

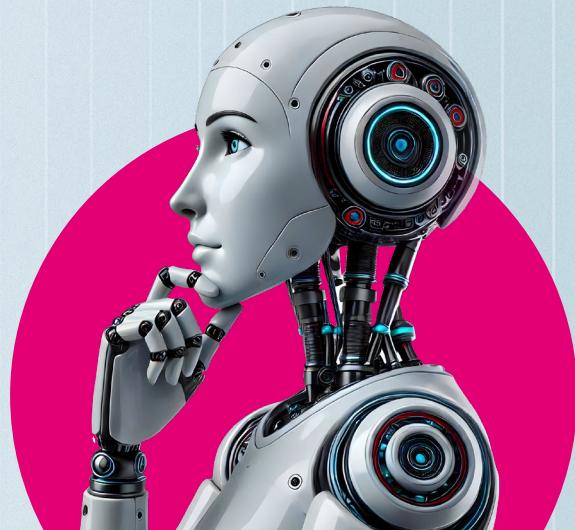
# T Systems

## AI SmartChat – sovereign, state-of- the-art, and scalable AI

SmartChat, T-Systems' enterprise-grade AI chatbot engineered for compliance, security, and accelerated transformation, powering next-generation enterprise operations

# Key obstacles for enterprises in **AI-DRIVEN TRANSFORMATION**

European enterprises are losing €2.3 trillion annually due to inefficient knowledge of work and compliance bottlenecks. Organizations are under increasing pressure to streamline workflows, reduce operational costs, and meet stringent regulatory standards.



“

Europe's technological future needs a sprint, not a stroll. We must seize the opportunities of artificial intelligence now, revolutionize our industry, and secure a leading position in the global technology competition.

”

— **Timotheus Höttges,**  
CEO, Deutsche Telekom

# **Major challenges** that the companies across industries face in AI adoption include:

1

Rising customer expectations demanding efficient processes and solutions



2

Skill gaps and shortage of qualified professionals to enable faster and efficient workflows



3

Data silos with growing data volumes buried in documents and legacy systems, making timely access and comprehensive analysis difficult



4

Strict data privacy and security regulations requiring secure handling of sensitive information and compliant, sovereign AI solutions.



# Introducing **SmartChat**

SmartChat is a secure, sovereign, and future-ready AI assistant designed for enterprises that want to harness the power of generative AI responsibly. Powered by T-Systems' AI Foundation Services platform, it provides access to leading large language models (LLMs) and helps organizations ground AI in their own data and knowledge through Retrieval-Augmented Generation (RAG).

With the ability to build custom AI assistants tailored to business domains, teams, and workflows, SmartChat augments routine tasks, enhances

productivity, and unlocks the full value of enterprise knowledge - all while ensuring complete data privacy, compliance, and control under German and European AI regulations.

Designed for maximum security and flexibility, SmartChat from the AI Foundation Services is built on T-Systems' \*T Cloud. Whether deployed on the Open Telekom Cloud (OTC), major cloud infrastructure providers, or on-premises, enterprises always have full control over the data.



# Unlocking productivity, efficiency, and compliance across industries like never before with **SmartChat!**



## AI-powered enterprise search

Leverage SmartChat to seamlessly search, summarize, and create business materials from organizational data using LLMs with custom context.



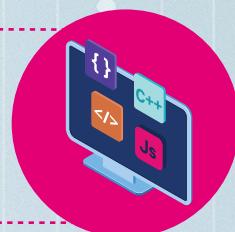
## Knowledge management

SmartChat empowers service delivery and domain-specific teams with centralized, intelligent knowledge access.



## AI assistants for teams

SmartChat enables users to create tailored assistants (e.g., marketing content generation, legal review, HR support) aligned with organizational standards and guidelines.



## Engineering support

SmartChat accelerates software development with AI-driven code generation, review, and automated test creation.



## Document intelligence

Automate document and image processing efficiently with AI SmartChat's built-in visual retrieval models.



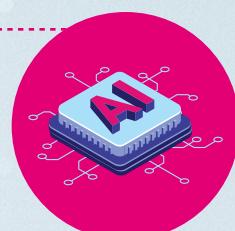
## Reporting optimization

With SmartChat, reporting cycles are simple and faster because of automated generation and summarization.



## Faster and intelligent operations

By augmenting and automating time-consuming, document-heavy tasks, SmartChat can reduce processing times by up to 90%.



## Integration and scalability

SmartChat connects seamlessly to external systems such as ERP, CRM, and enterprise legacy systems with vendor-agnostic, scalable deployment.

# The key differentiators for **SmartChat**



## Future-proof, vendor-agnostic design

Open architecture and multi-cloud setup on the T Cloud platform with over 15 AI models allows selecting the right AI models and components for each use case. Easily switch between state-of-the-art open-source and commercial models including GPT-5, Gemini, Llama 3, as well as EU-trained models like BildungsLLM and Teuken7B. All data stays in Europe with sovereign hosting options available for full compliance and data control.

## Customizable for any use case

Integrate SmartChat into your own environment and customize it as a fully white-labeled solution. Ready-to-use blueprints and evaluation benchmarks help you accelerate implementation and reduce risk. Our experts guide setup and scaling, so you don't get stuck in complexity.



## Sovereign and secure

Our applications and a selection of AI models are hosted in the T Cloud, which adheres to the highest European security and compliance standards, making it ideal for regulated industries. T-Systems' Open Telekom Cloud (OTC) - a part of the T Cloud, stands apart as the most mature sovereign cloud platform in Europe - backed by 26 independent certifications. SmartChat ensures full GDPR compliance and data sovereignty.

