··T··Systems·

The Magic of Outsourcing.

Business Solutions for Telecommunications.

Outsourcing is a Magic Potion.
Lean Back and Enjoy the View.

The Ingredients

We have always believed in know-how, confidence and honesty as ingredients for a new dimension of outsourcing.

These virtues have always convinced our customers, because the people working for this company believe in them.

With this conviction, our focus is to offer a solution that is like a magic potion – it supports your business to make it prosper and flourish.

A New Dimension of Outsourcing –
24 Hours a Day

1st Dimension – The Business Process
- rating and billing
- data exchange with banks, collection and credit checking agencies
- mediation
- interfaces

2nd Dimension – The Level of Responsibility
- growth-oriented hardware sizing
- application operations
- service bureau solutions
- full telco business services

3rd Dimension – The Quality of Service
- high availability and response times
- reporting and monitoring
- business driven SLAs

The Magic Dragon.
Relax and Concentrate on Your Core Business.

In the Sixties the song "Puff, the magic dragon" told the story of a dragon spending his time in a very relaxed way, enjoying every day of his life.
In many cultures the dragon has always been seen as the symbol of luck, happiness and wisdom and the essential part of Asian philosophy is to use your energy wisely and to focus on your goals.

In business this means to concentrate on the strategic tasks of your core business and outsource the rest. The service we provide is to take care of all IT-processes of our customers. Thus, they can use all their energy for that part of their business, where they really make their money with.
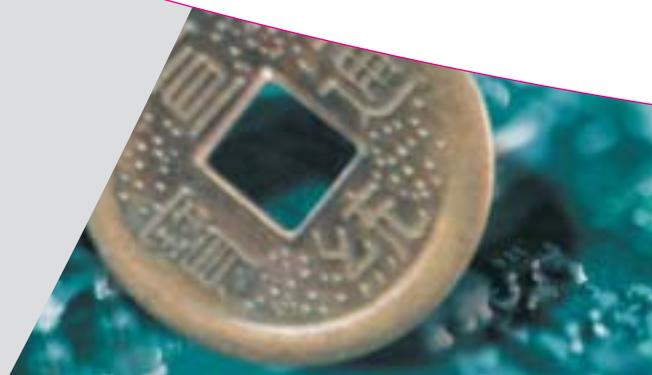
Business Process Support
- consulting on business level
- design and specification of processes and cycles
- adaptation & configuration based on business processes
- business process tests

Application Operations
- design and integration of services
- automation of application processes
- scheduling, monitoring and error handling of processes
- operational support (1st/2nd, contact to 3rd level)
- test management and acceptance tests
- hardware upgrades and technology changes
- optional migration services

Mediation and Interface Operations
- automation of internal and external communications
- data pre- and post-processing
- data transfer and monitoring

Application Development Services
- specification and design
- implementation, test, integration
- adaptation of interfaces

Imagine the Future

People always wanted to be prepared for the future and therefore developed all sorts of methods to anticipate future developments.

We are interested in the future too. We have no crystal ball, but a vision of the development of a successful business. Our numerology consists of scalable solutions and flexible price models, all designed to support the business developments of our customers.

For start-up companies, this means no up-front investments in hardware and IT-staff before they have their first customers, while established companies have the advantage to be able to predict exactly the IT-costs for the realisation of their business plans.

We have a Vision.
Your Success is Our Success.

Part of the Package
Price Model Components

Start-Up and One-Off Charges
- customisation of application software
- training
- interfaces to partners and banks
- bespoke changes and enhancements
- migration from existing systems

Data Centre Services
- usage of software
- implementation of software
- project support
- first level support
- second level support
- user help desk
- processing of online functions
- processing of batch functions
- storage
- archiving
- ongoing maintenance

Output and Document Management Services
- print interface
- layout
- printing
- enveloping
- mailing
- optimisation of mailing charges
- scan services
- document archiving and retrieval

Desktop Services
- full-service rollout concepts for
  - servers
  - desktops
  - peripheral hardware
  - WAN/LAN and ACD
- pre-configuration services
- expertise in Microsoft-, Novell-, Metaframe- and UNIX-environments
- remote or on site service, up to 24 hours 7 days a week
- high availability and guaranteed response times
- business related SLAs
- vendor-independent

Remember the story of Theseus? This Greek hero had to face the Minotaur, a monster, half-man, half-bull living in the centre of a maze called The Labyrinth. So far anyone condemned to enter this maze would never find the way out again. Sooner or later he would come face to face with the all-devouring Minotaur. But when Theseus first entered the maze, he tied off one end of the ball of thread, playing it out as he advanced deeper and deeper into the labyrinthine passages. He managed to kill the sleeping Minotaur and found his way out by following the tread back to the entrance.

