

# The Enabler of Connected Life & Work.

T-Systems



## Our ICT is customers' driven.

The economic challenges are intensified by social trends. Web 2.0, personalization and mobility increase the global market transparency and the influence of the consumer and demand new business and partnership models.

From these mega trends, T-Systems has derived the focal topics in information and communication technology which contribute to meeting these challenges.

T-Systems' ambition is to become the enabler leader among ICT players, in a global market based on a continuous link between economy and society.

Customers relying on T-Systems may face challenges and meet their business needs, and achieve efficiency, quality, optimization and innovation.

### Value added from T-Systems.

- DNA focused on "convergent" solutions, as being part of Deutsche Telekom Group
- Total commitment to the Corporate segment
- Deep knowledge on Large Accounts decisional process and strategic sourcing strategies
- Know-how on project, rollout and operations in the ICT portfolio, infrastructure and application
- Innovative offering on outsourcing solutions and flexible and dynamic pricing models
- Sustainable Data centers

# T-Systems, corporate customer division of Deutsche Telekom.

## T-Systems in the Deutsche Telekom Group.



Drawing on a global infrastructure of data centers and networks, T-Systems operates ICT systems for multinational corporations and public sector institutions. With offices in over 20 countries and global delivery capabilities, T-Systems serves companies in all industries – from the automotive industry to telecommunications, the financial sector, retail, services, media, energy and the manufacturing industry all the way to government agencies and the healthcare sector.

Some 45,300 employees combine industry expertise and ICT innovations to add significant value to customers' core business all over the world. The corporate customers arm generated revenue of around EUR 8.8 billion in the 2009 financial year.

## Global delivery capacity.

- approx. 1.1 million managed desktops worldwide
- approx. 117,000 sqm of data center at 79 sites
- >253 MPLS PoPs in 53 countries
- follow-the-sun customer network management via network operation centers in the USA, Singapore, the UK, and Germany
- help-desk support in 28 languages
- WAN management for over 2,000 networks

## Scalable platforms.

- > 1,531,000 named SAP users
- > 12,159,000 SAPs
- various BSS and OSS on > 54,000 servers
- 145,000 MIPS with 5.1 petabytes of storage
- hosted messaging platforms: one of the world's largest Lotus Domino solutions with over 280,000 mail boxes plus more than 500,000 Exchange mailboxes

## Local and International Customers.



## Vision - 5 Core Beliefs.

T-Systems vision is driven by the Core Beliefs, the "5 ideas" that identify challenges of the future and support choices of companies and organizations.

T-Systems ICT solutions meet strategic requirements of customers in terms of:

- **Transparency:** T-Systems meets market requirements with its consistent services and solutions
- **Standardization:** predefined solutions modules for the optimization enable cost-effective implementation
- **Flexibility:** modular delivery components ensure the necessary flexibility despite standardization.



### Dynamic Net-Centric Sourcing.

ICT scalable services and flexible pricing models for the markets in continuous evolution. Resources are provided dynamically and customers only pay what they use.



### Collaboration.

Traditional company boundaries are blurring as interaction with customers, suppliers and partners increases.



### Mobile Enterprise.

To provide the relevant details and services, employees have to be able to work efficiently anytime, anywhere.



### Security & Governance.

End-to-end solution for data security and governance, from the devices deployed to information management.



### Sustainability & Corporate Responsibility.

Social responsibility is a major priority for T-Systems and its customers. "Sustainable" business achieves success through an more responsible approach.

## Mission.

"We are shaping the connected future of business and society, creating value for our customers, employees and investors with innovative ICT solutions."



### Reinhard Clemens

CEO of T-Systems and Member of the Deutsche Telekom Board of Management