

Deutsche Telekom: HR transformation through Pega hyperautomation



“Hyperautomation is allowing Deutsche Telekom to speed up their modernization of over 800 HR processes – all by 2025.”

Daniel Wenzel, SVP Design Authorities, Deutsche Telekom Services Europe SE

According to Gartner, business operations costs can be reduced by up to 30% as organizations streamline workflows and eliminate manual interventions. Hyperautomation, driven by AI tools, is set to significantly impact organizational efficiency, with the potential to automate 40% to 80% of business processes.

Deutsche Telekom Services Europe SE (DTSE), consolidating all services across procurement, finance, reporting, and HR, faced an urgent and complex challenge: modernizing the vast, fragmented HR landscape that supported Deutsche Telekom’s workforce. This had to be done by replacing a 15-year-old legacy IT system by 2025 without disrupting ongoing business operations.

In response, DTSE partnered with T-Systems to lead a bold, future-focused transformation using the Pega hyperautomation platform. This approach harnessed the power of AI, robotic process automation (RPA), and low-code technologies to modernize HR processes at scale.



At a glance

- Over 800 HR processes and 250 HR products
- Managing 230,000 HR tickets per month
- 15-year-old legacy IT system replaced without disruption
- Over 80% improvement in HR operational efficiency
- 50% reduction in HR processes through hyperautomation

Reference in detail



Customer pain points

DTSE recognized the urgent need to modernize the complex and expansive HR ecosystem for Deutsche Telekom. With more than 800 HR processes and 250 HR products, the scale and fragmentation of operations were creating significant inefficiencies. Additionally, the company was processing around 230,000 HR-related tickets monthly—a clear signal of operational overload and the need for transformation.

The most pressing challenge was the replacement of a 15-year-old legacy IT system, a critical component of HR operations, which needed to be decommissioned by 2025 without disrupting ongoing business. Simultaneously, the customer had to enhance agility, ensure compliance, and support personalization in HR services. Employees needed faster, more intuitive digital tools to independently resolve HR issues—anytime, anywhere. The transformation required a flexible system capable of evolving with organizational needs, all while maintaining the highest standards of security and performance.



How DTSE solved it

To address these challenges, the Pega hyperautomation platform was adopted, leading a strategic shift toward intelligent automation. The solution combined AI, robotic process automation, and low-code capabilities to reengineer the HR processes.

Through hyperautomation, the customer successfully automated 80% of data inputs and calculations, significantly reducing manual workloads, errors, and response times. The new digital HR infrastructure enabled agile, lean processes that allowed employees to resolve issues autonomously, improving both speed and satisfaction.

Critically, the transition involved the live replacement of the outdated IT system, executed without business disruption. The platform now supports one of Europe's largest RPA farms—over 3,000 bots—and integrates with major systems such as Pega and ServiceNow, serving more than 200,000 users across the organization.



Business impact

The results of the transformation have been remarkable. HR efficiency improved by 80%, and the number of HR processes reduced by 50%, effectively streamlining the HR function across all operational areas. Additionally, the company saw a 15% improvement in customer interaction and consultation quality, underscoring the business value of a responsive and data-driven HR environment.

This initiative is a powerful demonstration of how hyperautomation can fundamentally reshape enterprise operations.

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