Breakout 2: For analysts

Digital freedom of movement with MagentaBusiness Collaboration

Sourcing Advisors & Analysts Days 2023 // Breakout Session, June 29

Jens Krause | Michael Holz

"Old ways won't for open new doors."

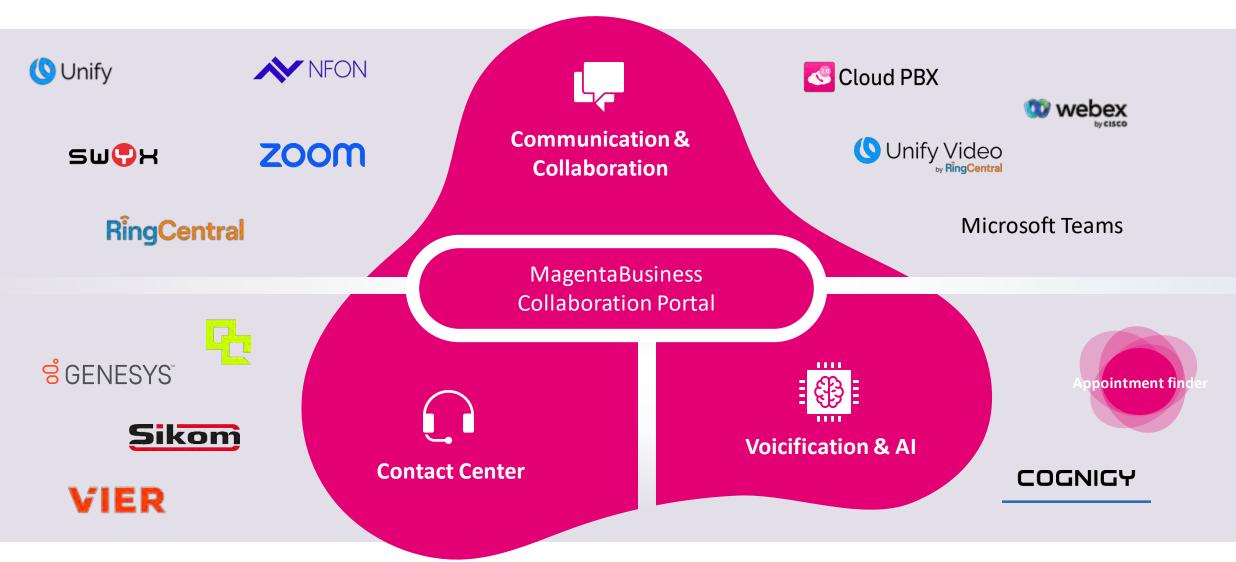
From trend to strategy

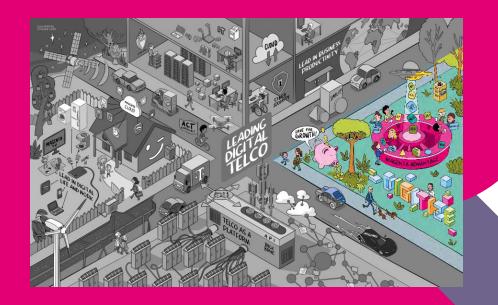


From strategy to MagentaBusiness Collaboration



Our portfolio





Customer Experience

Innovative solutions for customer interaction management

Our right to play:

Cloud deployment in the Open Telekom Cloud

- BSI C5 certification
- Information security made in Germany
- Dedicated instances for compliance with security requirements

Omnichannel contact center solutions

- Simple integration
- Flexible, scalable and future-proof
- Further use of individual interfaces

Managed services for contact centers

- Easy migration to the cloud by Retention of the technology partner
- Services according to desired SLAs
- Technician on site