Starting to run a Billing Application in one's own data centre is a bit like that: you build up a solid base of knowledge, but it will cost a lot of time and nerves! And once your well-trained and experienced staff decides to leave you, the knowledge leaves with them ...

A more pleasant story is that of the knights of the round table. As an experienced and reliable team of comrades in arms they knew their crafts so well, that they outsourced their services and even lent a hand to king Arthur...

Times have changed, but there are still teams of experienced and well-trained men and women today.

They courageously face the challenge to manage networks and operating systems. They run all sorts of applications to support our customers. They analyse business processes, products, tariffs and services and based on your requirements they design, implement and run the hardware and software platform. They take care of all issues of availability, archiving and service levels.
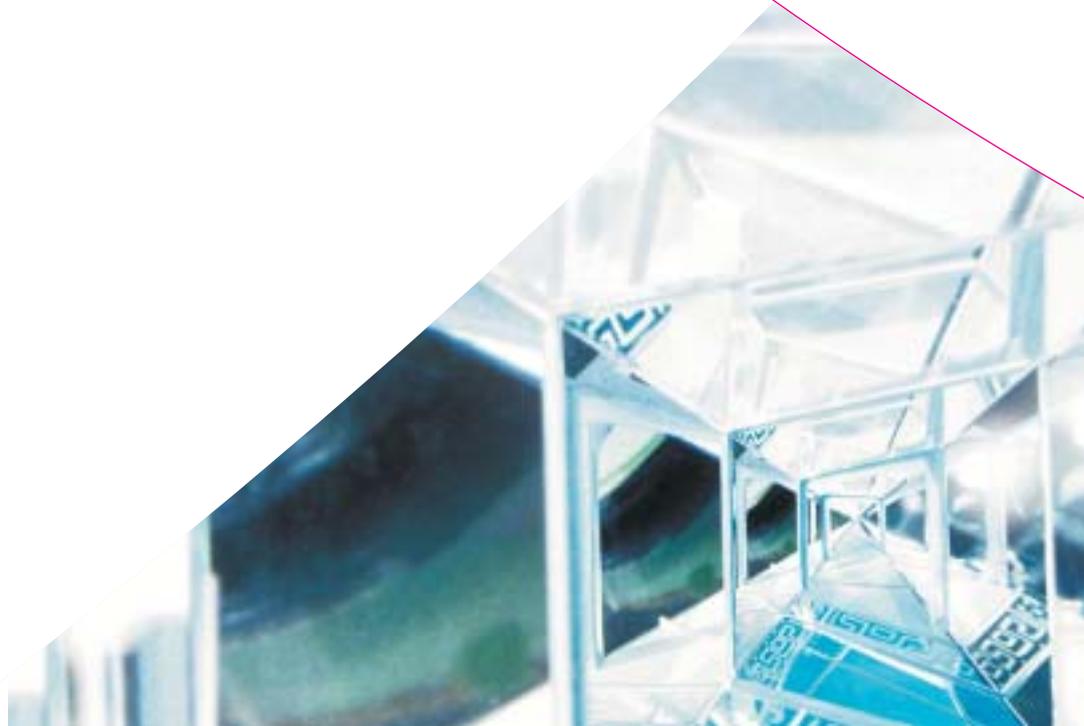
**The Whole Spectrum at Your Disposal
Outsourcing Levels**

■ **Solution Level**
   application licencing
   application development
   business process support

■ **Operations Level**
   application operations
   interface services

■ **Hardware Level**
   middleware support
   operating system services
   hardware sizing
   facility management

■ **Network Services**

The Safest Way through the Labyrinth.
Join the Synergy Club.

