

The image features a vibrant blue background. On the left, a metallic, segmented robot hand reaches out. On the right, a human hand reaches out towards the robot hand. The background is filled with glowing, blurred lines of light, suggesting a digital or data environment. The text is overlaid on the left side of the image.

**T Systems**

**LEADING  
EUROPEAN  
IT SERVICE  
PROVIDER**

COMPANY PRESENTATION

MARCH 2024

**T-Systems** is an integral part of **Deutsche Telekom** and we leverage this strong ecosystem of skills, relations, and financial power for **your benefit.**

## About **Deutsche Telekom**

**1** of the **strongest brands** in the world

**> 50** countries

**112 B €** revenue in 2023

**291 M** customers

**> 1,000** global leading **partners**

**199,652** employees worldwide

Deutsche Telekom is one of the **strongest brands** in the world.

One of the **top 25** global brands



#1

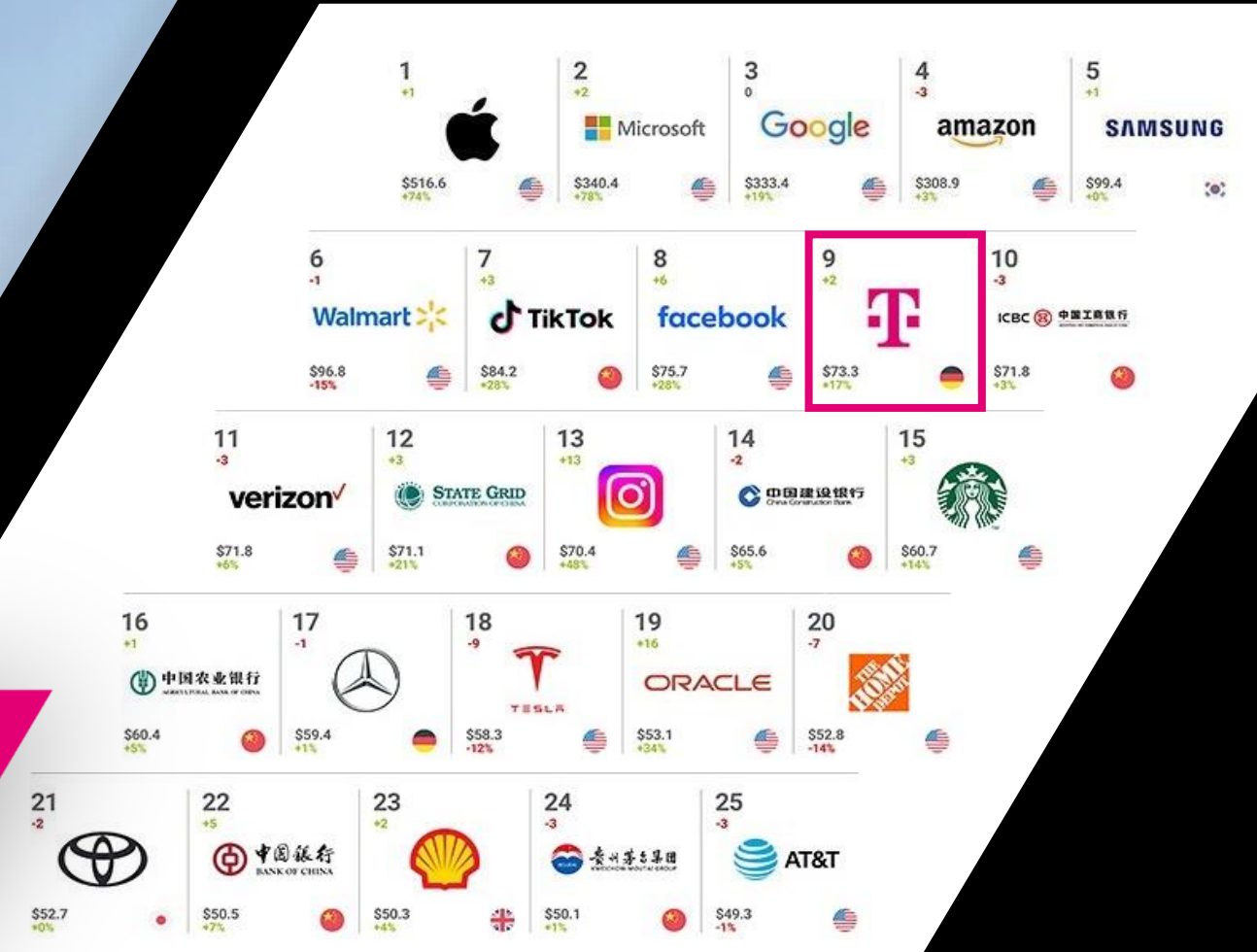
GERMAN BRAND

#1

EUROPEAN BRAND

#9

GLOBAL BRAND



Source: Brand Value Global 500, Brand Finance 2024 brandirectory.com/global

T-Systems is the **most reliable** service provider for enterprises. We are one of the few that can **offer IT & Connectivity** from just **one source**.

## What **T-Systems** stands for

**92 %** confirm T-Systems to be **reliable**<sup>1</sup>

**91 %** perceive T-Systems as **innovative**<sup>1</sup>

T-Systems is part of **TOP 3** European **customer satisfaction** benchmarks<sup>2</sup>

**> 100** leadership positions in 30 analyst benchmark reports

T-Systems is one of **3** **RISE with SAP premium suppliers** in Germany

**100 %** zero outage culture quality and reliability

<sup>1</sup>: Brand Tracking Study GER Dec. 2022

<sup>2</sup>: TRI\*M Study/Competitor Study 2023



Click for deep dive

We partner with you on your journey into a **modern, secure, and resilient digital environment** along the E2E digital value chain.



