



T-Systems -- Service Management Plattform

April 11, 2008 - Advisory Board SolveDirect, Vienna

How to manage multi partner and - level projects efficiently by means of actual cases

•• T •• Systems •••••

About T-Systems.

Our employees are a part of us, and we are a part of the Deutsche Telekom Group.

And our customers benefit from this strength.



..T.. Systems ..

Flexible solutions for business customers

..T.. Mobile ..

On the move, and always in touch

..T.. Home ..

Enhances fascinating communication at home



T-Systems.

Everything on board for our customers' sustained success.

Large, midsize, and small businesses

160,000 national and international companies

Proximity to customers through regional sales force

TC services, standardized and individual IT solutions

Global responsibility for TC production

Multinational companies

Top 60 customers

Industry competence in Industry Lines

Complete IT and TC portfolio

Global responsibility for IT production

Business Services

Enterprise Services

•• T •• Systems ••

Greatest expertise, best quality, most innovative technology.

What applies to us is also the criterion for the selection of our partners.

A strategic network of national and international technology, innovation, sales and service partners superbly complements our resources and competencies

A high degree of expertise, the best quality and innovative technologies are the criteria for selecting our business partners

Cooperation with universities and research institutions simultaneously ensure the high innovation standard of our portfolio



T-Systems.

Comprehensive ICT portfolio for small and large companies.

- T-Systems is a leading service provider for information and communication technology (ICT) in Europe.
- We develop, implement, and operate your individual IT/TC infrastructure and your business processes. You simply concentrate on your core business.
This means: **Business flexibility**

T-Systems offers

- Intelligent voice solutions
- Broadband and secure corporate networks
- Cellular solutions for secure access to corporate networks
- A hardware and software portfolio with which companies can optimize their business processes
- Industry solutions



The numbers speak for themselves.

With an annual sales volume of EUR 12.6 billion, T-Systems is one of the largest companies in Germany.

Revenue (01.01. – 31.12.2006) approx. EUR 12.6 billion

EBITDA (01.01. – 31.12.2006) EUR 1.2 billion

Employees approx. 56,000

International presence countries Business units in over 20 and worldwide delivery capacity

Customers Worldwide more than 160,000 customers



Hard at work for our customers. Our ICT resources and service capability across the world.

Telecommunication

Telekom global network: access to over 50 countries with over 2,000 access points

Participation in ca. 80 submarine cable systems (173,000 km of land and submarine cable) with a capacity of 177 gigabits/sec. transatlantic and 6 gigabits/sec. transpacific

MPLS¹ backbone with 46 petabytes IP traffic per month

Network Control Center on 3 continents in "follow-the-sun" operation (24hx365d)

Experience of 2,000 corporate networks

Information technology

Operation of 1.44 million Desktop PCs

Over 550,000 SAP users

32 data centers worldwide with over 50,000 m² of hosting space
35,418 open system servers
130,786 mainframe MIPS²
over 2.1 petabytes of storage

Largest user of e-CRM systems in Europe

¹ Multi-Protocol Label Switching | ² Million instructions per second

The Project. The Requirements.

How to manage multi partner and -level projects efficiently by means of actual cases

