

T-Systems – company portrait

We shape the networked future of business and society and create value for customers, employees and investors thanks to innovative ICT solutions.

T-Systems is Deutsche Telekom's corporate customer arm.

Using a global infrastructure of data centers and networks, T-Systems operates information and communication technology (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. Approximately 45,300 employees worldwide use their industry expertise and ICT know-how to provide top-quality service. T-Systems generated revenue of around EUR 8.8 billion in the 2009 financial year.

Tapping into future markets with “intelligent networks”

As a driver of innovation within the Deutsche Telekom Group, T-Systems provides ICT solutions for connecting business and society, in particular in the “intelligent networks” growth area. The main focuses here are connected cars, the health sector and efficient energy management. Examples include satellite-based toll systems developed and operated by T-Systems and, in the future, convenient in-car Internet access for navigation, automatic emergency calls and voice-controlled e-mail. The healthcare sector, comprising clinics and health insurance providers, also relies on the industry expertise of T-Systems. The company connects the various parties with secure transmission paths and convenient solutions. In doing so, T-Systems also supports what is known as integrated healthcare, where patients benefit from cross-sectoral care and treatment – from hospital doctors, GPs, specialized therapists and rehabilitation clinics.

A solution is already available for efficient energy use in the form of smart metering, which provides minute-by-minute data on power consumption in private households. With its knowledge on operating complex networks and industry expertise in the energy sector, T-Systems is currently developing a

solution for the energy networks of the future – so-called smart grids, which balance fluctuating production (wind, sun) and consumption.

With integrated solutions, networks and services, T-Systems assists administrative bodies at all levels, security authorities and educational facilities in the optimization of processes, the reduction of costs and the provision of faster, improved services for citizens .

Number 1 worldwide for dynamically scalable SAP services

The service provider offers information and communication technology from a single production source, guaranteeing a high level of quality for complex ICT projects, especially major outsourcing contracts. Today, when it comes to supplying customers with dynamically scalable SAP services (Cloud Computing), T-Systems is the number one worldwide. For example, the Deutsche Telekom subsidiary has concluded a contract with electronics company Philips on global data center services and dynamic SAP services. In South Africa, T-Systems took over the ICT service provider arivia.kom, making it the biggest SAP service provider on the Cape.

Turbo for telecommunications networks

The Deutsche Telekom subsidiary is setting up and operating a global voice network with the latest technology for the oil group BP. The tourism company TUI Travel, headquartered in London, is also relying on T-Systems for the new pan-European telecommunications network for its company sites in seven countries.

The human factor

When customers entrust T-Systems with their information and communications technology, this often also involves taking over employees. And as is the case with any service, the quality depends on the people providing it. The integration of new employees therefore plays a key part in providing customers with outstanding service. Thousands of new employees have joined T-Systems through outsourcing and acquisitions. And experience has shown that success hinges on the amalgamation of different corporate cultures in new customer projects.

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