## Our **set-up**



**7** Focus industries



Global Delivery Network with **26** countries



**1** German frontend

Advisory (Detecon)

Digital

Cloud

Security

Connectivity



Plan



Build



Run

We are big enough to **scale globally** and small enough to **care.**

## About T-Systems

**#1** IT service provider  
in Germany & DACH

**3.9 B** Revenue with **+5.3 % organic growth** from  
2022 to 2023

**8** **Security Operations Centers (SOCs)** globally  
defending against **> 36 M attacks per day**

**26** **Countries** across Europe, Asia,  
and LATAM as well as the US



**> 500** **Leading technology**  
partners and suppliers



**> 1,000** **Customer references**  
as proof points

**> 26,000** Employees (FTE) with  
**> 20,000 certified experts**



We enable our customers to innovate and **drive purpose.**

# Together, we **change the world**

Providing **life-changing insights** by putting satellites into space



**Saving lives** by keeping hospitals running



**Enabling the future** of mobility



**Moving millions of people** through airport facilities



Delivering **energy to humankind**



Strengthening the **cyber resilience** of Europe



# Our global portfolio combines horizontal solutions with deep industry expertise.



## Automotive

Customer Experience  
Software-Defined Vehicle  
Industry-X  
Journey to Cloud



## Health

Digitalization in the Hospital  
Digital Health Insurance  
Telematic Infrastructure 2.0  
Digitalization of Care



## Public

Digital Public Administration  
Public Sector Sustainability  
Digital Sovereignty



## Public Transport

Digital Infrastructure  
Transport Operations  
Digital Maintenance  
Passenger Experience

### Advisory



Combining management consulting with deep technology expertise to guide your digital transformation journey

### Digital

1010

Development of and support in your digitalization strategy

### Cloud



Set-up and operations of multi-cloud environments

### Security



Security of your business through state-of-the-art security services

### Connectivity



Basis for successful digitization, with fast, agile, and secure access to data and applications worldwide

Connected Customer & Staff  
Supply Chain Management  
Sustainable Logistics Utilities  
Retail IT Modernization



## Retail & Logistics

Digitization & Monetization  
Transformation & Modernization  
Security & Compliance



## Financial Services

Accelerated Innovation  
Resilient Supply Chains  
Smart & Sustainable Factories  
Connected Products & Services



## Manufacturing

Click industry icons  
for customer  
references





**Our customers benefit**  
from our expertise  
in cutting-edge,  
innovative  
technologies.

## We create a real impact **with AI**

### 100 % QUALITY

For a German Car OEM client, we created a fully **automated quality assurance process** using AI that enables **zero outage** and a significant **reduction of errors**.

### 100 % SMART

Based on AI, we help large factories deliver a **predictive maintenance** solution: monitoring, detecting, and preventing malfunctions in all processes and assets, ensuring the **most efficient operations**.

### 100 % SAFE

By preventing blood poisoning, we **save hundreds of people** every day with the help of our AI tool, fighting this deadly enemy.

### 100 % RELIABLE

We provide **accurate departure/arrival information** for customers on their public transport journey with **99.9 % guaranteed availability** of our services.

We turn customers into **fans**.

“ With the **T-Systems Sovereign Cloud** powered by Google Cloud, we can now take off on the market with an **innovative, AI-based service for compliance** with the Federal Money Laundering Act.

*Maximilian Reinhard, Founder and CPO Legalian.io*

“ The **private cloud** is a compelling option for us for **operating our SAP systems**. It combines **stability and cost efficiency**. The migration to a next-generation private cloud was logical.

*Christian Eigler, Corporate CIO at Continental AG*

“ Security has always played a major role in aviation, and we are pleased that a **strong, reliable partner like Telekom Security** has our backs and responds flexibly to our needs for IT security.

*Naby Diaw, CISO at Lufthansa Group*

**Global players & hidden champions trust us**



Die Landesregierung  
Nordrhein-Westfalen



Generalitat  
de Catalunya

Bundesministerium  
des Innern  
und für Heimat

BWI  
IT für Deutschland



VOLKSWAGEN  
AKTIENGESELLSCHAFT



SBB CFF FFS



ZUELLIG  
PHARMA  
making healthcare more accessible



gkv informatik  
unternehmen synergien



Deutsche Post DHL  
Group



Lufthansa



KNORR-BREMSE



DZ BANK  
Die Initiativbank

Sparda-Bank  
Die Deine Bank.

Union  
Investment

EUROPEAN CENTRAL BANK  
EUROSYSTEM



Sachsen  
Energie



Hanse  
Werk





We turn your  
challenges into  
**our mission.**

## Solved customer pain points

### DIGITALIZATION

Through RPA T-Systems, automated the processing of > 600 orders daily for Deutschland-Ticket and helped Transdev **avoid hiring 60 workers.**

### RESILIENCE

We provided a rapid resolution of incidents and minimization of downtime costs for a logistics giant through AI based solutions. This **reduced the incidents at our customer to zero.**

### JOURNEY TO CLOUD

Thanks to T-System's Cloud consulting and migration to a public cloud solution, a major pipeline operator was able to **reduce IT costs by 40 %.**

### SUSTAINABILITY

Through a consolidated, more efficient IT resource capacity utilization, we have **lowered the carbon footprint** of Gerresheimer AG **by more than 90 %.**

Your **sustainability targets** are as important to us as our own.



