To ensure seamless business processes, enterprises need to be able to rely on their application systems. Within the scope of Standard Application Operations, T-Systems operates, maintains and updates customers’ middleware, databases and business applications – and delivers enhancement and application optimization services if required.

We manage standard applications, providing demand-driven scalable resources and ongoing monitoring in line with your specific business imperatives and changing needs. As a result, you free up in-house resources, reduce complexity, boost operational reliability, cut costs and benefit from T-Systems’ experience and expertise.

T-Systems is a market leader for the operation of business applications. It identifies where savings can be made and passes these on to the customer – helping cut costs by up to 30 percent in the majority of cases.
There are two Standard Application Operations models available: a conventional operating model on dedicated hardware (including mainframes), and Dynamic Services – a globally available, virtualized solution. The majority of our Base Services are standardized and industrialized – meaning higher quality at lower cost.

Application operation entails more than the simple provisioning of infrastructure. Additional solutions are required to ensure reliable operation and transparent service. Basis Infrastructure Services are the foundation of this modular offering, and application systems and additional services can be added to meet your specific business requirements.

Basis Infrastructure Services.
These services include the provision of server hardware, storage, backup, and data-center infrastructure, in addition to data-center access and firewalls.

Databases.
This service comprises planning, installation, testing and go-live, as well as operation and maintenance of database systems – including release management, monitoring and tuning.

Middleware.
This involves the operation of applications for standard middleware – which is necessary when it comes to integrating a customer’s heterogeneous application systems and platforms.

Standard Business Applications.
This service encompasses planning, installation, monitoring of and reporting on installed applications and their interfaces, and includes administration and operation services.

Add-On Services.
Consulting & Transformation.
This includes solution-specific advice, for example with regard to upgrades, migration and transformation, and the transfer of existing systems and data to a T-Systems data center.

Add-On Services – general.
Supplementary services that the customer can request according to requirements. These include additional backup, archiving, user management, disaster recovery via a backup data center – and many more.

Provisioning and operation of application landscapes.

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Standard Application Operations – elements of the offering.

1. Governance Model.
Interaction between your organization and T-Systems is clearly defined in detail. Our services are ITIL-compliant and our processes are certified.

2. Infrastructure.
The customer’s ICT infrastructure is operated on a platform that is compatible with all major operating systems, and that can be quickly and securely accessed via MPLS or Internet VPN. Our data centers are equipped with state-of-the-art fire protection systems, backup power supplies and cooling systems. And we provide racks, servers and CPUs. These infrastructure services are complemented by network services (Telecommunications Operations) and security systems such as firewalls, intrusion detection systems (IDS), intrusion prevention systems (IPS), and virus scanning.

3. Application Operations.
Application Operations cover all tasks and activities performed by T-Systems in the context of managing applications, including the provision and operation of systems landscapes for business applications. Available globally, Application Operations include consulting services and configuration, installation, go-live and monitoring of applications. Our skilled employees are responsible for monitoring, reporting, ensuring compliance with SLAs, and 2nd and 3rd level support.

If required, customers can also take advantage of T-Systems’ unique round-the-clock early warning and analysis system, which safeguards selected business processes and their infrastructure services. This ensures tight integration of infrastructure, application services and support units. To achieve the highest degree of cost effectiveness, some of these services can also be provided through nearshoring/offshoring.

Provisioning of business applications is based on a highly standardized, automated process, that allows standard configuration of core components. T-Systems offers a broad portfolio of standard business applications, middleware and databases as a platform for business processes. This platform is open, meaning it can be connected with third-party systems and can integrate customer-specific applications.

5. Examples of applications.

The offering includes support for standard applications (e.g. Siebel CRM), middleware (e.g. Web servers such as Apache and IIS, or the Tomcat application server), tools (e.g. Java and Perl), in addition to applications such as BizTalk Server. Databases operated include Oracle, DB2, MS SQL and MySQL databases.

Benefits.

The most common reasons for outsourcing applications and infrastructure are to cut costs and free up in-house resources for core competencies. Standard Application Operations enables companies to respond quickly and flexibly to fluctuating demands, for example as a result of peak load, growth, new compliance policies, restructuring or mergers, acquisitions and divestments. Savings. And that means reduced financial risk when it comes to IT landscapes – and the release of precious capital for other projects (opex in place of capex).