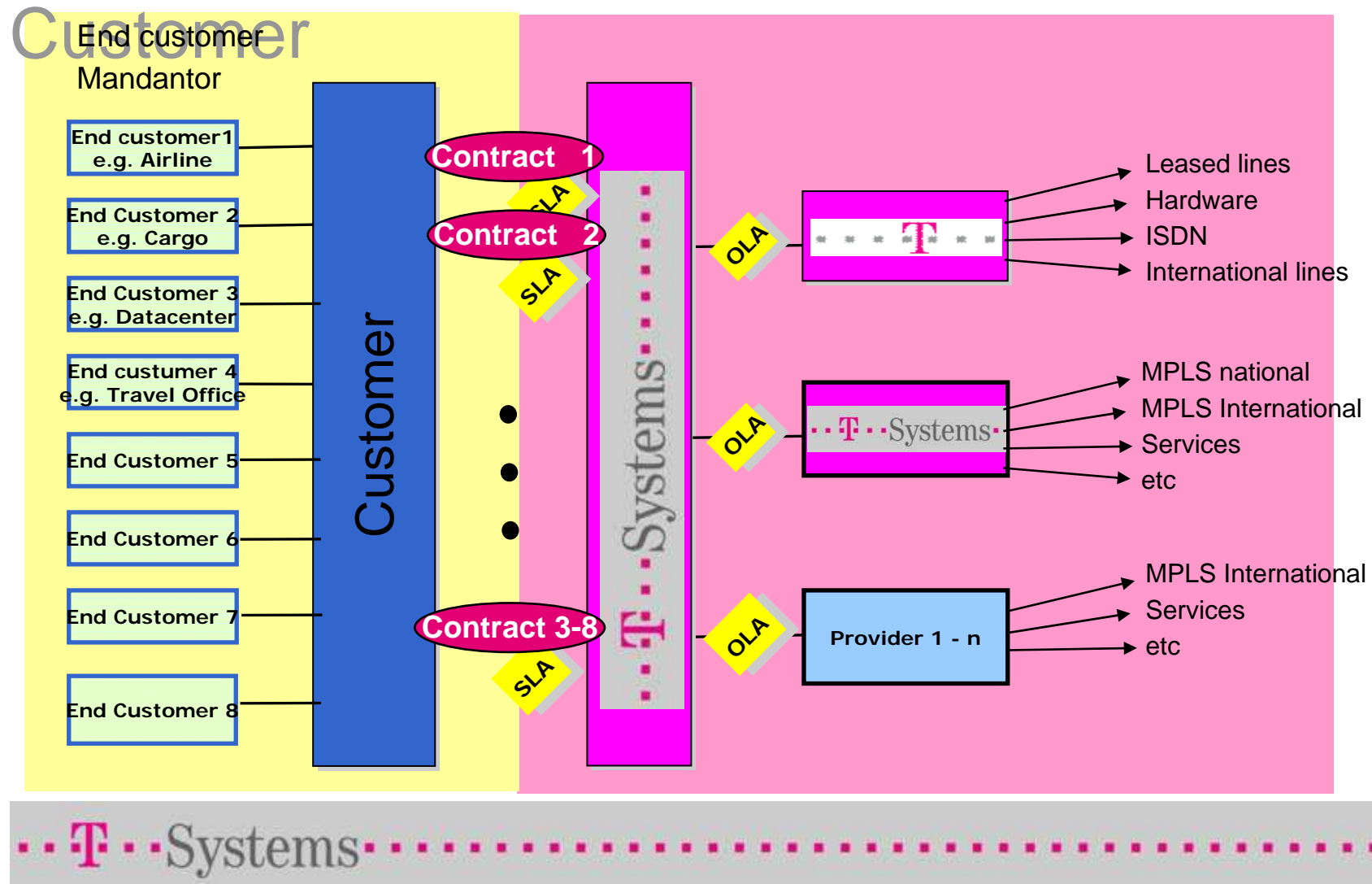
SMP Service Management Platform

Starting position

- Case Study for an Enterprise Customer in the Aviation Market
- Fully Integrated control of multiple SLA´s from different contracts
- Configurable Access Rights to manage 8 contracts
- Multiple Access Levels
- More than 2300 SLA relevant resources