## Our **sustainability targets**

**0 %** Net zero emissions for **direct and indirect** energy consumption until 2025

**100 %** Sourcing of **renewable electricity** since 2021

**0 %** Net zero emissions (full scope) emission by **2040**

**100 %** Full **circularity** for technology and devices by **2030**

**-55 %** Reduction in overall emission by **2030**

## How we can help with your sustainability targets

Our data centers run fully energy efficient



Certified member of **Climate Neutral Data Center Pact**



High-efficiency **LEED-certified** data center Biere



**EU Code of Conduct** awarded most energy-efficient DC in Europe in 2023

We offer an **end-to-end portfolio on ESG**



Positioned as a leader by PAC Analysts and in first-ever ISG Provider Lens™ – Sustainability and ESG services (Europe)

**ISG Provider Lens**  
Sustainability and ESG  
Strategy and Enablement Services

Europe 2023

**ISG Provider Lens**  
Sustainability and ESG  
Technology Solutions and Implementation Services-IT

Europe 2023

**ISG Provider Lens**  
Sustainability and ESG  
Technology Solutions and Implementation Services-OT

Europe 2023

Our promise to you:  
We drive a **customer first & zero outage** mindset.

At **your service:**

**T-Systems  
Management  
Board**



**Dr. Ferri Abolhassan**  
Chief Executive Officer and Member  
of the Board, Deutsche Telekom



**Urs M. Krämer**  
Chief Commercial  
Officer



**Christoph Ahrendt**  
Chief Financial  
Officer



**Zsuzsanna Friedl**  
Chief Human  
Resources Officer



**Peter Lorenz**  
Senior Vice President  
Digital Solutions



**Gregory Hyttenrauch**  
Senior Vice President  
Cloud Services



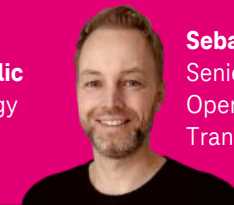
**Jürgen Schäfer**  
Chief Executive  
Officer Detecon



**Anant Padmanabhan**  
Senior Vice President  
Global Delivery  
Centers



**Dr. Christine  
Knackfuß-Nikolic**  
Chief Technology  
Officer



**Sebastian Gielen**  
Senior Vice President  
Operating Office &  
Transformation

# Let's start the journey together

Feel free to contact us!

[Website](#)

[Newsletter](#)

Or call us free of charge\*:  
**00800 33 090300**

\*from the following countries: Austria, Belgium, Denmark, France, Germany, UK, Luxembourg, Netherlands, Norway, Poland, Portugal, South Africa, Spain, Sweden, and Switzerland.



Follow us



**THANK  
YOU!**

**Trusted analysts** across  
all **major industries**  
endorse us.

**> 100x**

**Market Leader Positions**



**30**

**Benchmark Reports**





SAP selected us as **one of three premium partners** for RISE with SAP.

### SAP ON PREMISE

- Customers stay with their solution
- Currently, there is no wish for change
- ▶ **We are trusted experts in running the systems in place**

### RISE WITH SAP

- Customers combine the best of both worlds and migrate some of the systems
- ▶ **We are trusted partners for long-term transformation**

### RISE WITH SAP

- Customers migrate the whole landscape
- ▶ **We know our customers' legacy and execute full migration on time & within budget**

**Quality**  
is the  
key to  
success.



Audit & compliance including risk

“Sense of urgency”

