Connectivity on Demand – Myth or Reality?

Enterprise IP Summit, 8th October 2008.
Melvin Lew - Director, Network Services Asia South.
T-Systems is a member of the Deutsche Telekom Group. One of the largest ICT providers worldwide.

<table>
<thead>
<tr>
<th>Employees</th>
<th>approx. 236,000 employees by June 30, 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>International presence</td>
<td>Offices in 65 countries</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>T-Systems</th>
<th>T-Mobile</th>
<th>T-Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Customers</td>
<td>Cellular phone network</td>
<td>Private customers</td>
</tr>
</tbody>
</table>
Agenda.

- Challenges in the modern ICT landscape
- Dynamic Services – “ICT-as-a-Service”
- Driving the future with innovations
- Connectivity on demand – “Myth or Reality”? 
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- Challenges in the modern ICT landscape
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Challenges posed by modern ICT landscapes to CIO’s.
Dynamic markets place ever changing demands on ICT environments of all enterprises.

- **Business alignment.**
  Only 50% of IT projects produce positive business outcomes.

- **Business growth.**
  Strong growing revenues and organizations in Asia Pacific.

- **Program management.**
  25% or more of IT projects are delivered late.

- **Innovation management.**
  Virtualization, ‘green’ IT, SOA, unified communications, Web 2.0.

- **Governance & risk management.**
  ITIL, Cobit, SAS70 Type II and others.

- **Cost savings.**
How to overcome these challenges?
Establish close ties and synergistic relationships with key partners.

- ICT organization.
- Business units.
- Service providers.

<table>
<thead>
<tr>
<th>Description</th>
<th>&quot;Consolidate and squeeze&quot;</th>
<th>&quot;Optimize interface&quot;</th>
<th>&quot;Cooperative Partnership&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost Savings Potential</strong></td>
<td>5 – 15 %</td>
<td>8 – 20 %</td>
<td>20 – 40 %</td>
</tr>
</tbody>
</table>

Even the most challenging task becomes possible!
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Using IT and TC together is only the beginning. What are the long term benefits?

**Advantages of ICT-as-a-Service or Dynamic Services:**

- Integration happens prior to delivery
- Complexity and therefore costs of interface integration are reduced
- One SLA and one set of tools for the complete ICT process lead to higher quality
- Research and development of integrated solutions in advance guarantee always state-of-the-art technology

**Business responsibility**

**Technological responsibility**
The future is in Dynamic Services.

Time

Dynamic Services or ICT-as-a-Service
for SAP for Desktops
for Archiving
for Lotus
for Microsoft
for Mainframes

Cloud Computing
Utility Computing

Grid Computing

Software-as-a-Service
Application Service Provisioning

T-Systems
Your ICT resources.

Overcapacity or scalability?

- Conventional solution: Always designed to handle peak load
- Too slow
- Idle resources

Dynamic Services meet your actual needs
Dynamic – at all levels.
You’re in control.

A unique combination

End-to-end service level agreement

Business processes

Application Management Services/manpower

Voice

Networks (LAN, WAN)

Processing power (data, storage, archiving, etc.)

Oracle

Navision

Web services

Archiving

Workplace

etc.

T-Systems
Dynamic Services for SAP® Solutions.
Price Model based on SAP® Systems & SAPS.

Room To Manoeuvre

Ordered Performance [SAPS]

- a) Monthly and daily additional performance
- b) Increasing the yearly capacity + additional performance within the increased capacity band
- c) Decreasing the yearly capacity

Flexible and Scalable Resources on demand

Contract Duration
Dynamic Computing provides flexible resources.
For On-Demand SAP® Applications.

- Rapid, timely delivery.
- Flexibility— you define the period for which services are provided.
- Scalability in line with changing business needs.
- Invoicing on the basis of resources provided.
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Driving the future with innovations.

**E2E ICT Ownership**
- The German government wanted to completely outsource the calculation and collection of road charges based on a Public-Private-Partnership (PPP) model.
- Development of an innovative toll system based on merging of IT and TC that uses state-of-the-art satellite, wireless and IT technology.
- Development and management of complex road charging applications within a seamless ICT infrastructure design covering high security and reliability criteria to ensure billing, which allows explicit business monitoring according to federal regulations.

**New business model**
- New DHL business model requires tailored services for their new “Packstation” business approach.
- E2E ICT infrastructure and processes for 900 DHL “Packstations”.
- 24x7 support and E2E responsibility.
- Flexibility for entire business process.

**Dynamic ICT Services**
- KPMG uses dynamic SAP services for approximately 27,000 global users, according to their business and usage requirements.
- KPMG saves up to 30% of ICT resources – thereby gaining efficiency while reducing costs.
- Improved business recovery services.
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“Connectivity on demand – Myth or Reality?”

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<tr>
<th>Reality</th>
<th>Myth</th>
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<td>- Within a controlled network infrastructure, eg. between cloud computing centers or between dedicated customer locations;</td>
<td>- Multiple regional and global locations;</td>
</tr>
<tr>
<td>- With Dynamic Services, based on utility-driven provision of computing and connectivity resources</td>
<td>- Pure connectivity without dynamic services requirements;</td>
</tr>
<tr>
<td></td>
<td>- Including last mile capacities, without sharing any of these cost</td>
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</table>
Thank you.

Melvin Lew - Director, Network Services Asia South.