

# Enterprise Application Integration.

## Agile Strategies Based on Flexible Processes.

Dynamic markets and increasing customer demands require a constant stream of new strategies and products. Standing still means losing ground. Yet new ideas also alter processes and structures and can only be rapidly implemented if the underlying technology grows as well. To-the-second supply chains, holistic customer care strategies, real-time call-center assistance or fast capacity queries all require a high degree of integration among permanently scalable applications. When joining forces with others, companies only benefit from IT synergy effects if their technology can be expanded flexibly, without resulting in overgrown landscapes full of complicated interfaces and isolated operations.

T-Systems now offers an EAI (Enterprise Application Integration) solution that allows all relevant systems to communicate as one. What's more, it transparently manages all specialized processes, company-wide and across all applications. In providing its services and applications, T-Systems relies on its extensive know-how and experience, gained from realizing specialized integration solutions in all major industries.

## Fewer Connections, Improved Integration.

The basic idea: Every application now only communicates with one central EAI platform. This reduces the number of network connections and increases the flexibility of the entire system. The platform coordinates incoming queries and, after reformatting them, directs them to the appropriate target system for further processing. This means, for example, that a CRM system receives exactly those business objects and attributes it requires from the contract management system. Varying formats can be easily processed, since the EAI platform has custom-made adapter protocols at its disposal. This allows companies to integrate once-isolated systems and reduces the need for development and maintenance of new interfaces.

## The Process Helmsman.

Only when conditions are clear can a ship sail full speed ahead. The EAI solution from T-Systems ensures a high degree of transparency within a company's process

landscape. This allows planners using a graphic interface to model new processes across departments and applications, simulating, installing and altering them together with company specialists and management. Numerous programming steps are eliminated, since the platform automatically generates a high volume of transport code. Finally, through its centralized monitoring system, the solution identifies possible disruptions and bottlenecks across all system connections. This allows the status of individual processes - new user registrations, for example - to be called up instantly. That means customers get the information they want, the moment they want it.

Once processes have been holistically installed, efficiently-operating integrations technologies promote the development of new ideas: A stable Internet portal not only provides a tool for product sales, but also serves as a warehouse system for suppliers. And the lack of duplicated data entries increases data quality, as well as allowing data mining across all divisions and units. EAI pays for itself, and not just as a result of lowered IT costs. Above all, companies gain new potential for realizing better business strategies.

## Enterprise Application Integration in a Nutshell.

- Fast implementation of new IT strategies.
- Trouble-free communication between all relevant applications.
- Flexible, changeable processes.
- Transparency and monitoring of all network connections.
- Reduced IT costs.

## Further information.

Please contact your T-Systems or Deutsche Telekom sales representative.

You can find us in the Internet at:

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