Quantity & quality of people

**ZERO OUTAGE**

Health checks

Process adherence & discipline

Product & operational readiness

Being aware of and managing risks

Avoiding failure right from the deal

Scoping according to customer needs

**ZERO FAILURE**

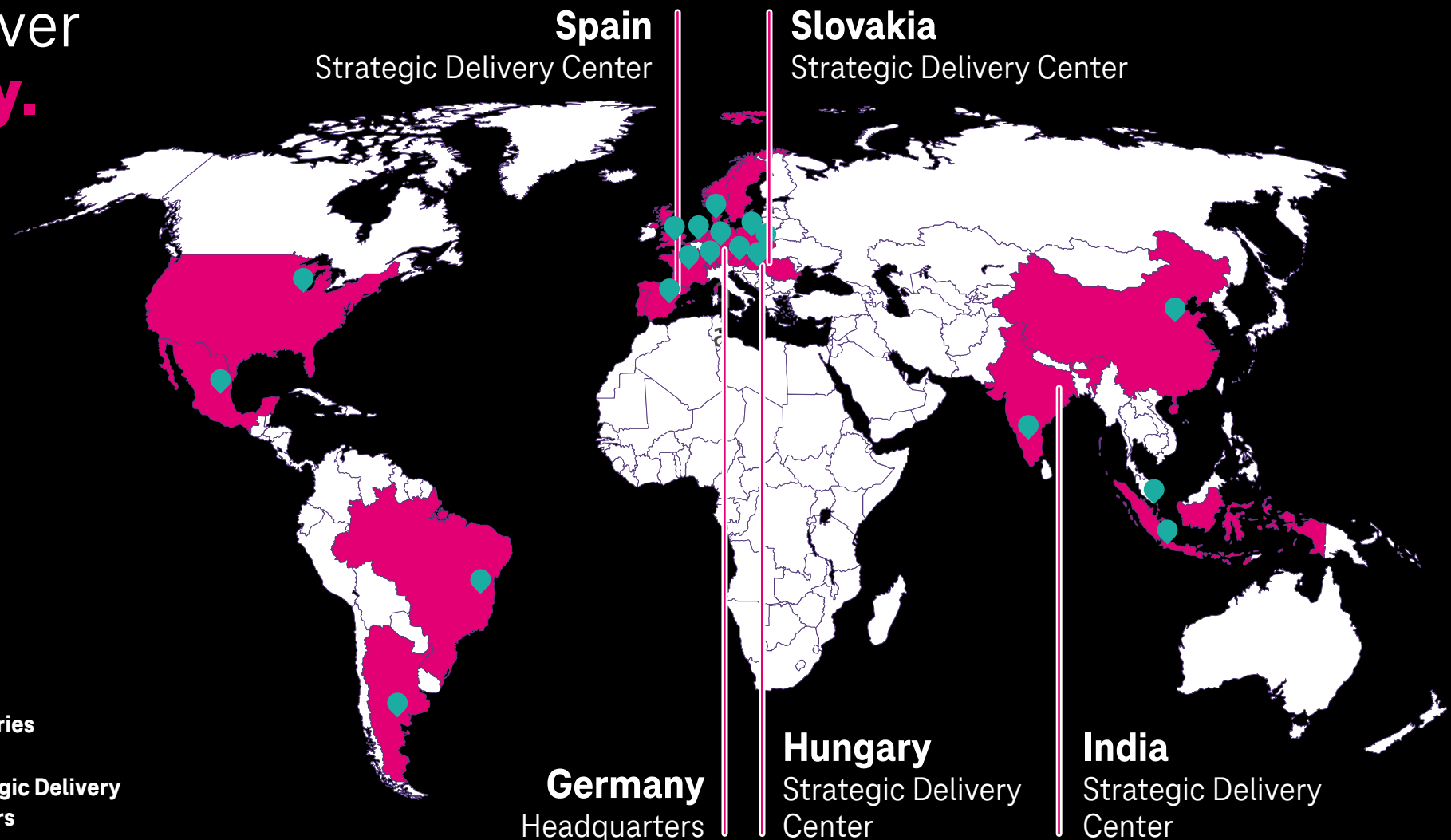
Quality in delivery through standards

Planning the how of the collaboration

Staffing with the right people with the right skills



We deliver  
**globally.**



**26** Countries with  
**4** Strategic Delivery Centers

**T-Systems Local Business Units**

T-Systems North America, Inc. US  
T-Systems Polska Sp. z o.o. PL  
T-Systems Schweiz AG CH  
T-Systems Nordic A/S DK, SE, NO, FI

T-Systems Limited GB  
T-Systems Nederland B.V. NL  
T-Systems ITC Iberia, S.A. ES, PT  
T-Systems Austria GesmbH AT

T-Systems P.R. China Ltd. CN  
T-Systems Information and Communication Technology India Private Limited IN  
T-Systems France SAS FR  
T-Systems Argentina AR

T-Systems Mexico, S.A. de C.V. MX  
T-Systems International GmbH DE  
T-Systems Singapore Pte. Ltd. SG  
T-Systems do Brasil Ltda. BR  
PT T-Systems Indonesia ID

Deutsche Telekom TSI Hungary Kft. HU  
Deutsche Telekom Systems Solutions Slovakia s.r.o. SK  
other DT AG subsidiaries HK, LX, RO

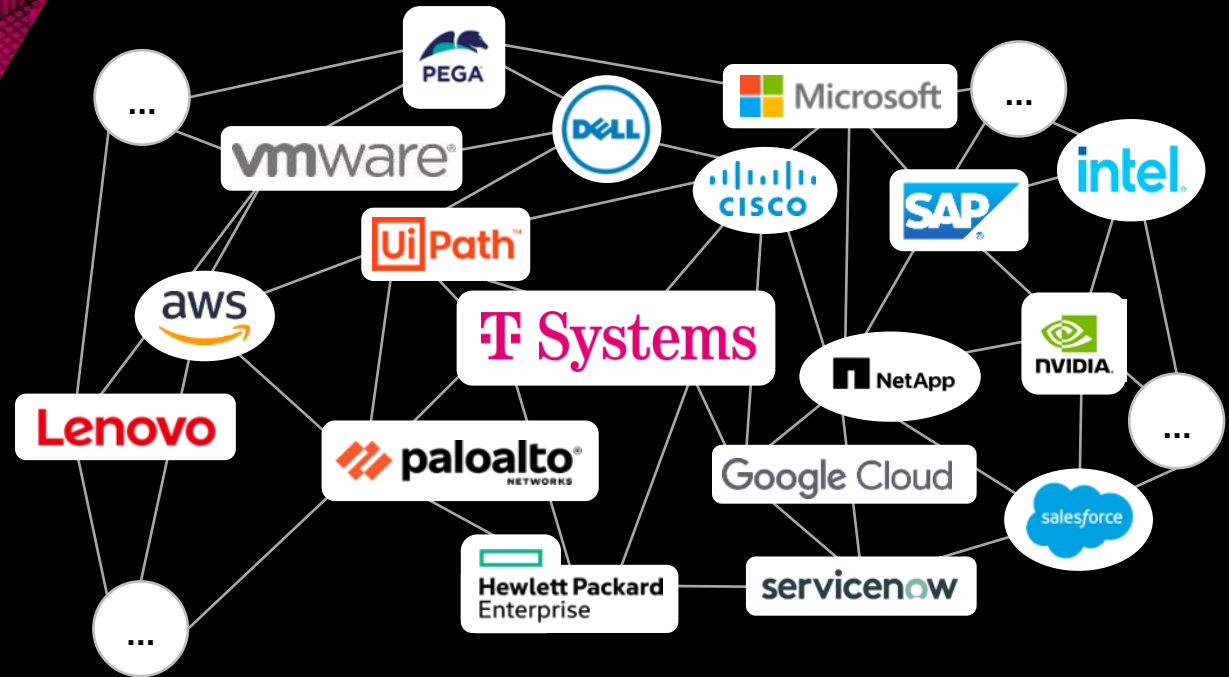



We leverage our **ecosystem of reliable partners** to enable innovative solutions for you.



Our network includes over 500 prominent technology and industry leaders, along with numerous startups.

- ✓ Joint solution development
- ✓ Capability augmentation
- ✓ Joint project delivery
- ✓ Co-innovation





Over **20,000 certified T-Systems experts** dedicate their efforts daily for our customers.  
**#peoplemakeithappen**

### EXPERTISE

- Certified experts across industry & portfolio
- Experience and best practice from our worldwide industry projects

### T-MINDSET

- Accountable, caring, collaborative
- Client centric
- Performance-driven and growth-oriented

### NEW WORK

- Agile framework and methods
- Innovative new work solutions





# Security Operation Center and security architecture

## Your challenge:

Mastering rising IT security challenges for a spin-off company.

