

Lower costs, higher performance

Concentrate on core competencies and outsource the rest: in line with this golden rule, the **MAN Group** has recently placed its ICT, including its corpo-rate network, in the safe hands of T-Systems. The expert service provider has already assumed responsibility for operation of MAN data centers in Germany and Austria. The next step is to transfer the entire infrastructure to T-Systems' high-performance data centers in Munich. The MAN Group is benefiting from the outsourcing deal in many ways. The costs of operating its IT landscape are expected to fall significantly in the medium term. And idle resources will be a thing of the past. What's more, T-Systems delivers the lion's share of services dynamically – so costs, bandwidth and storage capacity are tailored flexibly to MAN's specific requirements.

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Faster check-in

Automated check-in kiosks are becoming increasingly popular with airline passengers. But can they do more than just print boarding passes? The terminals that T-Systems is currently installing for **Lufthansa** can also scan and process travellers' personal identification documents and visas (for example for travel to the United States), promising to make the check-in process even faster and more convenient. Over 300 of these leading-edge kiosks will be introduced in more than 30 airports across Europe.

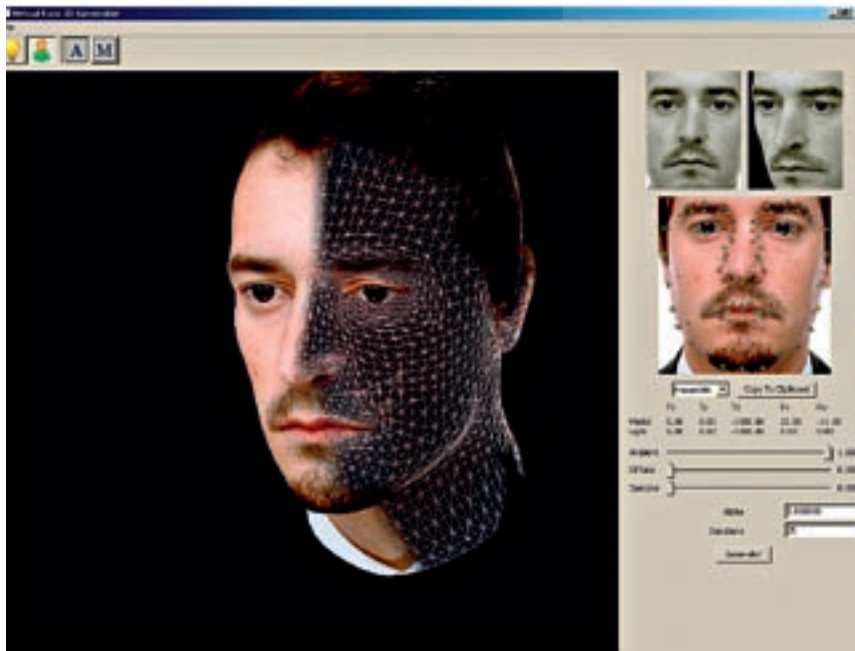
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E-health in day-to-day hospital life

T-Systems has developed an innovative portal for the **Elisabethinen hospital in Linz, Austria**. The new solution, which will be used by around 1,500 kidney patients annually, offers outstanding user-friendliness and security. Text messages provide patients with information, for example on new lab results, examination appointments or necessary medication. They can view the encrypted data by entering their password and social security number. Dr. Franz Harnoncourt, Director of Medicine at the hospital, describes the introduction of the portal as "a concrete and positive application of e-health in day-to-day hospital life."

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No chance for bank robbers



Thanks to the integration of **face-recognition technology** at the doors of **Italian banks**, T-Systems in Italy is helping keep out potential criminals. In a pilot project, facial contours are captured with the help of 86 biometric points. If a robbery occurs, this data is quickly compared to images stored in police data bases, helping identity the culprit fast. The technology is successful even if a person is masked. According to police experts, the trial of this new system, which is being monitored by Milan University, takes video surveillance to a whole new level.

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Dynamic Services from A to Z

From A for acetone to Z for zinc chloride – **Brenntag**, the global market leader for the distribution of chemicals, is driving its growth strategy in the Asia-Pacific region with the help of T-Systems Dynamic Services. From now on, Brenntag will receive end-to-end integrated ICT solutions, such as MPLS and AMS, in nine countries (Singapore, Malaysia, Philippines, Thailand, Vietnam, Indonesia, Taiwan, India and Australia). Dynamic Services, based on virtualized IT resources and a pay-per-use model, offers complete scalability and flexibility. As a result, Brenntag can adapt the IT services to meet its changing requirements.

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Innovative service solution for Deutsche Bahn customers

A new customer queuing solution at **Deutsche Bahn** is cutting waiting times for train tickets and information. Initially implemented at 33 of the rail operator's 400 travel centers throughout Germany, the system means passengers no longer have to wait in line. Since early 2009, all components have been centrally managed by an In-Store Communications solution from T-Systems. This handles a variety of tasks including terminal configuration, definition of ticket texts, and even processing of travel-center statistics. Travelers can use their new-found free time to buy a newspaper or food and drink for their journey.

