

# Global Competence Centers

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# We understand the individual needs of our customers' businesses...

## More sales & service

online, at the point-of-sale, and on the go



## Enhance collaboration

through office and teamwork solutions



## Productive processes

with cloud and M2M solutions, apps, and AI



## Digital flexibility

in innovations and business models



## Ultimate connectivity

on-site, between branches, and mobile



## Reliable IT security

for networks, data, and devices



# ... and provide the matching business-centric network solutions

Fully managed telco stack:  
**Overlay, underlay** and **security**

**Flexibility** thanks to  
co-management and bring-  
your-own-underlay options

**E2E management and steering** – from  
sales to delivery to service

**Consulting** for software-defined  
(SD) solutions with a focus on  
your specific business case

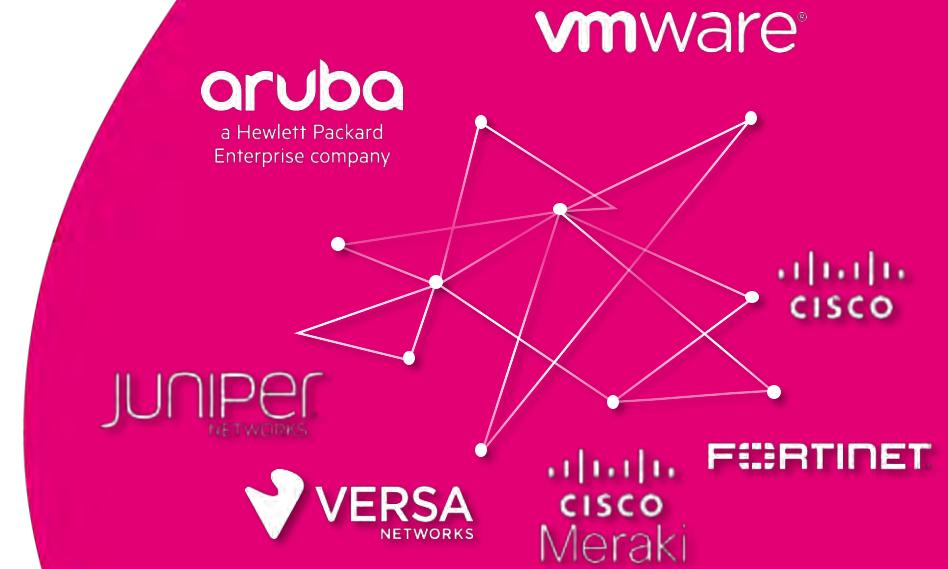
**SASE** evolution with  
market leading vendors

**4 global competence  
centers (UK, ES, AT, DE)** SD-  
WAN / SD-LAN with best-of-  
breed ecosystem

Swift design, implementation,  
and management of **tailored**  
business-centric network and  
communication solutions

