Systems provides support with efficient and professional IT services and contributes to the optimal outcome in the customer company. Our main services here relate to the following areas:
- **Architecture consulting:** Consulting services for the design of data streams, optimized use, as well as supporting analyses for strategic decisions
- **Use case factory:** Scalable process for evaluating, developing and operating individual analytics use cases surface.



## Use case factory

Our scalable '**Use case factory**' approach ensures efficient collaboration for testing, implementing and developing individual use cases depending on the requisite platform as per client needs.

In the Use case factory, we provide our customers with full support from start to finish, from the initial idea to the final roll-out. If needed, we also help non-IT departments by cleaning and preparing data, making it ready for use. This way, customers can receive ready-to-use data products that can benefit their entire organization.

## Use case assessment

- Estimation of the size/ complexity of the use case based on metrics
- Implementation of the use case according to the customer's IT guidelines
- Documenting the requirements (functional and non-functional) for implementation
- Assessment of the technical difficulties and data protection regulations.

## Use case implementation

- Development of a productive use case with dashboards and interfaces
- Use case structure with consideration of security, capacity, continuity, service level, suppliers and availability service
- Use case documentation (operating manual, IT security declaration, roles and duties)
- Use case roll-out (Communication and Training of employees on new platform)

## Use case maintenance & operations

- Changes to workflows, dashboards, interfaces, etc.
- Realizing optimization potential
- Testing the use case and correcting errors (after each change)
- Fulfillment of all operational tasks of a use case



## Examples of analytics use cases

- **Supply chain analysis:** Development of comprehensive data analysis via exchange platform between manufacturers and suppliers for tracking and controlling installed components in the vehicle.
- **Intelligent spare parts advisor:** Machine learning approach to identify vehicle spare parts with similar designs to reduce customer waiting times when parts availability is limited
- **Predictive routing:** Machine learning approach for topic-specific, real-time forwarding of customer complaints to the next suitable, available call center employee.
- **Iron Man Suit:** 360-degree view of service/technical data supports call center employees for handling customer complaints.

## Why T-Systems?

- Numerous certified analytics experts with project experience in automotive and telecommunications
- The '**Use case factory**' approach offers a scalable model for evaluating, developing and operating a variety of analytics use cases
- Options for adapting the size of development teams according to customer requirements
- Comprehensive consulting expertise, both on automotive-specific topics like sales and aftersales, as well as on aspects like data processing, ontology etc.
- The members of our self service analytics teams are based in Germany and Europe and have very good language skills in German and/or English

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