T-Systems

FlexCare Support helps ensure the success of a complex migration project.

Overview

Drawing on a global infrastructure of data centers and networks, T-Systems operates information and communication technology systems for a wide selection of multinational corporations and public sector institutions. A subsidiary of Deutsche Telekom, T-Systems is headquartered in Frankfurt, Germany. With offices in over 20 countries, it has global delivery capabilities which in 2017 generated a turnover of €6.9 billion.

With 37.900 employees, the company operates 1.4 million managed desktops and produces IT services at cloud locations on four continents, e.g., in Germany, USA, Singapore, Malaysia and South Africa. The health of this environment is crucial to its continued development, which has included the launch of private cloud services and more recently a public cloud offering called Open Telekom Cloud.

Challenge

Efficient monitoring of the IT environment is vital because the two main reasons customers hand over their IT business to a service provider like T-Systems are quality and cost.

As proof of its commitment to service quality, T-Systems has implemented a Zero Outage program which is now deeply ingrained into the company's DNA—so much so that it has initiated a Zero Outage community as well as allowing customers to immediately cancel their contracts if they suffer any critical outages. Monitoring contributes to the success of T-Systems' Zero Outage promise. It is extremely important to have reliable monitoring so that issues can be detected before they become critical to a customer.

A new solution had to be found to support the Zero Outage initiative, and T-Systems chose the OpenText™ Operations Bridge (OpsBridge) suite of management and monitoring tools.

T-Systems was already using some Micro Focus solutions, such as Service Manager and Asset Manager. This means that making the strategic move to Micro Focus resulted in complete service management being delivered from one vendor; making life much easier.

Migrating its huge infrastructure to the new system was a challenging job, and T-Systems and OpenText™ Flexible Care Support (FlexCare Support) cooperated to align the OpsBridge solutions with T-Systems' highly-complex performance requirements.

The company's plan was to migrate its existing worldwide solution with one central monitoring infrastructure—one central event management console where it could continue to manage the whole environment.

At a Glance

- **Industry**
  Software & Technology

- **Location**
  Germany

- **Challenge**
  Implement new IT monitoring and management solutions.

- **Products and Services**
  Operations Bridge (OpsBridge)
  FlexCare Support

- **Success Highlights**
  + Reliable monitoring is extremely important to T-Systems
  + Migration was done without impacting a single customer; business as usual

Solution

OpenText FlexCare Support is a key partner. Designed to help customers increase uptime and improve the performance of their software IT environments, FlexCare is a flexible portfolio of advanced support services. It simplifies technical software support by providing a single point of contact with faster response times and quick access to technical expertise.

T-Systems has the services of a dedicated FlexCare Support team that includes one full-time Enterprise Services Manager (ESM) who helps drive enhanced value from OpenText Support and four Named Account Support Engineers (NASE) who are conversant with the T-Systems environment and can address technical incidents more efficiently and effectively. The team work with the T-Systems IT Operations division which operates the cloud services, as well as the more traditional servers, storage and networks.

OpenText Research and Development (R&D) has also played a major role in making the T-Systems project a success.

"The FlexCare Support team are always very flexible and supportive, and they work hand in hand with our in-house technicians, which is really important," said Uwe Zanker, Head of Systems Management.

"For example, we have one TAM for Operations Orchestration and Operations Manager i (OMi) and he is with us full-time working on-line with the production systems. We also have TAMs for [OpenText] Universal Configuration Management Database who we only call when needed."

Results

Changing the complete monitoring and event management tool suite has been a huge undertaking. The complete T-Systems customer IT landscape had to be migrated to the new tool suite. It affected tens of thousands of servers all over the world—the project was a complete success, with not one single customer impact occurring.

The FlexCare Support team has also enabled T-Systems to strengthen the knowledge and abilities of its in-house team. When R&D became involved, experts talked to T-Systems experts. Financed by FlexCare Credits it means that T-Systems engineers are now fully conversant with the OpenText™ products and there is no need for further training.

This project has given T-Systems a lot of flexibility to deliver new services. One example is with the Open Telekom Cloud private cloud solution where it now offers a service called Managed OS. Customers can build their own flavour of operating system and run their own applications, but if they decide they want to have them managed, T-Systems can do that with a solution it has developed based on OpenText™ SiteScope.

The company also likes the human aspect and the good working relationship it has with the FlexCare Support team. This is built on trust and the opportunity to have open dialog to define priorities and issues, as well as talking together openly about what needs to be escalated.

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