Enter
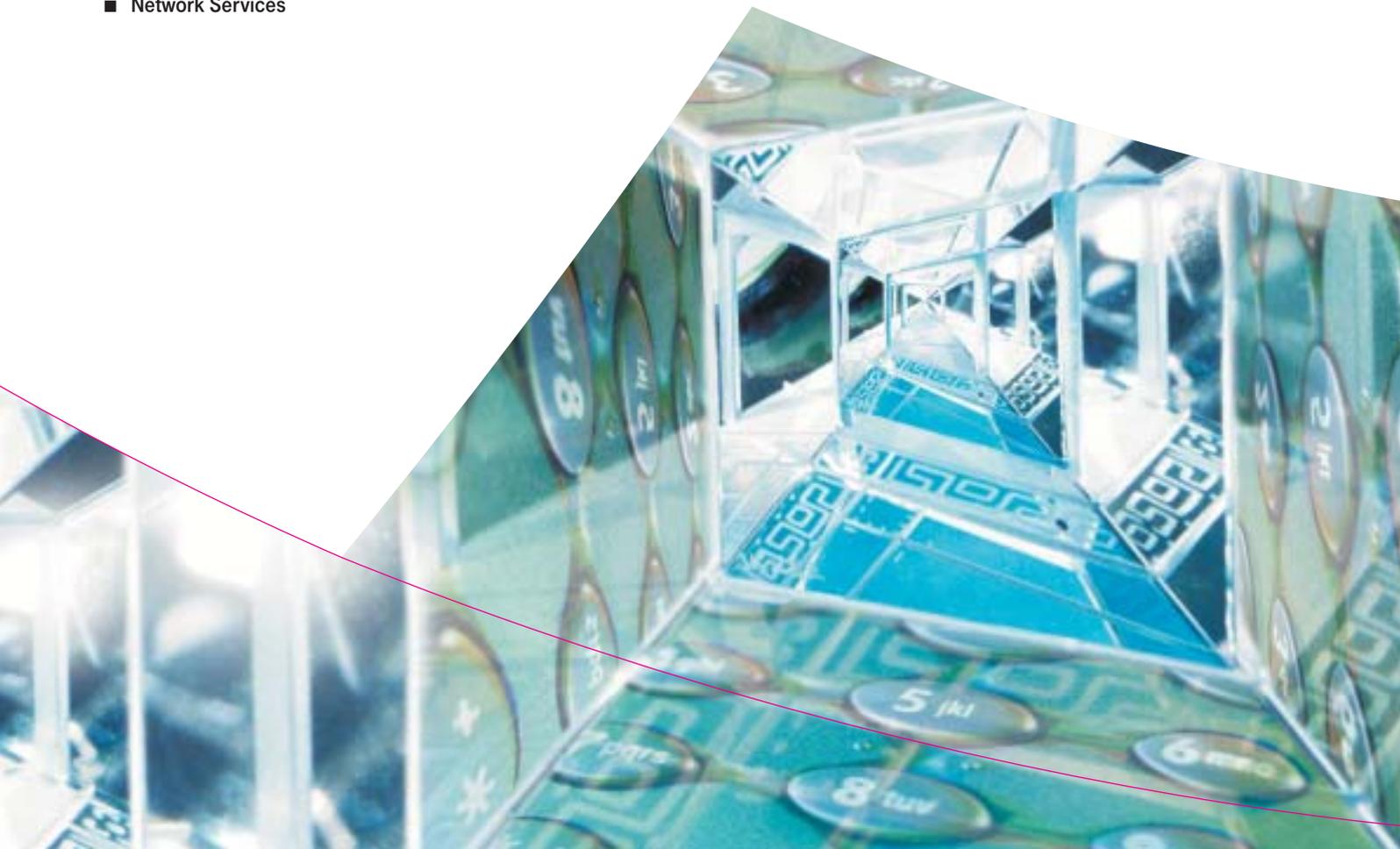
The Perfect Match.
We don't Hesitate to Integrate.

Each element contributes to a complete solution:

Convergence
■ We integrate telecommunications and information technology to create cutting-edge system solutions.

Leadership in Innovation
■ We are the driving force behind the development of new technologies and the design of innovative convergent solutions.

Full-Service Provider
■ We offer single-source services along the entire value chain (plan - build - run), enabling our customers to concentrate on their core business.

Industry Expertise
■ We have established long-lasting customer relationships and gained numerous reference customers in a wide variety of industries.

Independence
■ We are a vendor-independent solution provider.

Global Presence
■ We operate in more than 20 countries worldwide.

Protection of Investment and long-term Commitment
■ We belong to one of the world's largest and most respected corporations, Deutsche Telekom.
■ With our comprehensive portfolio of IT, telecom and convergent services and solutions, we guarantee our customers a solid and enduring business partnership.

Questions? Requests? Information?
Phone us or visit our website.
We will be glad to advise you.

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