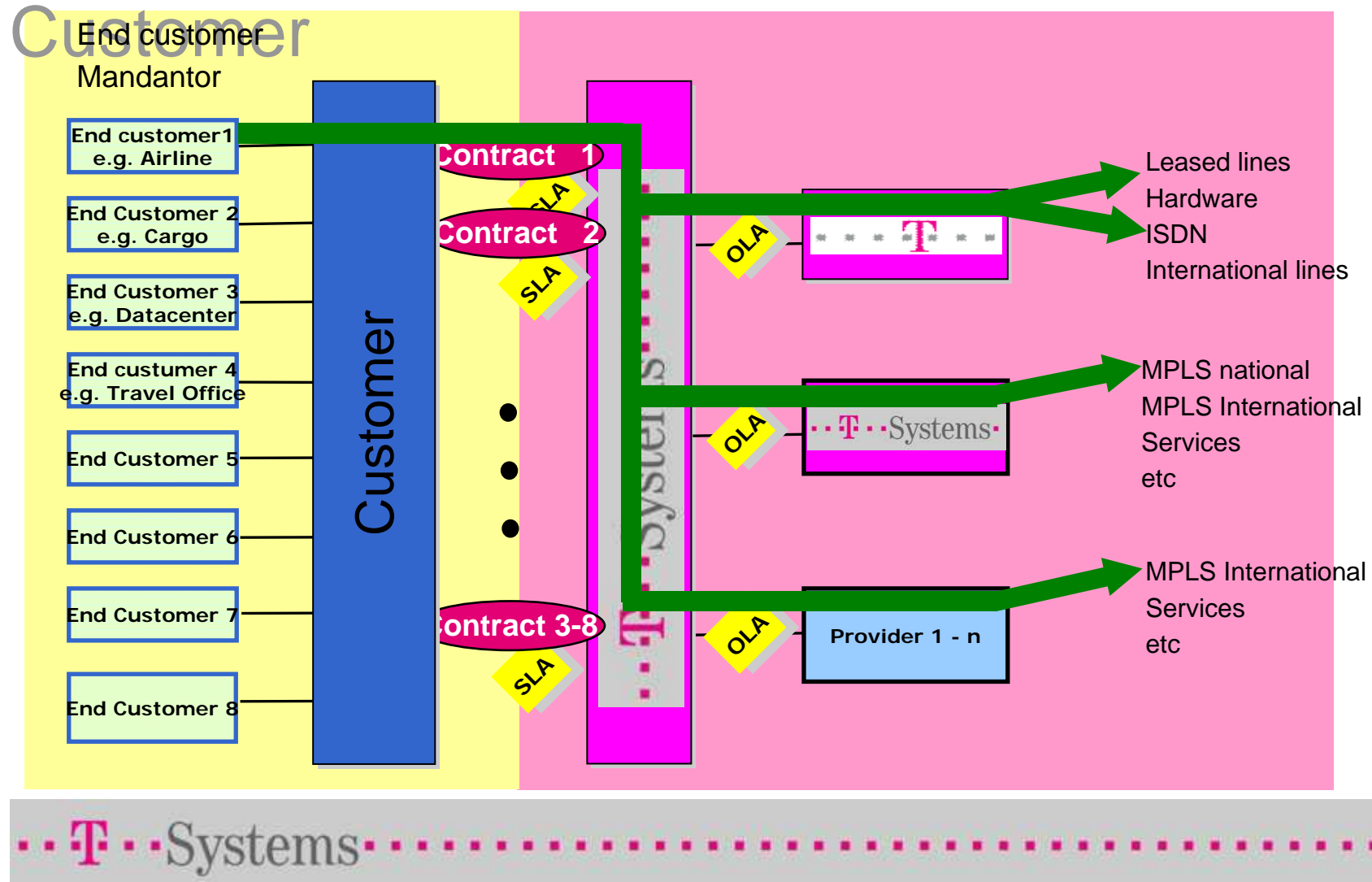
SMP Service Management Platform

Relationship between T-Systems and



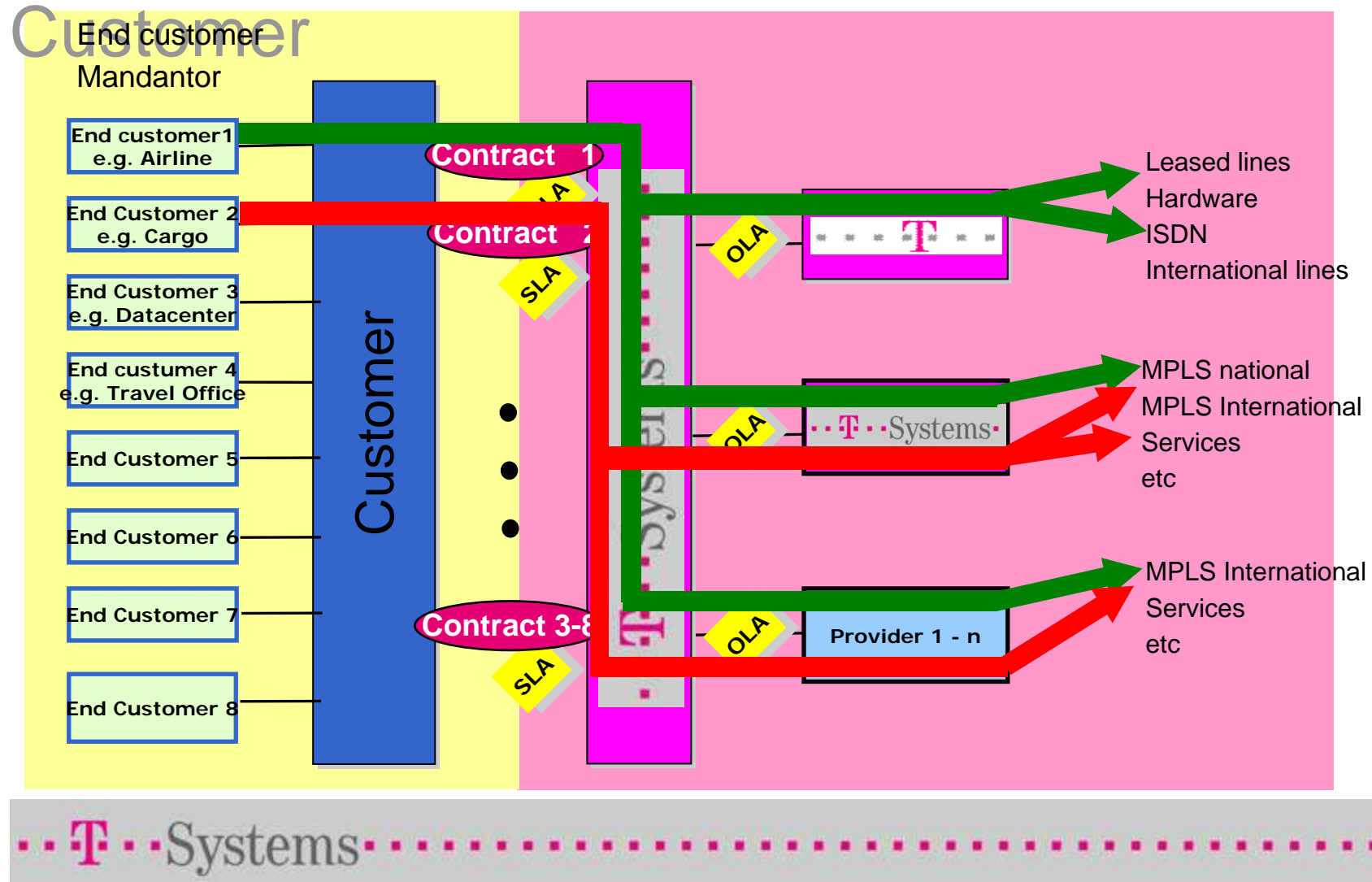
SMP Service Management Platform

Relationship between T-Systems and Customer



SMP Service Management Platform

Relationship between T-Systems and



SMP Service Management Platform

Why do we need such a Platform?

- Upgrade flexibility to integrate with multiple Systems
- Must be/have
 - For different user profiles, personalized end-user based functions
 - Drill Down functions
 - Full Support of ITIL defined Processes
 - Incident, Change, Configuration and Availability Management
- Incident Process measurement against defined SLA
- Technical Performance Reports against SLA
- More than 120 Customer Configurable Reports

SMP Service Management Platform

Why do we need such a Platform?

- Mapping the Order Process to document and change information with customer
- Different Workflow in various contracts (IMAC)
 - Monitors the timeline e.g. NOA, CDD, RFS, RFU in CMDB
 - Generates Alerts informing status to all required parties, e.g. e-mail, SMS
- Mapping parts of the Change Process to document and change RFC in maintenance tasks in the network
 - Workflow, mapping
 - Provides maintenance Information linked to Network Devices and transmits to the customer
 - Maintenance Calender and Reporting
- Mapping the Service Guide(s), Single Information and Document Library
 - In this case 6 different Service Concepts in a single structure
 - Multi client
 - Ad hoc and simple to update

Reporting Requirements.