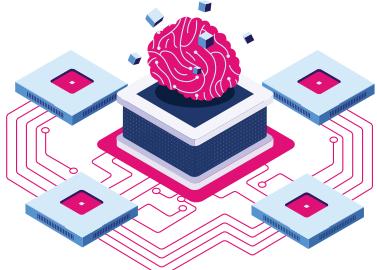


## Ready-to-deploy and scalable by design

Whether you're running a pilot or scaling enterprise-wide, SmartChat is built for rapid integration. It integrates seamlessly with your existing data sources, enterprise systems, and mobile apps. Pre-built connectors, retrievers, and adapters minimize integration time.

## Built-in guardrails

SmartChat includes robust controls to mitigate risks such as toxic language, prompt injection, and bias - ensuring ethical and responsible AI use, safeguarding models to align with European values. By automating complex information retrieval, SmartChat significantly reduces employee workload, improves response times, and meets the growing demand for secure, domain-specific AI solutions, delivering real value at scale.



## SOTA stack

We maintain the stack, optimize performance, and keep your models current. SmartChat lets you easily curate knowledge collections and manage access rights.

## Assistants and agentic workflows

Create custom assistants or agents for your team to streamline repetitive tasks like creating standardized reports, generating marketing copy, getting regular data updates with informative plots, and more.



# How **SmartChat** empowers functions across the enterprise



## Head of IT

**Benefit:** Enables secure, compliant enterprise AI adoption with minimal integration effort keeping full data control in-house.



## Chief AI officer

**Benefit:** Rolls out scalable, domain-specific AI assistants quickly without needing to build or train models from scratch.



## Chief data officer

**Benefit:** Turns siloed documents and datasets into actionable, context-rich intelligence for faster, data-driven decisions.



## Head of innovation / strategy

**Benefit:** Embeds AI into everyday workflows to create a continuously learning, future-ready organization.



## Head of operations / HR / procurement

**Benefit:** Automates manual, document-heavy processes reducing processing time by up to 90% and improving workforce productivity.

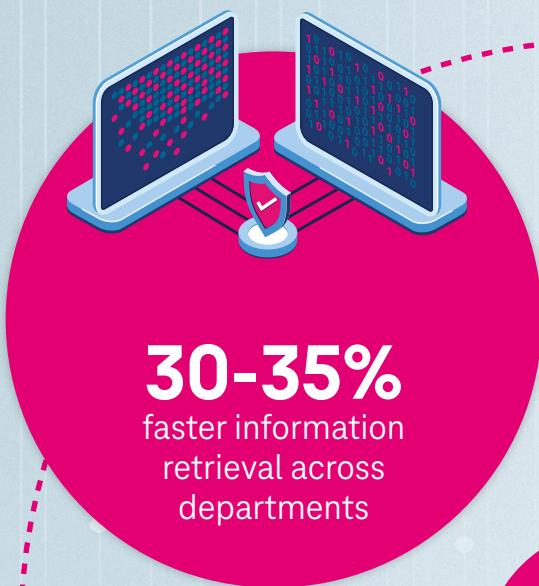


## Head of business unit

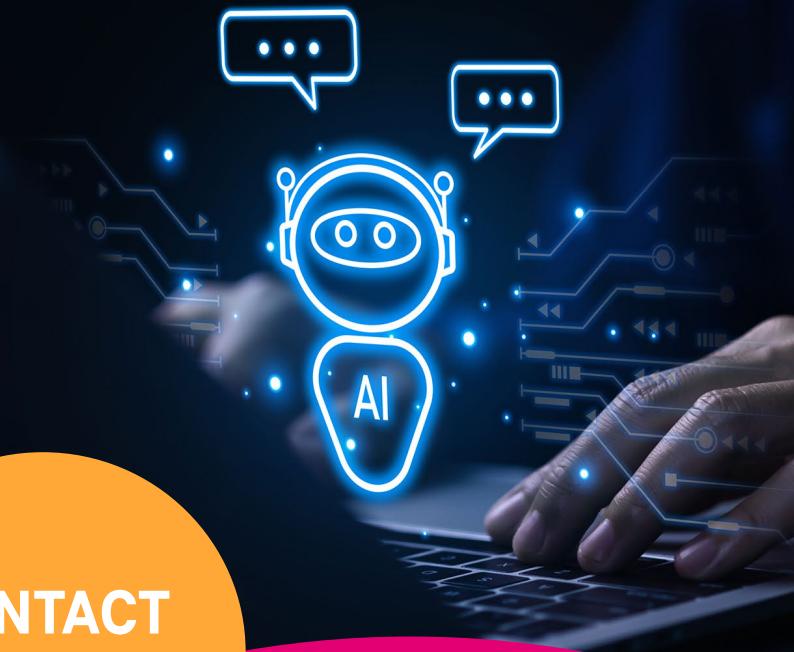
**Benefit:** Transforms domain-specific knowledge into a custom AI assistant that supports daily decision-making and improves operational efficiency.

# AI SmartChat - empowering enterprises

SmartChat automates mundane documentation, reporting, and communication, reducing workload and allowing industry experts to focus on priority tasks. The result:



Multiply your team's impact  
with **future-proof, secure  
and sovereign AI!**



CONTACT  
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#### References:

1. <https://www.bcg.com/publications/2024/five-must-haves-for-ai-upskilling>
2. <https://blogs.nvidia.com/blog/nvidia-deutsche-telekom-germany-sovereign-ai/>

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