



# Here today. There today.

T-Systems bestshoring excellence: spotlight on nearshoring.  
Infrastructure and computing services.

.....T.....Systems.....

# One world. One company. T-Systems.

Many successful companies rely on global organizational structures and partners skilled at networking. In every location in the world, they provide the same high level of quality in information and communication (ICT). T-Systems provides global support to its customers and turns its own international structures into benefits for the customer.

As the Key Accounts division of Deutsche Telekom AG, T-Systems provides integrated solutions for the interlinked future of the economy and society. With a global infrastructure made up of data centers and networks, T-Systems handles the ICT for multinational corporations and public institutions. Some 46,000 employees combine industry expertise and ICT innovations to add significant value to companies' core business all over the world.

Welcome to the world of T-Systems.

# Onshore. Offshore. Nearshore: Bestshore.

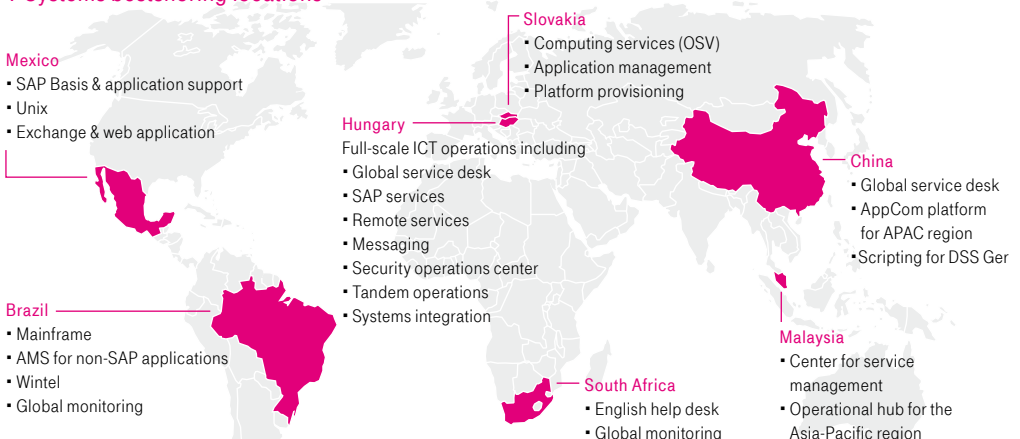
At T-Systems, the national companies in Brazil, China, Malaysia, Mexico, Slovakia, South Africa and Hungary each bring their strengths as T-Systems bestshore locations into the international company network on equal footing. In order for you, too, to gain the best possible advantages from these synergies, T Systems also offers – alongside the traditional, fixed-location forms of production – the option of service provision from the specific T-Systems country on request. The powerful, innovative network technology guarantees that all locations can deliver their services internationally – no matter what the scope and with maximum security. We consider this cost-effective, country-spanning production form to be a long-term business benefit for the customer. And we operate as a global company by defining international quality standards and simultaneously bringing together different cultures. In accordance with laws, particularly data privacy provisions, T-Systems complies the compliance of the

services offered in the particular form of production. Corresponding audits monitor compliance with these provisions.

## Facts and figures (Europe, Asia, America, Africa):

- 117,100 m<sup>2</sup> data centers
- 130,700 MIPS
- 54,600 OSY servers
- 12,159,300 SAPS
- 1,447,300 SAP named users
- Managed seats: 1,108,205
- Mailboxes: 791,058
- Service desk agents: 1,717
- 176 MPLS PoPs worldwide
- 1,600 networks, 54,000 sites and 550 edge routers in operation
- 330,000 VoIP ports in operation
- 570 ATM/FR edge nodes and 25,000 sites in operation

## T-Systems bestshoring locations



With its international production network, T-Systems offers you, in addition to financial benefits, industry-spanning ICT experience and local expertise.



# Quality from end-to-end. Infinite advantages.

With T-Systems bestshoring, we offer you a way out of the cost-intensive operation of your ICT landscape. The entire production structure is designed for transnational cooperation and has paid off over the last few years with high cost savings. Your benefits are obvious.