SMP Service Management Platform

Incident-, Change-, Order and Technical Reporting, Ad hoc

- Ticket Opening Rate
- Fault Resolution Time Distribution (graphical)
- MTTR per Customer (graphical)
- Outage Duration per Fault (tabular)
- Outage Duration per Service (tabular)
- MTTR per Country Code (graphical)
- Chronic Connections Report (tabular)
- Daily Online Data Extraction (tabular)
- Monthly Fault Archive Extraction (tabular)
- 24 Hour Report (tabular)

- Order Tracking (new, change, cancel, move, delete)



10 different Online Reports about Incident Management

- Alarm List with all alarms of the global network from each device
- Access Performance Reports (Round Trip Delay, Jitter und Packet Loss)
- IP Packet Loss
- Jitter
- Router Availability
- CPU Router Auslastung
- Access Line Utilization
- LAN Interface Utilization

SMP Service Management Platform


Incident-, Change, Order and Technical Reporting, Last Full Month

- Availability-Report
- Latency-Report
- Order-Report (aktive, open, closed)
- Incident-Report
- Bandwidth-Utilization (CAR)
- IP Packet Loss
- Jitter Report
- Router Availability
- Bandwidth-Utilization Access Line
- LAN Interface Utilization
- Reporting „Cause-Codes“
- Post Mortem Reports
- Peak Report
- Recommendations
- Backup-Test Report:
- Inventar Report
- Any-to-Any Router Latency (on demand)
- SLA- / Penalty Report

Concept, Design.

SMP Service Management Platform

Connected Tools

- Customer and T-Systems Trouble Ticket Systems 
- Technical Reporting InfoVista
- Alarming Netcool
- Part of CMDB in Oracle DB
- Connected with SD.cube



SMP Service Management Platform

Benefits Delievered by the SMP?

- Enhanced Service Quality against the existing level
 - Automation to prepare the SL Reports
 - Signaling, when break SLA´s
 - Raising customers satisfaction
- Automation the **Incident Process** and **Problem Process**, figure parts of **Change and Order Process**, Documentation on **Configuration Management**
 - Higher Quality of Call Data
 - Effective Information through automatic updating
 - Elimination of Phonecall, Fax and E-Mail
 - Improving the quality
 - Assisting the daily work
 - Central Documentation
- Standardisation in **Service Level Management Reporting**
 - One System,
 - One Layout,
 - High Usability



SMP Service Management Platform

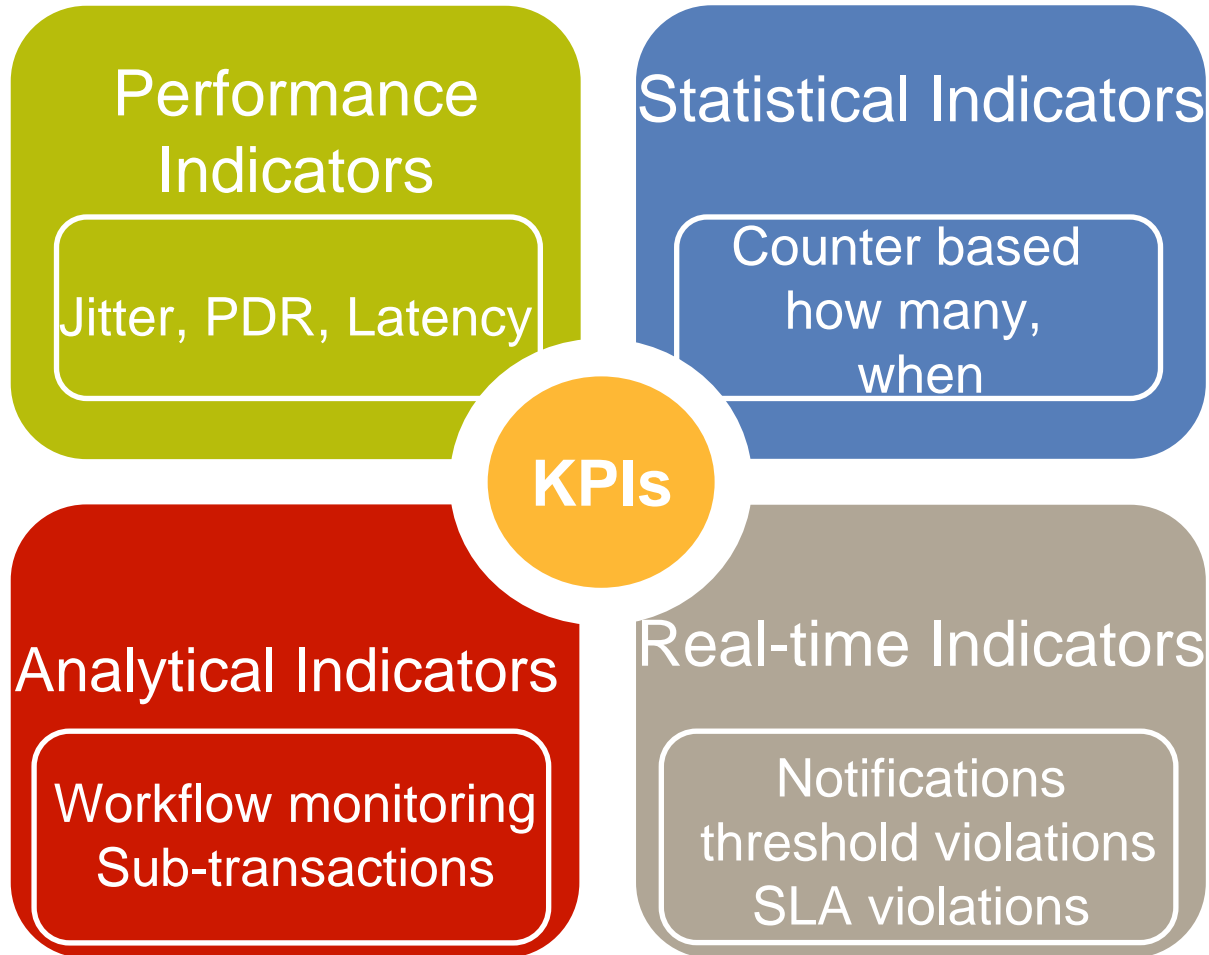
Benefits

- Communication via one interface (1:n)
- One single platform for controlling and integrating all processes, systems and service partners
 - reduction of complexity
- Fast implementation
- Calculable costs, no other IT-expenses
- Faster automation
 - therefore also attractive for smaller project sizes
- Flexibility
- Conversion of customer-protocols and requests to eTTS
- Superior service quality through permanent ‚realtime-Feedback‘
- Permanent status overview over Service Desk requests



