



Think Bigger. Smart Enterprise Service Automation.

Transformation to a Service-Centric Business

Optimized Services for your Business

Employees and customers expect a user experience in their company that is as comfortable and satisfactory as in private life when dealing with online shopping or service requests. If a request is raised within a company, fast responses are therefore crucial. Unfortunately, existing tools are often not able to fulfill to such service management requests in full because working with unstructured data from different systems leads to time consuming and error-prone media disruptions between a request and its fulfillment. As a result, there is a lack of transparency and end-to-end processing. This applies to internal services, but also to external services – when customer requests have to be solved efficiently.

Digitize and automate the processes in your whole organization – across internal and external systems! T-Systems offers you automated Enterprise Service Management based on the partner solution ServiceNow. These automatized processes accelerate the processing of service requests many times over. With a seamless, service-centric platform for IT and business processes, reliable and transparent information is created, which is available universally. Your advantage: you transform your business to a service-oriented company – easy, efficient and with value while T-Systems supports you with end-to-end best practice approaches.

Your Benefits with T-Systems

Flexible Offering: As the only German Service Provider, T-Systems offers a matching cloud model for your individual Enterprise Service Management needs: T-Systems can provide you with the ServiceNow platform out of the German Telekom Cloud or out of the ServiceNow Cloud. The hybrid cloud approach will cover your requirements in all areas – concerning security, compliance and innovation.

Consulting and Implementation: Our experts with vertical process know-how in different industries offer competent consulting and consider your individual needs when it comes to solution design and implementation.

Support Services: With user support and technical support starting with the operational use of the ServiceNow Platform, T-Systems supports you consistently. This way, you will swiftly reach your efficiency and productivity goals.

Customer Success: Together with you, we plan your future use of the platform, enabling you to successfully drive service automation in your company.

Integration of further Expert Services: T-Systems stands for expertise in holistic vertical and horizontal solution scenarios. With Cloud or IoT integration, for example, we offer you a comprehensive solution to sustainably transform your business.

T · Systems ·

Let's power
higher performance

A Central Platform for all Services



Intelligent Service Center

The ServiceNow platform is your control center for all internal and external service requests. It includes all key components – databases, analytics and reporting tools, security mechanisms, and a user-friendly self-service portal. Accessible via desktops and mobile devices, the portal provides full visibility into all systems and processes. ServiceNow not only integrates existing systems – as a platform-as-a-service offering, it is also the ideal basis for building and running your own applications.

Productivity: Globally standardized IT workflows increase productivity through better administration of requests and resources. Automation fosters operational excellence whilst increasing service availability. Thus, company risk decreases consistently with the transformation to a service centric organization and competitiveness improves with faster innovation opportunities.

Employee Experience: Self Service enables users to introduce and track standardized procedures. This ensures that also employees have the same positive experiences within their company as they do in private life and their expectations can be met. Longterm, this leads to a positive company culture and employee retention. In addition, HR Service Delivery offers additional functionalities for employees and HR departments like on- and offboarding, for example.

Customer Loyalty: ServiceNow digitizes and automates not only internal but also external service processes. Thus, customer satisfaction can be improved through enterprise service automation, solving problems faster and even proactively. In addition, personalized offers through various channels are possible.

Platform Highlights

A single, integrated system: You can implement IT, employee and customer workflows ad hoc, based on a consistent architecture and a central data model. Integration of cloud and non-cloud systems.

Intuitive Use: An intuitive front-end means ease of use and time savings for customers and employees.

Modular, expandable platform: Simply choose and use what you need – e.g. the development platform for custom applications and single features or a full use with all modules.

Switch to an IT-Service Model: Create a state-of-the-art service landscape for all routine tasks and processes with clearly defined offerings and workstreams.

Include the End-User: Profit from intuitive and user-friendly self-service and from innovative features at any time.

T-Systems 360° Service Modell

As your strategic ServiceNow partner, T-Systems offers everything to you as a one-stop-shop. In addition to the various cloud models we support you on your digital transformation with long-term expertise in processes and integration.



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