



#### T-Systems International

A leading provider of information and communications technology solutions and services.

**Industry:** Computer Services

**Geography:** Global

#### Deployment Summary

- The portal enables employees to sign in once so they can efficiently interact with the applications they use to perform their jobs.
- Employees can completely personalize their view of information and interfaces to meet their work requirements and personal preferences.

#### Benefits

- The new portal increases employee productivity by providing fast and easy access to the applications employees use to perform their jobs.
- Employee access to more complete and timely information improves customer service and decision making.
- The portal also improves efficiency by enabling geographically dispersed employees to collaborate, eliminating duplication of effort.



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**Ellen Walther-Klaus, Senior EVP of Web Enabling and Relationship Management, T-Systems**

## TIBCO Portal Helps Raise Productivity and Cut Cost

T-Systems International GmbH is one of Europe’s leading information and communications technology (ICT) service providers. The company is a wholly-owned subsidiary of Deutsche Telekom, and is responsible for the delivery of leading-edge IT and telecommunications solutions to the group’s largest customers. It plays a key role in Deutsche Telekom’s core business and is a stable source of group revenue. T-Systems’ service portfolio includes the integration of new ICT solutions into existing systems; the implementation and operation of desktop systems, data centers, and networks; as well as telecommunications products and services for international carriers.

T-Systems creates value for its customers by optimizing IT systems and building communication infrastructures that improve efficiency, but the newly created company had a few inefficiencies of its own to overcome. The two companies that had merged to produce T-Systems each had business units around the world – and their incompatible IT infrastructures did not facilitate employee collaboration and information sharing.

“T-Systems wanted to improve the capability of employees to collaborate – especially geographically dispersed teams – and improve the quality and availability of data,” says Bernd Brand, senior partner manager, who is responsible for project requirements and conception. “We saw that we needed an open, modular, standards-based portal platform to provide role-based security with single sign-on capability, content management, and personalization services that would give workers convenient access to information and applications, web-based or not,” says Brand.

“TIBCO’s portal software is flexible, easy to use, and supports open standards. The total cost of ownership for deployment, operation, and support was good, and so was the time frame to deploy TIBCO’s software,” adds Ellen Walther-Klaus, senior EVP of web enabling and relationship management at T-Systems.

#### TIBCO enables advanced document and content management

The portal integrates applications and provides employees with an integrated, personalized set of real-time content and interactive services.

Employees are now able to search for information more efficiently – and the content retrieved from these searches is more likely to be up-to-date than in the past.

TIBCO's portal software also enables employees to manage and post web content using standard templates created by the IT department. This process improves the quality as well as the quantity of web content.

**Better communication and collaboration saves money by increasing productivity**

Within the portal are different communities in which employees who perform similar functions can share documents and access related services.

For example, the sales community has access to a customer relationship management (CRM) application and

the latest proposal templates, while employees who are engaged in the e-government project receive online subscriptions from the European Union in Brussels.

The portal also supplies efficient project management tools, records, and archives that help departments at T-Systems with project tracking. People who work on different teams – even those located in different regions around the globe – can more easily communicate about projects, focus on scope, avoid duplication of efforts, and create synergies.

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**TIBCO Software Inc.** (NASDAQ: TIBX) is a leading independent business integration software company and a leading enabler of real-time business, helping companies become more cost-effective, more agile and more efficient. TIBCO has delivered the value of real-time business, what TIBCO calls The Power of Now®, to thousands of customers around the world and in a wide variety of industries.

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