## Our answer:

Implementation of a security operation center.



## CLIENT: VITESCO TECHNOLOGIES



## CUSTOMER PAIN POINT

Creation of a future-oriented security architecture for a spin-off from scratch with bundling of services in a single Security Operations Center (SOC).

## HOW T-SYSTEMS SOLVED IT

T-Systems developed the security architecture and implemented the SOC, integrating client-specific detection scenarios and supported by the Deutsche Telekom Security SOAR system.

## BUSINESS IMPACT

The burden on the security team eased and, therefore, they could concentrate on premium security services.

## WHY TELEKOM/T-SYSTEMS

As a strategic IT partner, T-Systems supports Vitesco Technologies in building and managing business-critical IT landscapes, convincing the team with our automotive expertise in SAP, PLM and Cloud, and IT Security.

## CONTACT:

[Johannes.Ment@t-systems.com](mailto:Johannes.Ment@t-systems.com)





### Your challenge:

E2E transport and integration of critical production data.

### Our answer:

Implementation of Medis+, a sophisticated and proven system for structured communication between any type of EDI systems.

# Medis+ enterprise data integration service

**CLIENT: ONE OF THE LEADING AUTOMOBILE MANUFACTURERS**

### CUSTOMER PAIN POINT

E2E transport and integration of critical production data, with transparent cost allocation and usage-based billing.

### HOW T-SYSTEMS SOLVED IT

A state-of-the-art core system with high data throughput and easy configurability that processes up to 1,300,000 transactions/day, split across 60 plants and 55 connected SAP systems. This included end-to-end integration of 18,000 trusted partners and their 8,000+ business processes.

### BUSINESS IMPACT

Technical and organizational synergies enable high availability and cost savings of up to 30 % over in-house EDI solutions. User friendliness combined with transparency achieved through real-time monitoring for our customer.

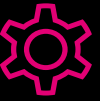
### WHY TELEKOM/T-SYSTEMS

Exceptional knowledge in automotive, manufacturing, and healthcare EDI business process solutions as well as the highest data processing standards.

### CONTACT:

[Stefanie.Kunze@t-systems.com](mailto:Stefanie.Kunze@t-systems.com)





# Management of production control systems

## Your challenge:

Maintain and improve production management and technological infrastructure by adapting to the changing market circumstances.

## Our answer:

Use of T-Systems' GIMM suite for production and logistics control.

**CLIENT: VOLKSWAGEN AUTOEUROPA**



## CUSTOMER PAIN POINT

Develop new logistical and production solutions that enable adapting the manufacturing model to the new market, and guarantee the interoperability of different solutions and applications to maximize the efficiency and productivity of the plant.

## HOW T-SYSTEMS SOLVED IT

Use of T-Systems' GIMM suite for production and logistics Control and the Road Test Predictor application that uses artificial intelligence algorithms to improve the reliability of the prediction and reduce the volume of vehicles tested on the road.

## BUSINESS IMPACT

Currently, 10 % of road testing is no longer undertaken, resulting in a significant reduction in CO<sub>2</sub> emissions along with the detection and prediction of potential faults in manufacturing processes and saving of 90 seconds per car in production time. There has been a reduction of 3.5 tons of printing paper due to the implementation of e-paper functionality from GIMM.

## WHY TELEKOM/T-SYSTEMS

T-Systems has been the most important IT partner for Volkswagen Autoeuropa since 2006.

## CONTACT:

[nuno.piedade@t-systems.com](mailto:nuno.piedade@t-systems.com)







# Car manufacturer: AI Ops

## Your challenge:

In the realm of traditional Application Operations (App Ops), a persistent challenge looms large: The assurance of reliable and accurate data sources, coupled with constraints in scalability, leading to a distressingly high Mean Time to Recovery (MTTR).

## Our answer:

Cloud Privacy Service as add-on to AI Ops represents a paradigm shift in IT operations, leveraging artificial intelligence and machine learning to create a more intelligent, automated, and proactive approach to managing IT infrastructure and services.

**CLIENT: ONE OF THE LEADING AUTOMOBILE MANUFACTURERS**

## CUSTOMER PAIN POINT

Prolonged outage times affect productivity.

## HOW T-SYSTEMS SOLVED IT

Reduction of mean time to repair with AI Operator: fully automated resolution of tickets. Knowledge management, including award-winning framework to drive risk free transitions.

## BUSINESS IMPACT

Faster mean time to repair with AI Ops cuts operational costs by up to 15-20 %.

## WHY TELEKOM/T-SYSTEMS

Unique combination of industry know-how, customer-centric approach, and hands on mentality for getting things done.

## CONTACT:

[Referenzen@t-systems.com](mailto:Referenzen@t-systems.com)





# Improving the Quality of Development and Processes

## Your challenge:

Existing DWH system no longer meets requirements

## Our answer:

Modernization of global Program Planning & Order Management.

**CLIENT: A GLOBAL MANUFACTURER OF COMMERCIAL VEHICLES**

## CUSTOMER PAIN POINT

Outdated data warehouse and Business Intelligence system affecting process efficiency for production planning and order management for trucks and vans.

## HOW T-SYSTEMS SOLVED IT

Replacement with new state-of-the-art and future-proof Microsoft standard solution including 100 % automated data processes (data lifecycle management).

## BUSINESS IMPACT

Significant performance improvements: Acceleration of data import from 12-48 hours to 15-90 minutes, reduction of storage requirement from 3.5 TB to 0.5 TB, and reduction of operating expenses by 56 %.

## WHY TELEKOM/T-SYSTEMS

We built a great client relationship based on quality & industry process know-how.

## CONTACT:

[Referenzen@t-systems.com](mailto:Referenzen@t-systems.com)





## Your challenge:

Provide and manage digital health identity ("Gesundheits-ID") for policyholders.