SMP Service Management Platform

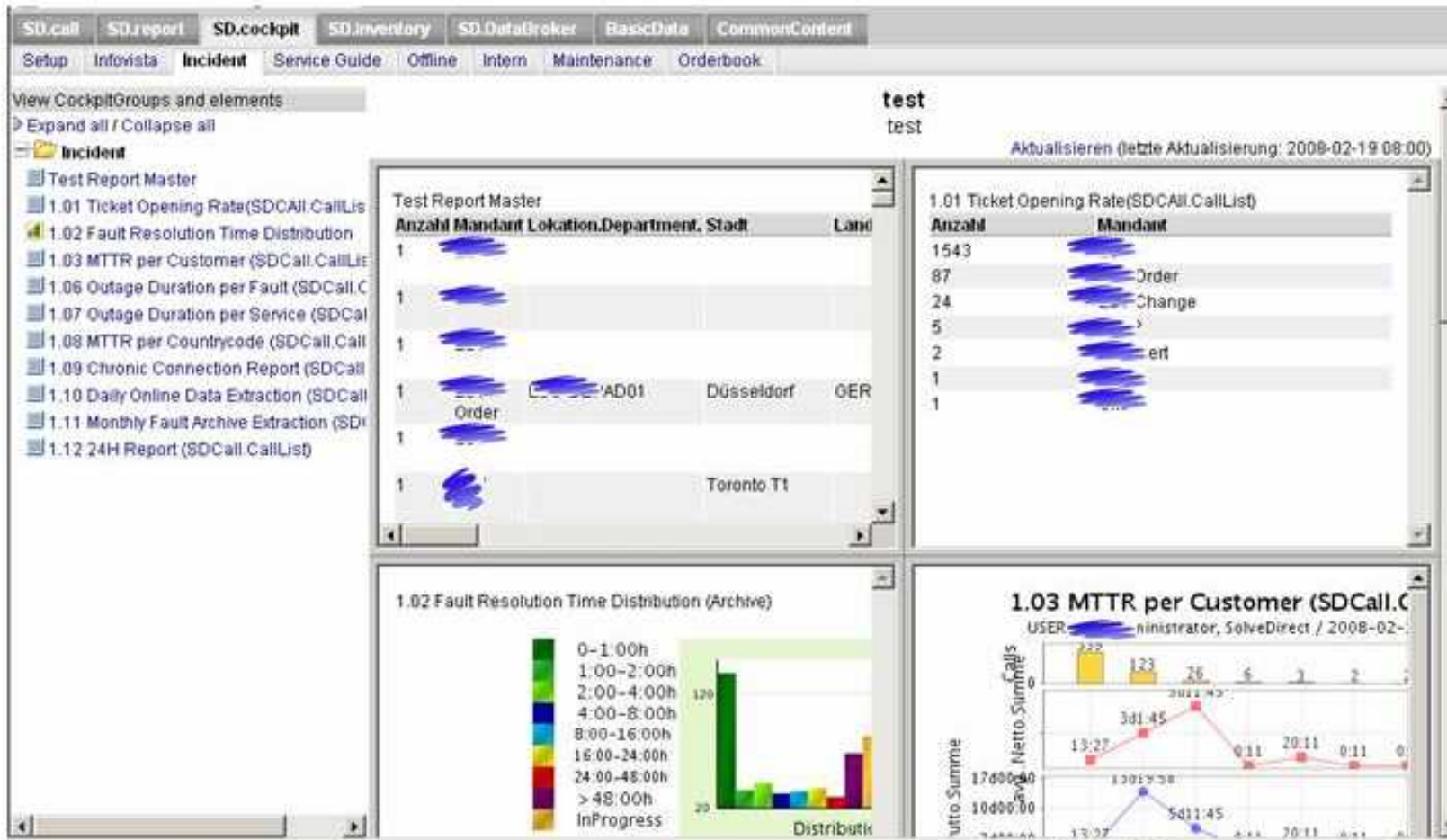
KPIs?



Example & Screenshots.