Expertise.

Changes to markets, to internal company structures and to business goals mean IT landscapes have to be continuously adapted. T-Systems is an expert when it comes to business applications. What’s more, our extensive knowledge is accessible at any time – so companies no longer have to develop skills or maintain their own resources.

Security.

T-Systems provides each customer with its own dedicated virtual LAN – strictly separated from those of other customers. T-Systems deploys the very latest security technologies and operating procedures at its data centers to ensure the highest degree of data security and reliability. Customer IT systems can be mirrored at multiple data centers (twin-core data center), offering additional reliability in the event of failure.

Enabling growth.

Ensuring high-quality, secure, transparent and cost-effective IT operations calls for an expert partner who can support business models and processes with a high degree of efficiency. And today’s enterprises need ICT resources that keep step with their changing business needs. There is only one answer to these challenges: ICT resources that can be delivered and billed scalably in the shape of discrete services available on demand. At T-Systems, this ICT offering is called Dynamic Services.

Savings.

From a financial point of view, there is no alternative to outsourcing. Experience has shown that Standard Application Operations generates long-term savings. And that means reduced financial risk when it comes to IT landscapes – and the release of precious capital for other projects (opex in place of capex).

Pricing models.

Pricing models, whether fixed rate plus variable, demand-driven costs, or demand-driven costs only, vary according to the services selected and customer-specific agreements.

Service levels.

Five pre-defined service levels are available for Standard Application Operations. These range from “Office” (Mon.-Fri., 7am-7pm) to “Full time HA” (24/7 High Availability, which can be extended to include Disaster Recovery). Availability for these service levels is between 98 percent and 99.5 percent.

<table>
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T-Systems operates a global infrastructure of data centers, IT networks, and service and support units to deliver standard applications. T-Systems Standard Application Operations is provided in consistently high quality across the world.

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Improvements across the board.

Today most IT landscapes include multiple systems that run on numerous, multi-tier servers in a heterogeneous architecture. Standard Application Operations enables the cross-enterprise, demand-driven deployment of applications, and helps streamline and consolidate server landscapes. By optimizing operations, this solution generates cost savings and reduces in-house effort.

Certificates.

The Standard Application Operations offering is part of T-Systems' core business. As a global ICT service provider, T-Systems is internationally certified in accordance with DIN ISO EN standards, and is SOX and SAS 70 compliant.

Long-term partnerships.

T-Systems collaborates with prominent national and international enterprises, creating a network of expertise that offers customers the highest quality standards.

Dynamic Services make all the difference.

Today’s global enterprises need access to scalable IT resources and services. T-Systems Dynamic Services is a landmark offering with the following key features:

- Scalable and flexible: System performance, number of users, and the scope of functionality and services can be aligned with business needs at all times. For example, it is possible to provide resources for peak demand, generally without any delay. And when business returns to normal, customers can simply scale back down.

- Automated and lean: The high degree of standardization and automation generate significant economies of scale. This leads to lower costs, streamlined processes and reduced error rates. Standardization is applied to architecture, technology, service elements, SLAs and flexible pricing models.

- Ready to use: Platforms with preconfigured, ready-to-deploy modules and services. Companies can replace capital expenditure with pay-per-use models.

- Shared and virtualized: Dynamic Services are based on virtualized system resources. Thanks to virtual application servers, customers can leverage applications more flexibly. That means that systems administrators can simply add or remove servers, as and when required. The pooling of assets leads to significantly lower operating costs compared to conventional operation.

References:

- **XELLA Baustoffe GmbH.** T-Systems implemented a flexible, scalable Siebel CRM multi-tier architecture with numerous system landscapes, including scalable virtual servers to which slices can be added or removed as needed. In addition to specific Siebel components, T-Systems also operates further applications that support the entire process, such as ec4u’s C4 Business Communication Management software and Qlikview’s BI reporting software.

- **Emhart Glass.** T-Systems centrally operates secure, global and highly available prioritizable applications such as ERP and CRM for this Swiss company – an international supplier of equipment, controls and parts to the glass container industry.

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