## Our answer:

Integration of T-Systems / Verimi secure ID wallet in an app.

# Personal ID-card or electronical health insurance card as trust anchor for the "Gesundheits- ID"

CLIENT: BARMER

**BARMER**

## CUSTOMER PAIN POINT

Creating a secure Digital Health-ID ("Gesundheits-ID") based on the electronic Personal ID-Card or health insurance card and installing a new IDP-System for online access of 8.7 million BARMER policyholders. Implement stringent security standards stipulated by gematik and meet the Digital Care and Nursing Modernization Act (DVPMG) compliance requirements: digital identities and electronic health insurance cards for policyholders.

## HOW T-SYSTEMS SOLVED IT

Integration of the secure T-Systems / Verimi ID wallet container with BARMER CI/CD in the BARMER-App and running the entire system (Sek-IDP) based on Confidential Computing in the Open Sovereign Cloud of T-Systems (open-source solution). The solution ensures the exclusion of operators through trusted execution environments (TEEs).

## BUSINESS IMPACT

Efficient full integrated solution for secure identification and authentication as well as easy implementation into all digital services. The Sek-IDP serves as the central IDM solution for all BARMER online accounts, and all BARMER customers will be obliged to migrate to it by 2024.

## WHY TELEKOM/T-SYSTEMS

Long-standing partnership and the BMI / BSI certification of Verimi coupled with T-Systems' health and compliance expertise in addition to the ability to deliver E2E future-proof solutions for digital health.

## CONTACT:

[Marvin.Pisarzowski@t-systems.com](mailto:Marvin.Pisarzowski@t-systems.com)





## Your challenge:

An alternative collaboration solution due to the cyberattack that caused total IT failure.

## Our answer:

OpenSource Collaboration from T-Systems: Grommunio, Jitsi, Nextcloud, and Mattermost as well as the establishment of the open Telekom Cloud.

# OpenSource Collaboration from the Open Telekom Cloud

**CLIENT: HELMHOLTZ-ZENTRUM BERLIN**



## CUSTOMER PAIN POINT

Search for an alternative collaboration solution because a hacking attack caused total IT failure.

## HOW T-SYSTEMS SOLVED IT

Replace the Microsoft suite through OpenSource Collaboration from T-Systems: Grommunio, Jitsi, Nextcloud, Mattermost with backend system in the Open Telekom Cloud.

## BUSINESS IMPACT

Sovereign workplace on OpenSource is implemented in just two weeks at an attractive price.

## WHY TELEKOM/T-SYSTEMS

Unique offer: A sovereign end-to-end collaboration solution that is fully GDPR compliant. The project was realized in a relatively short period with a strong customer focus.

## CONTACT:

[Matthias.Greska@t-systems.com](mailto:Matthias.Greska@t-systems.com)





# Partnering for innovation and quality for over 20 years

## Your challenge:

Create a sustainable, predictive, and proactive administration for the new century with a focus on modernization and growth.

## Our answer:

Digitalization of public services.

**CLIENT: GENERALITAT DE CATALUNYA**



## CUSTOMER PAIN POINT

Need for a sustainable, predictive, and proactive administration for the new century.

## HOW T-SYSTEMS SOLVED IT

For over 20 years, T-Systems has been a partner to CTTI (Center for Telecommunications and Information Technologies) providing services such as datacenter management, private and public cloud management, workplace services, service management, applications management, digital solution development, and operations for projects in justice, healthcare, education, public function, and home affairs.

## BUSINESS IMPACT

Improved accessibility of public services for citizens, allowing the administration to interact with citizens and enable staff flexibility.

## WHY TELEKOM/T-SYSTEMS

For more than 20 years, T-Systems has been a steadfast innovation and digital partner for Generalitat de Catalunya.

## CONTACT:

[marius-albert.gomez@t-systems.com](mailto:marius-albert.gomez@t-systems.com)





# Reliable SAP at the core of administration

## Your challenge:

Simplify administrative processes and reduce media discontinuities.

## Our answer:

A modern SAP S/4HANA system with e-billing.

## CLIENT: A LARGE GERMAN FEDERAL STATE

## CUSTOMER PAIN POINT

Simplification of administrative processes and reduction of media discontinuities.

## HOW T-SYSTEMS SOLVED IT

Implementation of a modern SAP S/4HANA system with e-billing with T-Systems as a partner for fail-proof SAP operation with the rapid provision of additional systems.

## BUSINESS IMPACT

More than 20 years of reliable operation with very high availability and management of the complex SAP landscape with more than 80 systems.

## WHY TELEKOM/T-SYSTEMS

For over two decades, T-Systems has been a reliable partner for managing, enhancing, and modernizing the federal government's SAP systems, combining public sector knowledge, digital transformation expertise, and top-tier SAP solutions.

## CONTACT:

[peter.duemig@telekom.de](mailto:peter.duemig@telekom.de)





# Smart city with intelligent lighting management and an IoT network

## Your challenge:

Requisite digital transformation plan to lower costs and increase sustainability.

## Our answer:

Combined cloud and IoT solution for a smart city.

**CLIENT: CITY OF GIJÓN IN SPAIN**



## CUSTOMER PAIN POINT

System of public lighting did not meet the same technical standard as the other public services.

## HOW T-SYSTEMS SOLVED IT

T-Systems installed a private cloud for an intelligent, centralized city management system creating a communication network for all IoT applications in real-time.