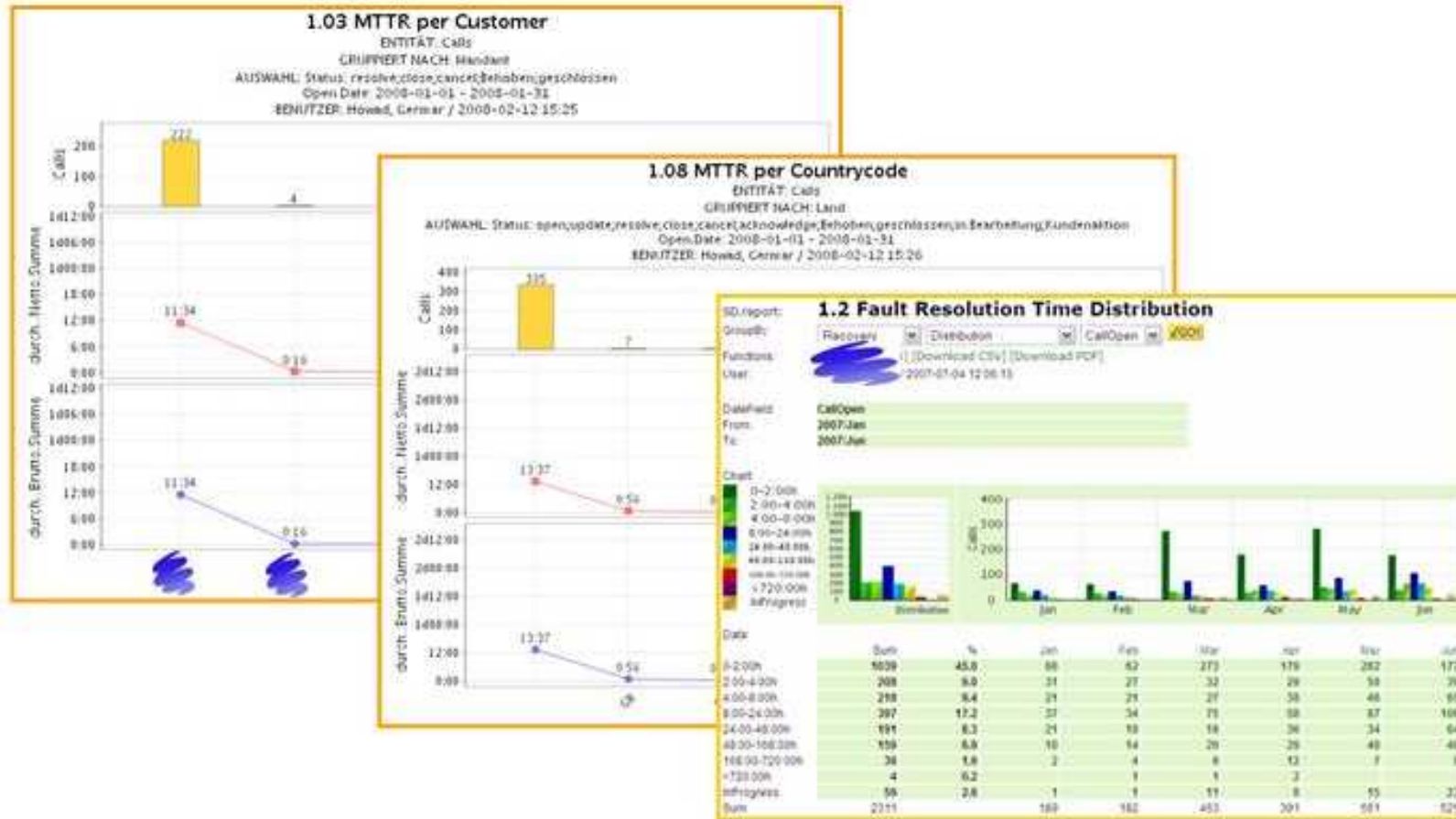
Service Level Management

Online Reporting with Dashboard, Most Important KPI's



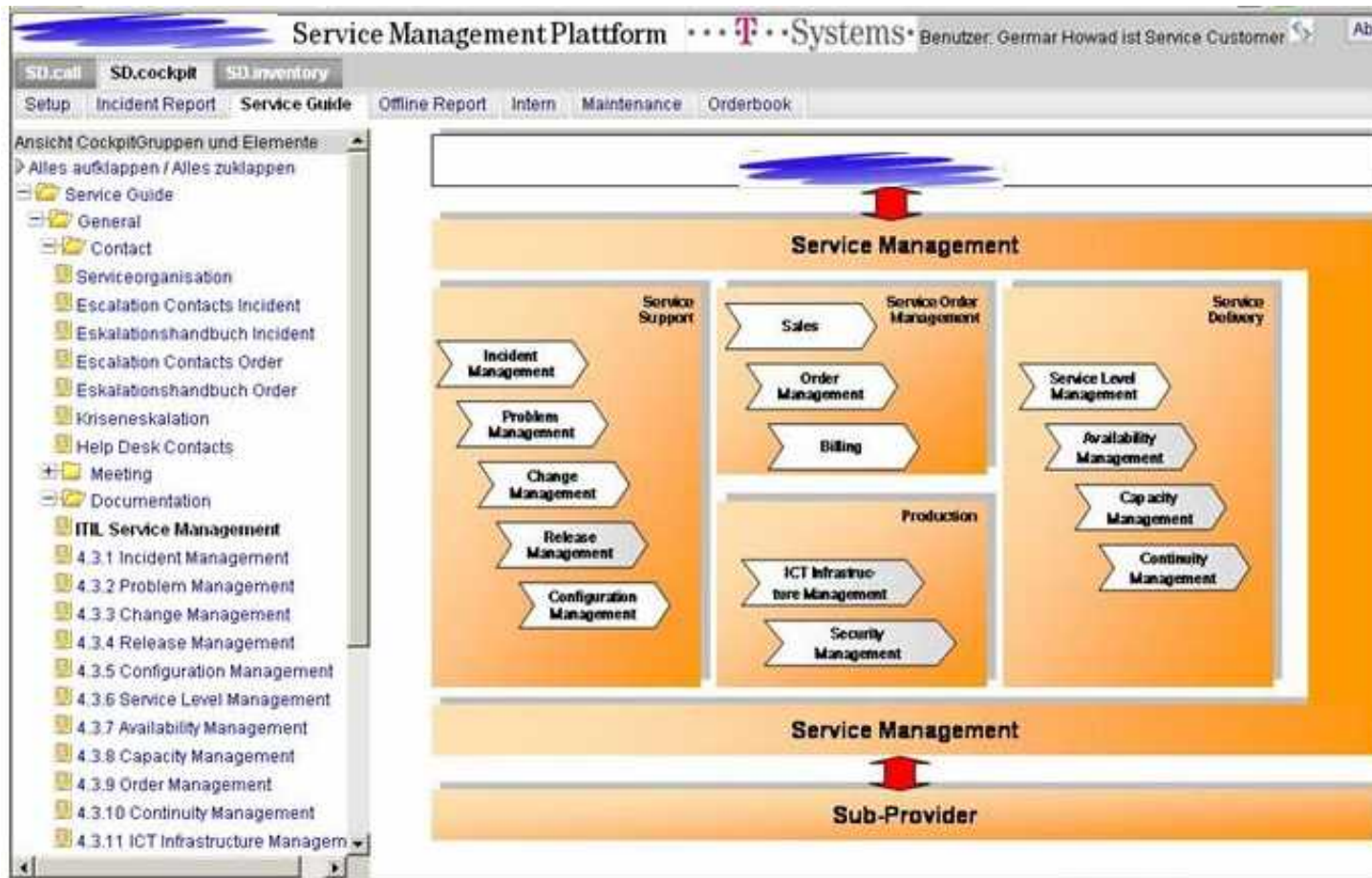
Service Level Management

Online Reporting Incident



Configuration Management / CMDB

Service Guide all Contracts



- All Service Guides on one platform in a single structure
- Web-access for DeM, SeM und customer,
- Multi client capable
- Simple administration and function to upload

Techn. Reporting

Customer Individual Reporting, Alarms from Netcool