## 1. T-Systems bestshore teams.

No matter where you look, T-Systems employees are extremely well-trained and receive, when necessary, additional training for carrying out customer and location-specific tasks. They communicate in highly proficient English and/or German as well as in the respec-

tive national language, thus ensuring that teamwork is fluid. T-Systems gives high priority to cultural integration and knowledge transfer. Both form the foundation for cross-border cooperation and teamwork. To your benefit.

## 2. T-Systems bestshore security.

The international data centers and data transmission networks of T-Systems are highly available and meet the highest security standards. Your sensitive and business-critical data is secure against unauthorized access and loss at all times.

### 3. T-Systems bestshore pricing.

Our pricing structures are internationally competitive thanks to global resource deployment. The greater specialization, lean production and a high level of standardization also boost productivity. And the more you produce, the more money you save. We are happy to pass along cost savings to you.

### 4. T-Systems bestshore quality.

At T-Systems, the quality of production, services and system development is at the same high level in all bestshore locations. All companies comply with international quality standards and are certified on a regular basis. The processes are established and are continuously monitored for quality by experts.

### 5. T-Systems bestshore contacts.

Bestshore also stands for best service, first-class customer support. Regardless of where production occurs. Your main contact is located in your area. He manages the services provided via the T-Systems service organization: across national borders yet still from a single source.

### 6. T-Systems bestshore portfolio.

Innovations are included in the global production and service network of T-Systems. Regardless of which service is produced in which country. You can be sure that the T-Systems bestshore services always meet the highest development level:

- Service desk
- Application services
- SAP solutions
- Data center & computing infrastructure
- Dynamic services
- Security services (trust center)
- Platform provision and operations
- Delivery management support
- Realization management
- Competence center security
- Competence center voice
- Competence center LAN

We also offer individual system integration. T-Systems integrates your applications and supports you over the long run no matter what direction your development takes. The spectrum spans data warehousing & business intelligence, business service management, enterprise resource planning to IT infrastructure services all the way to portals & content management and test environments.



# Nearshoring. Short paths to success.

Today we would like to showcase for you two countries for successful T-Systems nearshoring. Over the last few years, the company has established one site in Slovakia and two in Hungary. Here, cooperation is facilitated by the close cultural and geographic proximity to the Eastern European countries and the time zone which is virtually the same. Both national companies are ISO9001 and ISO27001 certified and enjoy an excellent reputation in their respective countries as an international employer in a forward-looking industry. Cooperation with local universities, local businesses and politicians promote the company's image as a talent factory for computer scientists and related professions. New employees value the international flair and global career opportunities T-Systems offers.

Košice (Slovakia)



Debrecen (Hungary)





Košice (Slovakia)

## Slovakia site.

Since 2006, T-Systems Slovakia s.r.o. has been operating from Košice, the second-largest Slovakian city and an European cultural capital. Right from the outset, this T-Systems nearshoring site provided SAP services for, among others, the customer “Thomas Cook”. With more than 1,000 employees, T-Systems Slovakia plays an important role in the global T-Systems network and supports the leading position of the company on the global market. The portfolio includes support for SAP, Windows and Unix/Linux applications. In addition, T-Systems Slovakia provides 7x24 service, monitoring and first and second-level support for European customers.

### Overview of services:

- SAP Basis administration
- Storage and data administration
- Windows administration
- Unix administration
- Engineering system management and special solutions
- Non-SAP applications – middleware, databases, special customer applications
- Monitoring & support center
- Data and voice network services
- Realization management
- Telecommunications including WAN, LAN, VoIP and security support



Budapest (Hungary)

## Hungary site.

In 2005, T-Systems launched the nearshore initiative in Hungary. The result was two locations in Budapest and Debrecen and more than 1500 employees. Today, there is the largest global service desk of T-Systems with around 55,000 calls a month and offering complete services for ICT operations. The internally set up Security Operation Center (SOC) monitors Internet servers of customers focusing on virus and spam attacks. The SOC supports customers in German. We offer a wide range of tailored solutions with the systems integration team.

### Overview of services:

- Global service desk
- Electronic data interchange service
- Central end user services
- Infrastructure development & operations
- Security operations center
- Application & middleware operations
- Database operations
- Delivery management support
- Systems management
- Reporting development & operations
- Platform provisioning and operation
- Testing services