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Frightened by fixed costs? Dynamic Services has the answer

T-Systems has signed a contract with Linde, the specialists in industrial gases and engineering, for the provision of Dynamic Services throughout Europe. Within the scope of this agreement, the ICT company will consolidate **Linde's** current data-center infrastructure in Munich, Stockholm and Guildford at a T-Systems facility in Munich. This move gives Linde access to dynamic computer resources that can be scaled up or down in line with changing needs and fluctuating business demand. The advantage is clear: high fixed costs for computing and storage resources are replaced by lower, variable and transparent costs.

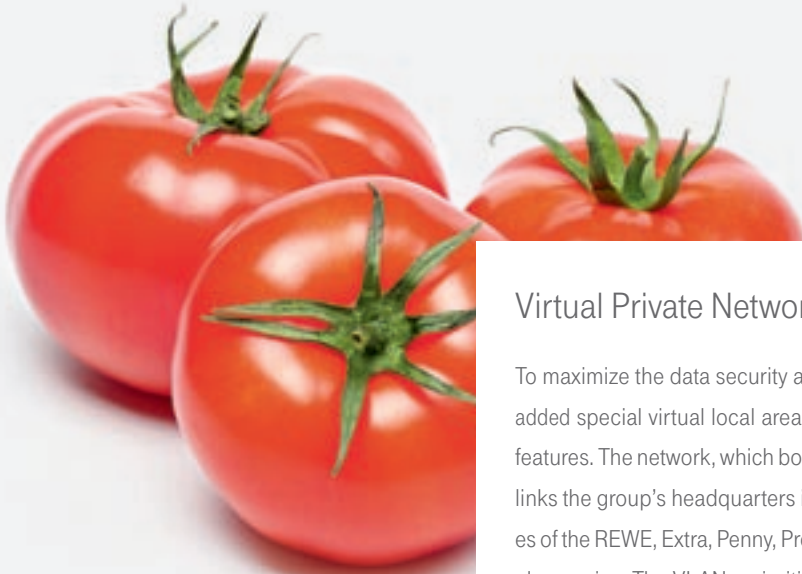
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Bringing everyone to the (virtual) table

By implementing eight **Cisco Tele-Presence** systems at sites including its Munich, Berlin, Bonn and Frankfurt offices, T-Systems is reducing managers' travel costs. The solutions, which went live in April 2009, enable cross-site collaboration, offering the Deutsche Telekom subsidiary's employees new levels of flexibility when it comes to discussing contracts, or quickly reaching important managerial decisions.

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Virtual Private Network (VPN) for the entire REWE group

To maximize the data security and availability of retailer group **REWE**'s VPN, T-Systems has added special virtual local area networks (VLAN) functionality, plus proactive management features. The network, which boasts data transfer speeds of up to two megabytes per second, links the group's headquarters in Cologne, Germany, with other sites – including all branches of the REWE, Extra, Penny, Pro Markt and toom chains, as well as 900 DER and ATLAS travel agencies. The VLANs prioritize enterprise resource planning data over service data, and ensure external suppliers have no access to REWE's sensitive business data.

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VIVA Bavaria

The **Bavarian Ministry of Finance** recently upgraded its HR management system, known as VIVA, to the latest release of SAP ERP. VIVA is the largest SAP HR installation in Germany, and one of the largest worldwide. The upgrade was supported by T-Systems and other partners, and was completed on time and on budget. 900 staffers in the Ministry of Finance use VIVA to process over 340,000 employee salaries and a further 100,000 pension payments. In addition, they handle approximately 30,000 change requests per month. VIVA is a comprehensive system with rich functionality for organizational management, appraisals, budgeting, recruitment, cost-accounting and many other tasks.

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State-of-the-art voice and data network

By Fall 2009, the **Münster-based insurance player LVM-Versicherungen** will move its 6,500 desktops across 3,100 sites in Germany onto the IntraSelect MPLS network from T-Systems. This high-performance network leverages Internet protocol (IP) to transmit voice and data efficiently. LVM employees enjoy anytime, anyplace access to the network via a secure IP-VPN connection.

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A helping hand for researchers

Researchers have enough on their minds without having to worry about their ICT. This is why ten years ago T-Systems Solutions for Research (SfR) began offering solutions custom-tailored to the needs of the scientific community. SfR provides everything from telephones, to desktop PCs, to supercomputers, to services – allowing researchers to focus on their core tasks. For example, T-Systems designed, deployed and now operates one of the world's fastest supercomputers at **Forschungsflughafen Braunschweig GmbH**, a consortium composed of Brunswick airport and other organizations and dedicated to aerospace-related research. And SfR also supports scientists working on the **EU's Galileo** project by providing the communications infrastructure for the satellite-navigation system's control center in Oberpfaffenhofen. **Contact:** juergen.aumayer@t-systems.com