Contact center

Scope

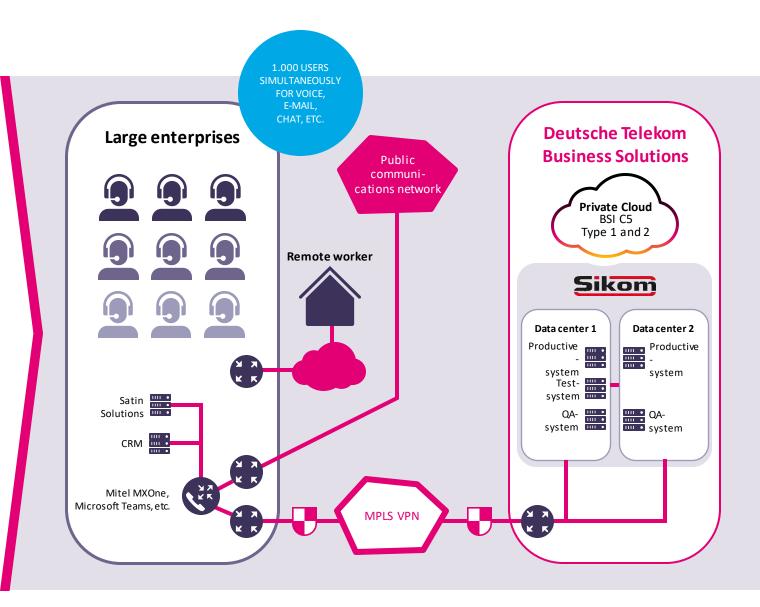
- BSI C5 certification
- Information security made in Germany
- Dedicated instances for compliance with security requirements

Solution

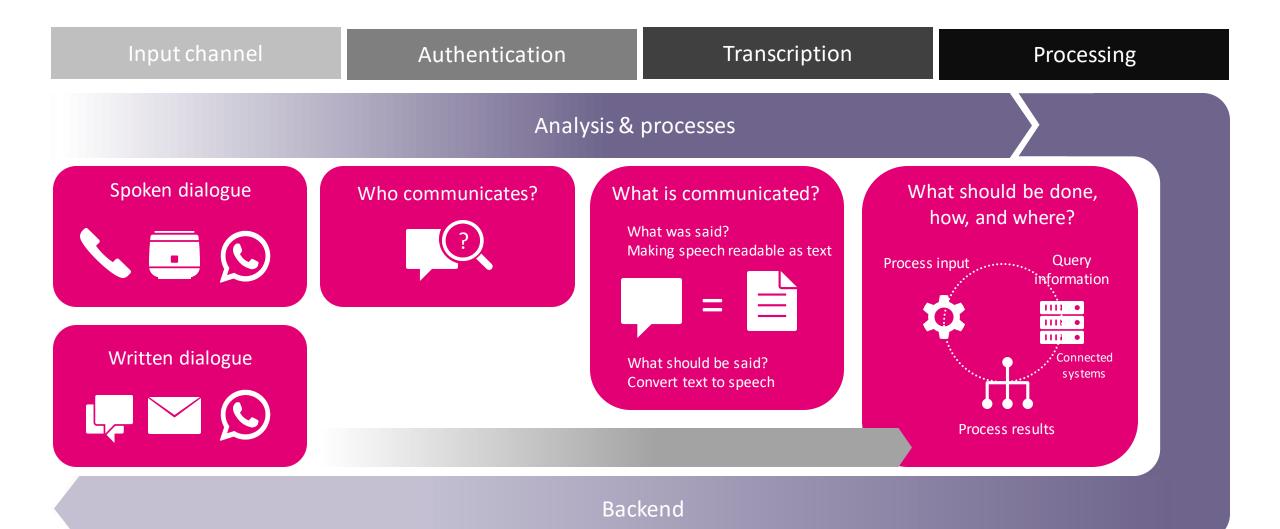
- Simple integration
- Flexible, scalable, and future-proof
- Further use of individual interfaces

Advantages

- Easy migration to the cloud by retaining the technology partner
- Services according to desired SLAs
- Technician on site



How AI simplifies customer communications







Communication & collaboration as a service



- Variants for hybrid collaboration

Our right to play:

Manufacturer-independent consulting and integration

- Solutions from market-leading partners
- Manufacturer open consultation
- Implementation, secure integration with maintenance and service
- Interoperability guaranteed

