LEADING EUROPEAN IT SERVICE PROVIDER
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.
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

91% perceive T-Systems as innovative

T-Systems is part of TOP 3 European customer satisfaction benchmarks

> 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

1: Brand Tracking Study GER Dec. 2022
2: 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.

<table>
<thead>
<tr>
<th>About T-Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#1</strong> IT service provider in Germany &amp; DACH</td>
</tr>
<tr>
<td><strong>3.9 B</strong> Revenue with +5.3 % organic growth from 2022 to 2023</td>
</tr>
<tr>
<td><strong>8</strong> Security Operations Centers (SOCs) globally defending against &gt; 36 M attacks per day</td>
</tr>
<tr>
<td><strong>26</strong> Countries across Europe, Asia, and LATAM as well as the US</td>
</tr>
<tr>
<td>&gt; <strong>500</strong> Leading technology partners and suppliers</td>
</tr>
<tr>
<td>&gt; <strong>1,000</strong> Customer references as proof points</td>
</tr>
<tr>
<td>&gt; <strong>26,000</strong> Employees (FTE) with &gt; 20,000 certified experts</td>
</tr>
</tbody>
</table>

Click for deep dive
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

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

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

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

- **Financial Services**
  - Digitization & Monetization
  - Transformation & Modernization
  - Security & Compliance

- **Manufacturing**
  - Accelerated Innovation
  - Resilient Supply Chains
  - Smart & Sustainable Factories
  - Connected Products & Services
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 % 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.

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.
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
We turn your challenges into our mission.

**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%.

**Solved customer pain points**
Your sustainability targets are as important to us as our own.

Our sustainability targets

- **Net zero emissions for direct and indirect energy consumption until 2025**
  - 100 %

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

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

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

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

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)
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.
THANK YOU!
Trusted analysts across all major industries endorse us.

> 100x in 30

Market Leader Positions

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

- Customers migrate the whole landscape
  - We know our customers’ legacy and execute full migration on time & within budget
Quality is the key to success.

**ZERO OUTAGE**
- Health checks
- Process adherence & discipline
- Product & operational readiness
- “Sense of urgency”
- Quantity & quality of people

**ZERO FAILURE**
- Being aware of and managing risks
- Avoiding failure right from the deal
- Scoping according to customer needs
- Planning the how of the collaboration
- Staffing with the right people with the right skills
- Quality in delivery through standards

Audit & compliance including risk
We deliver globally.

26 Countries with Strategic Delivery Centers

T-Systems Local Business Units

<table>
<thead>
<tr>
<th>T-Systems North America, Inc.</th>
<th>US</th>
<th>T-Systems Limited</th>
<th>GB</th>
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<tbody>
<tr>
<td>T-Systems Polska Sp. z o.o.</td>
<td>PL</td>
<td>T-Systems Nederland B.V.</td>
<td>NL</td>
</tr>
<tr>
<td>T-Systems Schweiz AG</td>
<td>CH</td>
<td>T-Systems ITC Iberia, S.A.</td>
<td>ES, PT</td>
</tr>
<tr>
<td>T-Systems Nordic A/S</td>
<td>DK, SE, NO, FI</td>
<td>T-Systems Austria GesmbH</td>
<td>AT</td>
</tr>
</tbody>
</table>

| 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   |

4 Countries with Strategic Delivery Centers

Spain Strategic Delivery Center

Hungary Strategic Delivery Center

Germany Headquarters

Slovakia Strategic Delivery Center

India Strategic Delivery Center

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
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
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
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 CO₂ 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
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.

Car manufacturer: AI Ops

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

Car manufacturer: AI Ops

CLIENT: ONE OF THE LEADING AUTOMOBILE MANUFACTURERS

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

CONTACT:

Referenzen@t-systems.com
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
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.

CLIENT: 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
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.

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

Opensource Collaboration from the Open Telekom Cloud
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
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
Your challenge:
Requisite digital transformation plan to lower costs and increase sustainability.

Our answer:
Combined cloud and IoT solution for a smart city.

Smart city with intelligent lighting management and an IoT network

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
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
DLR: Low Carbon Mobility Management (LCMM)

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 CO₂ 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
### 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.

### Predictive Maintenance for Railway current collectors

<table>
<thead>
<tr>
<th>CLIENT: EUROPEAN RAILWAY OPERATOR</th>
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</thead>
<tbody>
<tr>
<td>CUSTOMER PAIN POINT</td>
</tr>
<tr>
<td>Increasing number of damages in recent years (approx. 2.5 additional p.a.) causes high maintenance cost.</td>
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<table>
<thead>
<tr>
<th>HOW T-SYSTEMS SOLVED IT</th>
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<tr>
<td>AI based solution including data visualization for the quick analysis of anomalies and root causes identification.</td>
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<table>
<thead>
<tr>
<th>BUSINESS IMPACT</th>
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<tbody>
<tr>
<td>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.</td>
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</table>

<table>
<thead>
<tr>
<th>WHY TELEKOM/T-SYSTEMS</th>
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<tbody>
<tr>
<td>Long-lasting railway operator know-how &amp; ability to deliver with high level experts.</td>
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<table>
<thead>
<tr>
<th>CONTACT:</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Referenzen@t-systems.com">Referenzen@t-systems.com</a></td>
</tr>
</tbody>
</table>
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:
Gerhard.Auer@detecon.com
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:
Referenzen@t-systems.com
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:
Frank.Strasser@t-systems.com
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.

CONTACT:
Florian.Chrometz@t-systems.com
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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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.

Ambika - Charging Station Management System

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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