## COMMERCIALLY

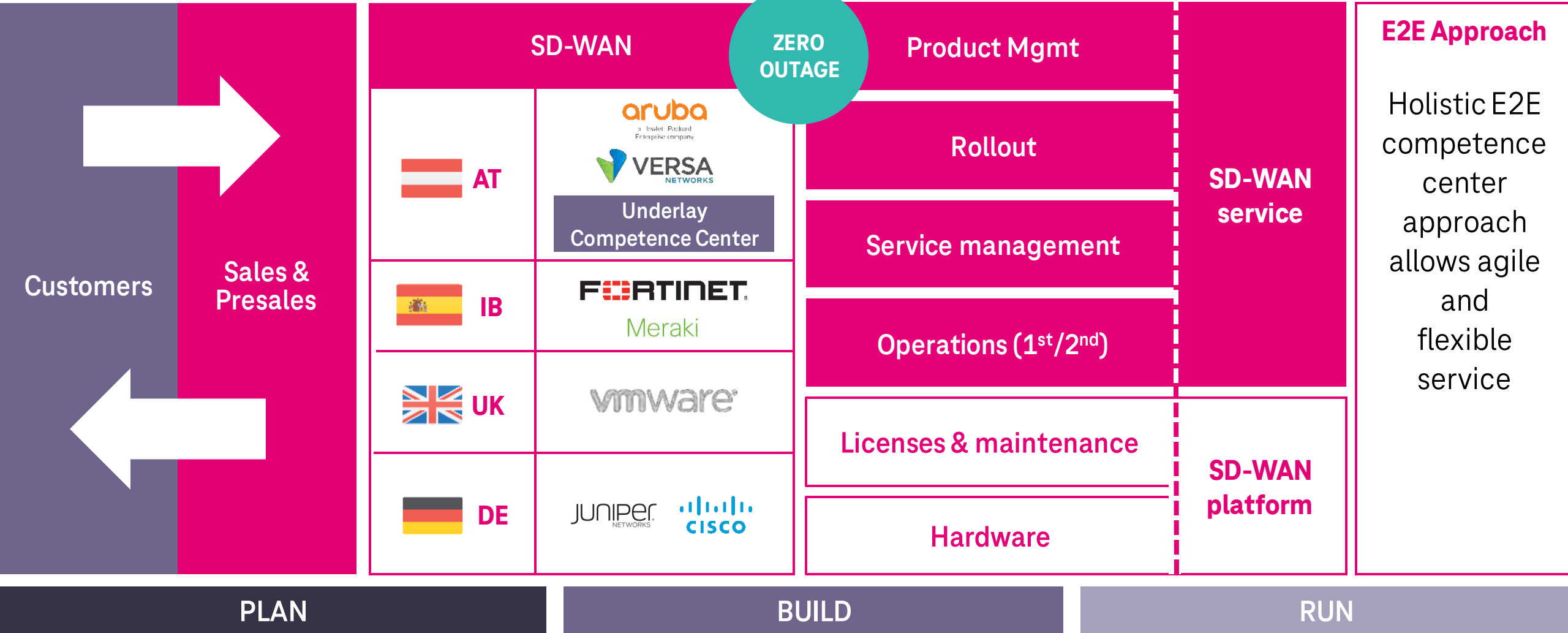
## FLEXIBLE



# Our Power Engines: Global Competence Centers



Full SD-WAN & underlay services for our customers



# SD-WAN/SASE from Competence Centers

Because the variety of services, needs, functionalities, geographies, and vendors demands a consistent approach

## We have 4 global competence centers (UK, ES, AT, DE)

- Manufacturing mode via competence centers
- Vendor-specific skilled teams for service delivery and operations
- Common offering layer (initial automation via CPQ)
- Quality-assured based on zero outage

## Module proposition

- Flexibility of setup in times of ongoing market consolidation
- Delivering on various customer use cases with pragmatic / short-term onboarding
- No need to change existing underlay setup (such as a multi-carrier-strategy)



Optimization and acceleration of large and complex application landscapes



Ease of use and flexibility with single orchestrator layer across CCTV/WIFI/SD-WAN



High security integrated into scalable hardware platforms – SASE-ready



For cloud-first operation with a range of players, focus on audio and video



The core business is software; a good choice for a single-sourced solution



Strong hardware and a robust security solution out of the box with options for AI & SASE



# Center of Competence Austria

## Highlights

- Development started in 2016
- First customer sites implemented in 2017
- First contract extended in 2020
- More than 2,000 existing service points in 50 countries

## German standards

Product operation design



Expert Sales, Service- & Project Management, Engineering, Fulfillment

## Live customers (>2017)



PRINZHORN  
HOLDING



bürkert  
FLUID CONTROL SYSTEMS



voestalpine  
ONE STEP AHEAD.



## Pipeline

- > 30 customers
- > 5,000 Service Points
- 80% of customers interested in SD-WAN

**By creating our SD-WAN Competence Center, we have significantly increased our capability to respond to customer needs.**



# Part of DT Global Business Solutions Austria

Global SD-WAN competence center in Austria specializes in Aruba, Versa, and more



## HEADQUARTERS

T-Center  
Rennweg 97-99  
A-1030 Vienna



## LOCAL EXPERTS

Operation & design for  
network & security  
service- & project  
management



## SD-WAN

### Competence Center

+5 years of operational  
experience with customer  
SD-WAN projects

+2000 active customer  
sites operated by  
DTGBS AT

Multiple migration of  
MPLS projects  
to SD-WAN



## EMPLOYEES

Approx. 70



## CERTIFICATES

Aruba (SPSP)  
Aruba (SPSX)  
CISCO (CCIE, CCNP, CCDP)  
Meraki CNMAs  
Riverbed (RCSP)  
ITILV4 MP  
IPMA level C