## BUSINESS IMPACT

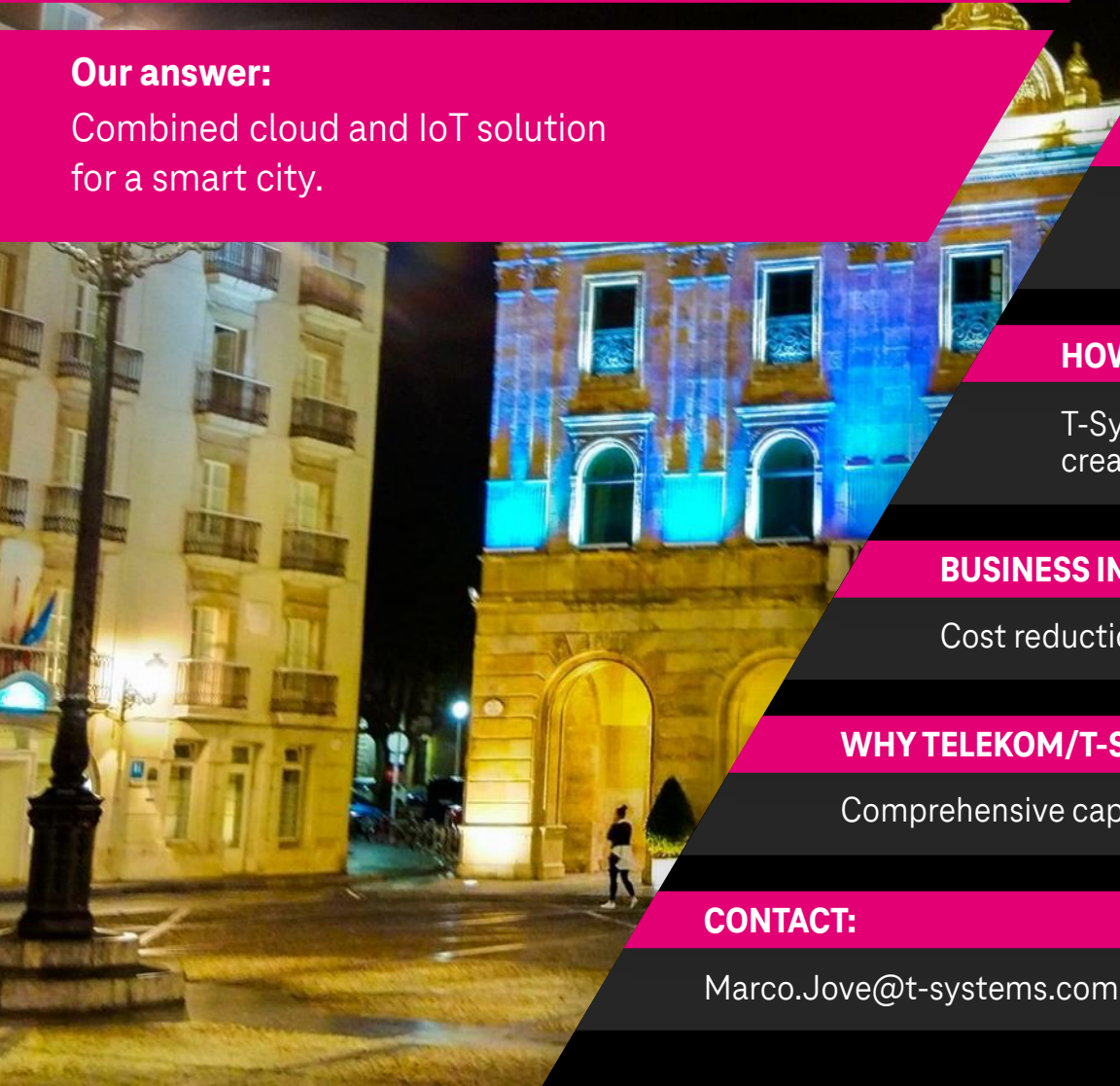
Cost reduction of 100,000 euros annually with improved use of resources (energy savings).

## WHY TELEKOM/T-SYSTEMS

Comprehensive capabilities to plan, build, and run a smart city solution.

## CONTACT:

Marco.Jove@t-systems.com





# DLR: Low Carbon Mobility Management (LCMM)

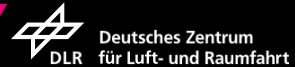
## Your challenge:

Finding ways to quickly and easily improve the ecological footprint of mobility.

## Our answer:

Using telematics and AI to optimize route planning, driver behavior, fuel efficiency, and emissions.

**CLIENT: DEUTSCHES ZENTRUM FÜR LUFT UND RAUMFAHRT**



## CUSTOMER PAIN POINT

Increasing awareness of environmental concerns causes need for telematics technology to monitor and optimize driver behavior, fuel efficiency, and emissions for public transport fleets, taxis, and corporate vehicles.

## HOW T-SYSTEMS SOLVED IT

Planned, built, and operated telematics system to optimize driver behavior, fuel efficiency, and emissions.

## BUSINESS IMPACT

Establishment of dynamic traffic management resulting in 10 % less fuel consumption and reduction of CO<sub>2</sub> emissions for buses and taxis by more than 5 Mt per year.

## WHY TELEKOM/T-SYSTEMS

Patented and ISO certified methodology to measure.

## CONTACT:

[Referenzen@t-systems.com](mailto:Referenzen@t-systems.com)







# Predictive Maintenance for Railway current collectors

## Your challenge:

An increasing number of power collector contactor failures causes the breakdown of locomotives in service and high follow-up costs.

## Our answer:

Fast root-cause analysis and data visualization for the quick recognition of anomalies. The solution improves the maintenance response, enabling the replacement of the part in advance during regular maintenance cycles, thereby saving costs and increasing machine availability.

## CLIENT: EUROPEAN RAILWAY OPERATOR

## CUSTOMER PAIN POINT

Increasing number of damages in recent years (approx. 2.5 additional p.a.) causes high maintenance cost.

## HOW T-SYSTEMS SOLVED IT

AI based solution including data visualization for the quick analysis of anomalies and root causes identification.

## BUSINESS IMPACT

Predictive: Potential power collector damages of locomotives are detected up to 1.5 months in advance of the failure, saving of maintenance costs, and avoiding unplanned locomotive downtimes.