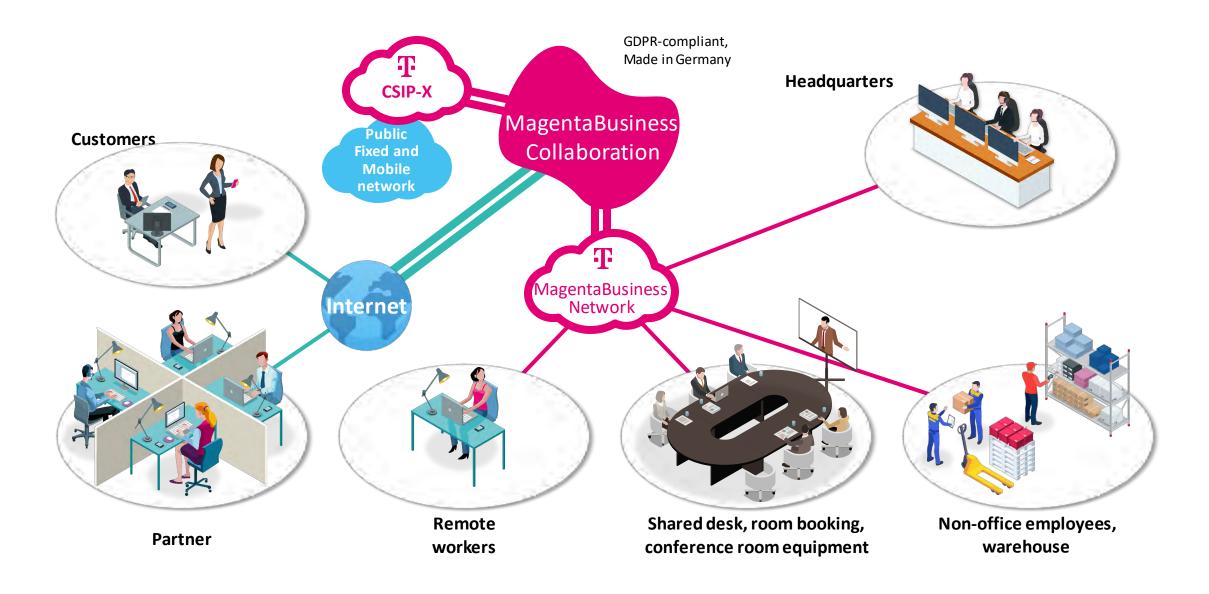
Digital tools for device- and location-independent work

- Simple integration
- Flexible pricing models, scalable and future-proof
- Further use of individual interfaces

DSGVO-compliant solutions hosted in Europe

- Dedicated instances for compliance with security requirements
- Hosted in Europe
- Including migration, operation, billing, and service

Customer scenario: hybrid collaboration



Innovative voice solution for the branch of the future

Scope

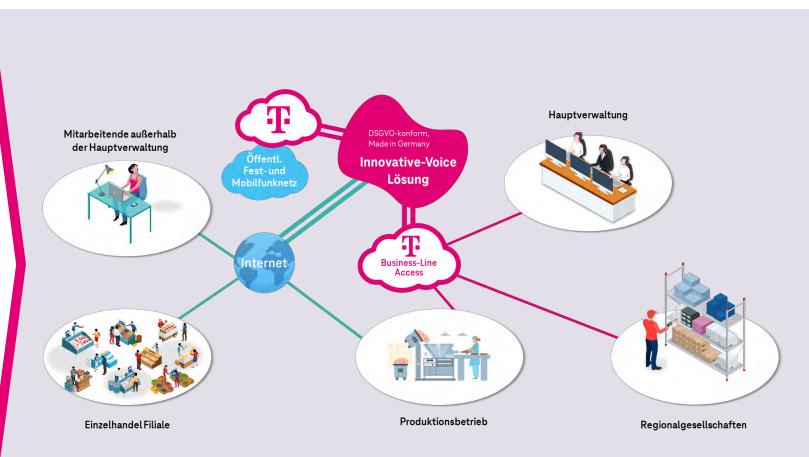
- Cloud-based communications platform in three German data centers
- Voice telephony based on corporate SIP Germany (via a central Telekom service platform)
- Business mobile access as SIM or eSIM
- Programming of the respective customer location (branch without extension)