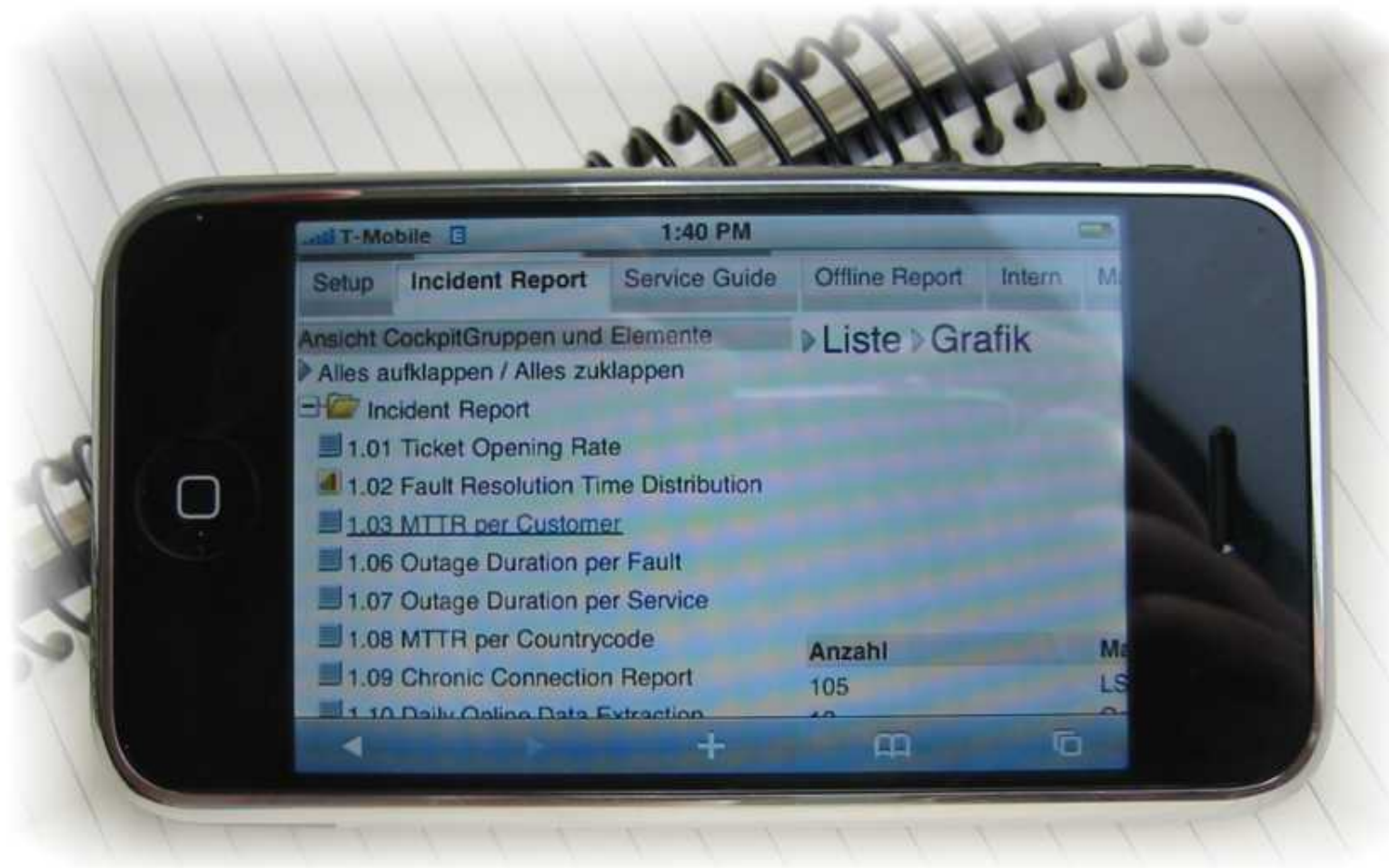
The screenshot shows a web-based reporting interface for Netcool. At the top, there are navigation tabs for 'SD.call', 'SD.report', 'SD.cockpit', 'SD.inventory', 'SD.DataBroker', 'BasicData', and 'CommonContent'. Below these are sub-tabs for 'Overview', 'Calls', 'Messages', 'Dispatching', 'Activities', 'NewCall by contract', 'NewCall by request', 'NewCall by caller', and 'NewCall'. The user is identified as 'SolveDir' with an admin role.

