



BlackBerry Helps This Major ICT Provider Offer Secure, Zero Outage Service

At a Glance



Industry ICT/System
Integration
Customers 1,5 million
users globally, thousand of
enterprises
Location Germany
www.t-systems.com

With a footprint of more than 20 companies, a roster of 46,000 employees, and an average annual revenue of billions, T-Systems is a leading global provider of information and communications technology. It offers a range of integrated solutions for multinational corporations and public-sector institutions, including both classic IT services and more forward-looking, innovative projects. Ultimately, it was founded with one goal in mind: to help its clients create a connected, collaborative future for their organizations.



The Partner

T-Systems works with multiple partners and vendors across industries – including BlackBerry.



Kai Brachmann,
*Vice President of Global
Customer Care, T-Systems*

"We've been with BlackBerry since the beginning of its partner program," explains Kai Brachmann, T-Systems' Vice President of Global Customer Care. "BlackBerry's Partner Support Services form the foundation of some of our most important contracts, such as one of the world's largest automotive manufacturers. When we first opted for our partnership, there was a great deal of demand from the market for BlackBerry software and services."

Though market demand was a major factor in his company's decision to pursue a partnership, it was far from the only reason, says Brachmann.

The Challenge

At the beginning of T-Systems' growth path in 2010, a large influx of new clients resulted in the deployment of several new systems and services. With them came a large upturn in complexity, resulting in a number of customer outages. It was clear that something needed to change – and the decision to take proactive action resulted in the birth of the company's Zero Outage Program.

Initial implementation was handled primarily by Dr. Ferri Abollhassan, at the time the director of T-Systems and responsible for both telecom security and the IT division. Through root cause analysis, T-Systems devised extensive guidelines, instructions, and processes for dealing with everything from defective system components to incidents during planned changes. With these new methods firmly in place, the organization's next step was for the administrative team to take a close look at its management techniques.

"Through close collaboration, we're able to deliver BlackBerry's products and services to customers in a much better way. Working with them has been excellent. It feels more like we're close teammates than part of a standard partnership."

Werner Klapp
T-Systems Supplier
Management

"We started by revamping the quality of our change management, before moving on to configuration management, then patch and release management," says Brachmann. "From there, we needed to integrate our partners. We agreed on a number of KPIs and SLAs with regards to proper project management and joint change preparation, and moved forward."

This integration culminated in the establishment of the Zero Outage Industry Standard Association (ZOISA) in November 2016. Founded with cooperation from organizations including Cisco®, IBM®, and HPE®, The ZOISA establishes a series of best practices related to people, platforms, processes, and security. It is, says Brachmann, just another step in T-Systems' continuous efforts to improve.

The Partnership

As a T-Systems-Certified Zero Outage Vendor, BlackBerry is the foundation for much of the organization's mobility services. As one of the only mobility software and services vendors with the certification, it also serves as an essential component of its communications and collaboration portfolio. Over the course of its partnership, it has distinguished itself in several key ways.

Superior Security: BlackBerry is known across multiple industries and verticals for its security. Its partnership with T-Systems upholds that reputation. Together, the two companies ensure that T-Systems' clients never have to worry about their data.

"Security is a top priority for our clients," says Brachmann. "I have never, ever received any concerns from my customers regarding whether a BlackBerry solution is secure."

Reliability and Stability: One of the expectations of the T-Systems Zero Outage certification is that if an incident occurs, the partner needs to respond within twenty minutes or less. Such issues happen rarely with BlackBerry. When they do, T-Systems is never left in the dark.



Gabor Major,
*Hungary Head of Collaboration
and Communication Services,
T-Systems*

"BlackBerry takes the stability of its systems very seriously," says Gabor Major, Hungary Head of Collaboration and Communication Services at T-Systems.

"They're always on top of any potential problems, and work with us to keep things running smoothly. That kind of mentality is extremely beneficial for us in operations, and for our clients."

Ease of Implementation: For T-Systems, it's the overall package that convinces its clients, not any one specific solution. Fortunately, BlackBerry's portfolio is both extensive and easy to implement. And should T-Systems run into any issues with integration, their engineers can contact BlackBerry to help address the issue – BlackBerry's Support Service Team is always on hand to assist.

"Software-wise, there's a lot of expertise and experience necessary in what we do," Major explains. "And one really big benefit of the Zero Outage program is that our top engineers frequently exchange knowledge and work together when these kinds of integrations happen. Even when there are technical challenges, we collaborate to make the process as smooth as possible."

Close-Knit Collaboration: Where collaboration is concerned, BlackBerry and T-Systems have a close, proactive working relationship. This allows T-Systems to more effectively deliver BlackBerry's products and services. And that ultimately means a higher level of satisfaction amongst clients of T-Systems.

"When we work with BlackBerry's technical experts, whatever we're doing goes very smooth and very fast, without interruption," says Major.

"We've helped multiple customers migrate from BES10 to BES12 and now to UEM without any disturbance to their business, for example. That's extremely important to us in terms of our Zero Outage philosophy."

About BlackBerry Limited

BlackBerry Limited is an enterprise software and services company focused on securing and managing IoT endpoints. The company does this with BlackBerry® Secure™, an end-to-end Enterprise of Things platform, comprised of its enterprise communication and collaboration software and safety-certified embedded solutions.

Based in Waterloo, Ontario, BlackBerry Limited was founded in 1984 and operates in North America, Europe, Asia, Australia, Middle East, Latin America and Africa. The Company trades under the ticker symbol "BB" on the Toronto Stock Exchange and the New York Stock Exchange. For more information visit [BlackBerry.com](https://www.blackberry.com), and follow the company on [LinkedIn](#), [Twitter](#) and [Facebook](#).