Solution

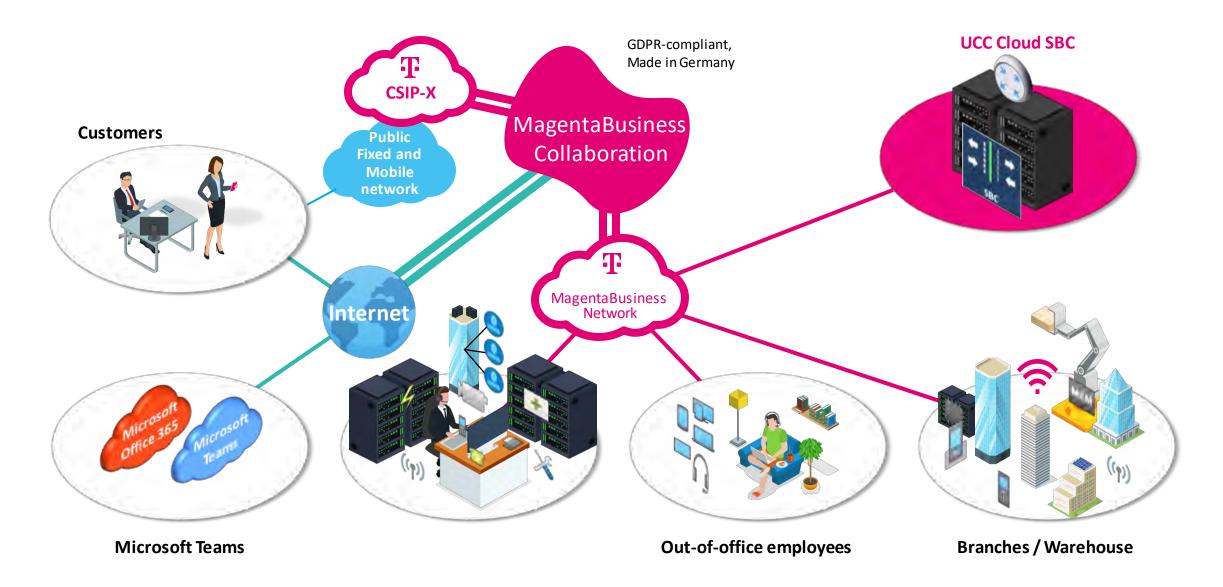
- Microsoft Teams telephony and mobile integration
- Administration and ordering portal and a card management tool
- Further use of individual interfaces

Advantages

- One partner, one contract, one solution
- Flexible scalable solution with full cost transparency
- Transparent billing on a per-port basis for all trades



Migration to Microsoft Teams



Act

We configure and onboard



- Setup and commissioning of the entire solution
- Integration and migration of existing solutions
- Instruction and training incl. service documentation
- Operational setup, incident testing, and operational handover

PLAN

We advise and analyze

- Analysis of the CURRENT situation
- Review of the framework and preconditions
- Architecture and design
- Migration concept
- Provision of a test environment / demo system

MagentaBusiness Collaboration

RUN

We administrate and operate

- End-to-end accountability
- Proactive professional operation including analysis and documentation
- Contractually agreed service level agreements
- Release and end-of-life management
- Further development of the solution in the lifecycle according to customer requirements



Digital@Work

Work together intuitively and securely

Our right to play:

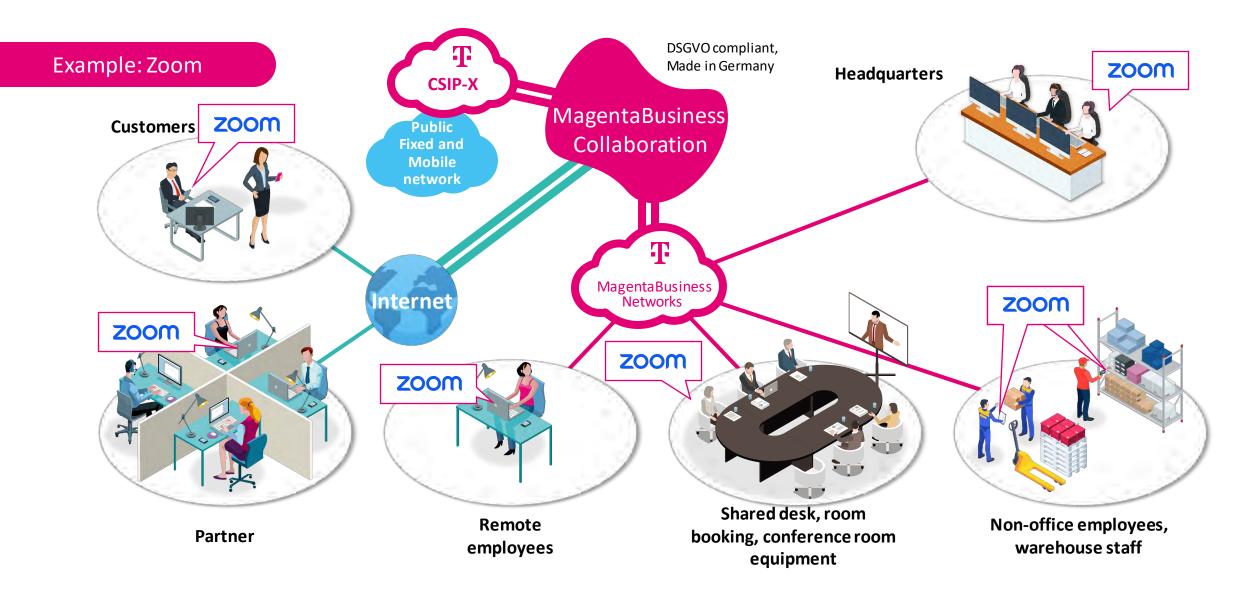
Connected everywhere

- Unique in Germany: Integration of fixed and mobile numbers
- Easy connection to the public telephone network via central SIP trunk and a Session Border Controller (SBC) hosted in Germany
- Solution can be operated in parallel with an existing telephone system
- Hosted in Germany: data centers in Frankfurt am Main and in Biere
- ISO 27001:2013 certified

Digital tools for device- and location-independent working

- Flexible adjustment of the number of workplaces
- Inexpensive license models with variable terms starting at 12 months
- Telekom add-on services with partners such as playbooks from Linkando and AI mood analysis from Jabra

Customer scenario hybrid collaboration



Zoom X complements Microsoft



Advantages in external communication

- AI ensures the best quality picture and sound, regardless of available speed or CPU load
- Connection of industry-specific applications possible through APIs, e.g. for telemedicine
- Manufacturer-independent connection of end devices via Conference Room Connector
- Telekom's add-on services with partners for business meetings, such as playbooks from Linkando and AI mood analysis from Jabra

When it comes to sensitive data, Deutsche Telekom's Zoom X is the ideal complement to existing collaboration solutions for secure meetings worldwide.

Zoom X Webinars Online events with up to 20,000 participants

Zoom X Rooms & CRC*

Harmonization of the on-site and remote work experience and remote hardware included ^{Zoom X} Phone

Our solution

ZOOM

Cloud telephony and integration of mobile and landline devices

^{Zoom X} One

with HD video and audio for up to 1,000 participants

Meeting place innovation

also possible

Innovation Center München	Telekom Design Gallery, Bonn	Hub:raum Berlin	Digital Co- Innovation Labs & T-Labs, Berlin	Customer Experience Center, Bonn	Techboost Berlin
From the idea to prototypes to implementation - together with you we realize innovation projects here.	A stimulating showroom where customer workshops are also held.	Our Technology Incubator : Here we focus on innovation transfer and startup support.	Together with scientists, we research future topics and work with you in an agile manner on your challenges.	Inspiration Stage & Meeting: Individual customer appointments with topics relevant to target groups, e.g. 5G or New Work.	Telekom's Startup Program builds bridges between startups and customers.
Virtual workshops with avatars					

We invite you!

Magenta Business Let's get started.

Contact



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LEAD IN BUSINESS PRODUCTIVITY

SAVE FOR GROWTH!

CLOUD

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