The main section is titled 'Select calls:' and includes filters for 'Setup' (Alert), 'History' (No), 'TimeZone' (My Timezone-CET), 'CustCallState' (ALL), and 'CS'. Below the filters is a table with columns: SDCallID, Contract/SLA, Start, End, ServerName, ServerSerial, and Manufacturer. There are checkboxes for each row and a 'GO!' button.

Below the table, there are links for 'Download calls' and 'Tree'. The results section shows '3 selected calls (Page 1 of 1)'. The data table below has columns: SDCallID, Contract/SLA, Start, End, CustCall State, CS, ServerName, ServerSerial, Manufacturer, and Seve.

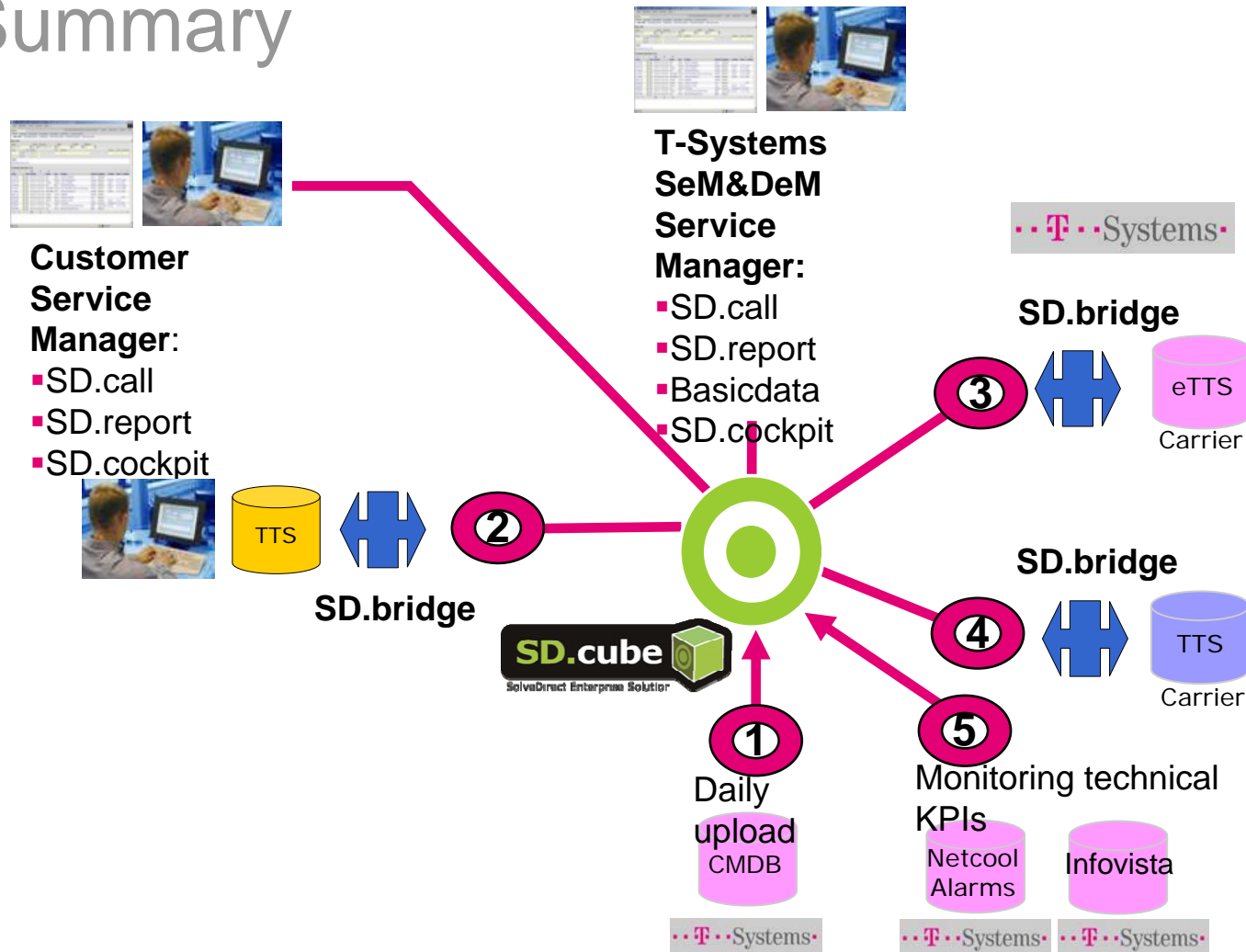
SDCallID	Contract/SLA	Start	End	CustCall State	CS	ServerName	ServerSerial	Manufacturer	Seve
100559891	Alert Eva	2008-01-09 15:18-CET		Critical	■	OS5012238645			Critic
100555659	Alert Eva	2008-01-09 14:59-CET		Critical	■	OS5012238645			Critic
100456410	Alert Eva	2007-09-18 18:49-CEST	0007-09-18 18:49-CET	Clear	■	OS5012238644			Critic

Information for the Management Team e.g. by using the iphone.



SMP Service Management Platform

Summary



SMP Service Management Platform

Project – Results & Next steps

- Management perception very positive
- Project finished within agreed timeframe – Q1 2007 to Q1 2008
- Project on budget
- Next steps
 - New internal SLA reports for DeM and SeM
 - Monitoring of new processes (Change and Order) with reporting
 - New contract
 - Further publicity of the system to other customer
- Transparent SLAs ensure competent assistance and high-performance operation

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