## WHY TELEKOM/T-SYSTEMS

Long-lasting railway operator know-how & ability to deliver with high level experts.

## CONTACT:

[Referenzen@t-systems.com](mailto:Referenzen@t-systems.com)





## Your challenge:

Manage the process for damaged wagon maintenance automatically and efficiently.

## Our answer:

Implementing a new software platform to manage damaged wagon disposal.

# Intelligent damage wagon management & asset intelligence center

**CLIENT: DB CARGO**



## CUSTOMER PAIN POINT

Wagons are subject to scheduled and unscheduled maintenance, and many workshop contacts have long downtimes in case of damage.

## HOW T-SYSTEMS SOLVED IT

Development of a highly automated process with performant data paths. AIC provides structured data to iSWM: Allocation of damaged wagons to workshops is extensively automated.

## BUSINESS IMPACT

Increased availability of wagons leads to more transportation cases and higher profitability and sustainability within the use of resources.

## WHY TELEKOM/T-SYSTEMS

Detecon's market-proven consulting expertise and utilization of up-to-date technology to realize digital solutions for efficiency gains have made them the primary choice.

## CONTACT:

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**Your challenge:**

Digitalizing the logistics process.

**Our answer:**

Introducing the digital delivery note.



# German Federal Logistics Association: Digital delivery note

**CLIENT: BUNDESVEREINIGUNG LOGISTIK (BVL)**



## CUSTOMER PAIN POINT

Printed delivery notes: The manual process is time-consuming and error-prone.

## HOW T-SYSTEMS SOLVED IT

Joint project with Bundesvereinigung Logistik (BVL), GS1 Germany: Implementing the digital delivery note as a web app in the Open Telekom Cloud.

## BUSINESS IMPACT

The individual delivery process is reduced by up to ten days resulting in optimized cash flow.

## WHY TELEKOM/T-SYSTEMS

Combination of process expertise and technical capabilities to provide a scalable solution from just one source.

## CONTACT:

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## Your challenge:

Need of a state-of-the-art infrastructure with ECB and BaFin-compliant operation and cost savings.

## Our answer:

Migration to the Future Cloud Infrastructure.

# Setting the course for IT transformation

**CLIENT: ONE OF GERMANY'S LARGEST FINANCIAL INSTITUTION**

## CUSTOMER PAIN POINT

Requirement for a state-of-the-art IT infrastructure, digitization and modernization of legacy systems, and BaFin-compliant operation for IT infrastructure.

## HOW T-SYSTEMS SOLVED IT

T-Systems was chosen as the strategic IT provider for the bank and delivers various services: collaboration for networks, migration of SAP systems, non-SAP Systems, and all file services to the Future Cloud Infrastructure and SAP Basis Operations.

## BUSINESS IMPACT

Speed up time-critical financial processes, significant cost savings, and reduced operational risks.

## WHY TELEKOM/T-SYSTEMS

Credible and reliable process know-how of T-Systems based on European Central Bank- (ECB) and BaFin regulations.

## CONTACT:

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# Operational and cost benefits with Google Cloud

## Your challenge:

Modernize the operating platform.

## Our answer:

Redesign and implementation of the operating platform (terraform and cloud-native tools) for operational benefits and a monthly cost reduction of more than 25 %.

**CLIENT: MVB**



## CUSTOMER PAIN POINT

Relieve developers of operational tasks, achieve greater resilience for business-critical platform, and modernize the operating platform to use Google Cloud.

## HOW T-SYSTEMS SOLVED IT

Architecture check of the existing landscape with redesign and implementation of the operating platform (Terraform and cloud-native tools) with pan-regional disaster recovery concept.

## BUSINESS IMPACT

Up-to-date security with a reduced workload for developers, and thanks to FinOps, the costs reduced by over 25 %.

## WHY TELEKOM/T-SYSTEMS

T-Systems' outstanding expertise in Google Cloud architecture consulting and a strong consumer focus gives MVB access to expertise for the Google Cloud: "We're looking forward to further collaboration with the consultants from T-Systems." says the optimistic customer about the future.

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# Microsoft 365 with secure external encryption

## Your challenge:

Fulfilling the KRITIS requirements with a unified global collaboration landscape.

## Our answer:

Cloud Privacy Service as add-on to Microsoft 365.

## CLIENT: UNIPER



## CUSTOMER PAIN POINT

Globally standardized collaboration platform needs to fulfill the national KRITIS requirements in Sweden.

## HOW T-SYSTEMS SOLVED IT

Implementation of the Cloud Privacy Service (CPS) as an add-on service for Microsoft 365 and operation of the external encryption gateway in Magdeburg/Biere, Germany.

## BUSINESS IMPACT

Standardized, future-proof, and scalable global collaboration solution fulfills the national compliance requirements.

## WHY TELEKOM/T-SYSTEMS

Strong compliance focus combined with an easy to apply add-on service for Microsoft 365.

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# Ambika - Charging Station Management System

## Your challenge:

Fast roll-out of new innovative business model for charging stations.

## Our answer:

End-to-End management solution (Ambika) for the fast scalability of the business model.

## CLIENT: COMFORT CHARGE

## CUSTOMER PAIN POINT

Highly manual effort in provisioning infrastructure & charging services (from incoming orders and commissions) and intransparency.

## HOW T-SYSTEMS SOLVED IT

Ambika (based on ServiceNow) digitalizes critical processes connecting different stakeholders and ensures a connected and carefree station operation.

## BUSINESS IMPACT

Lower costs for the start-up: E-Charger Rollout 50 %, E-Charger Operations 20 %, E-Charger Trouble shooting 30 %, E-Charger Maintenance 30 %, and scalability of business with audit compliant processes.

## WHY TELEKOM/T-SYSTEMS

Experienced ServiceNow Partner delivers end-to-end solution from just one source.

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COMFORT  
CHARGE