# SD-WAN Competence Center



SD-WAN services SINCE 2017

20+ existing SD-WAN customers

MORE THAN 2,000 SERVICE POINTS  
in > 50 Countries

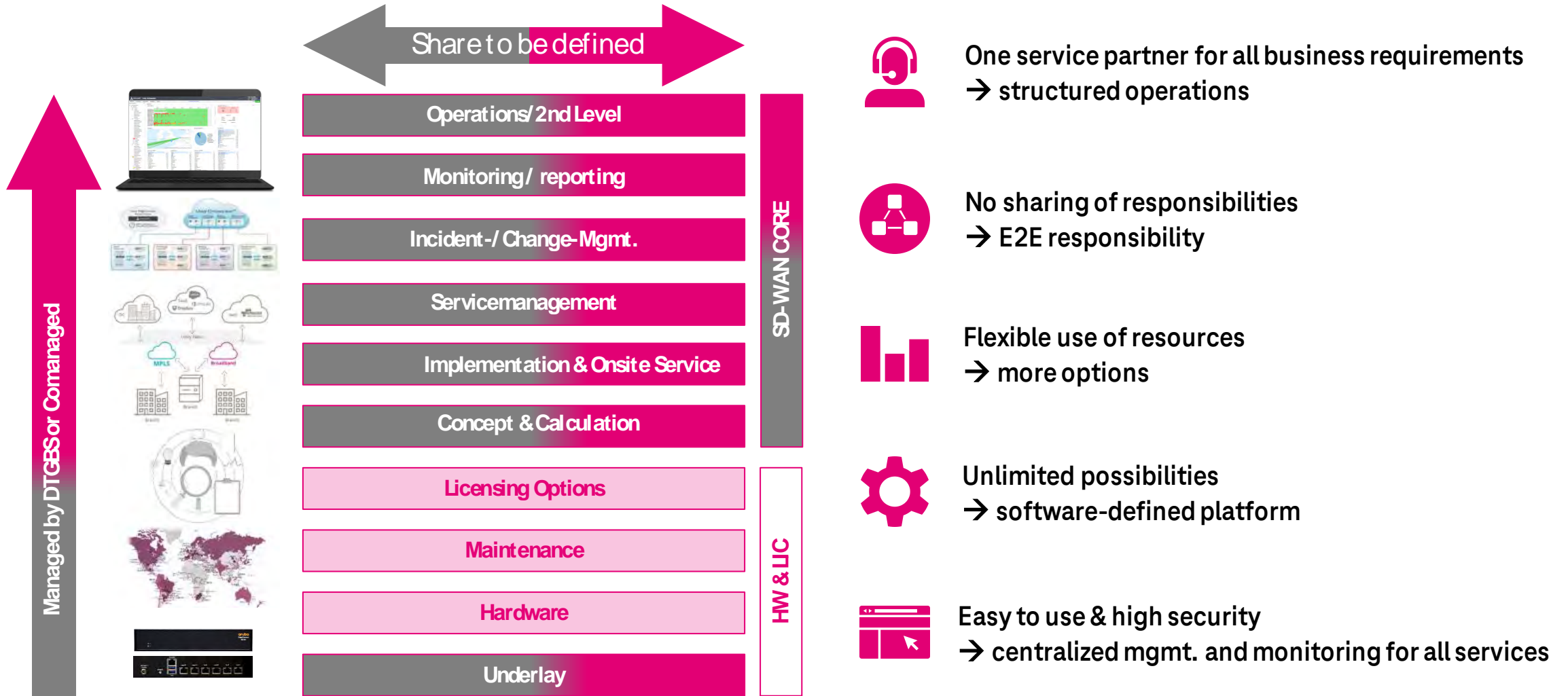
END2END SUPPORT FOR YOUR PROJECT

EXPERTS IN SALES, SOLUTION DESIGN,  
ENGINEERING, DELIVERY



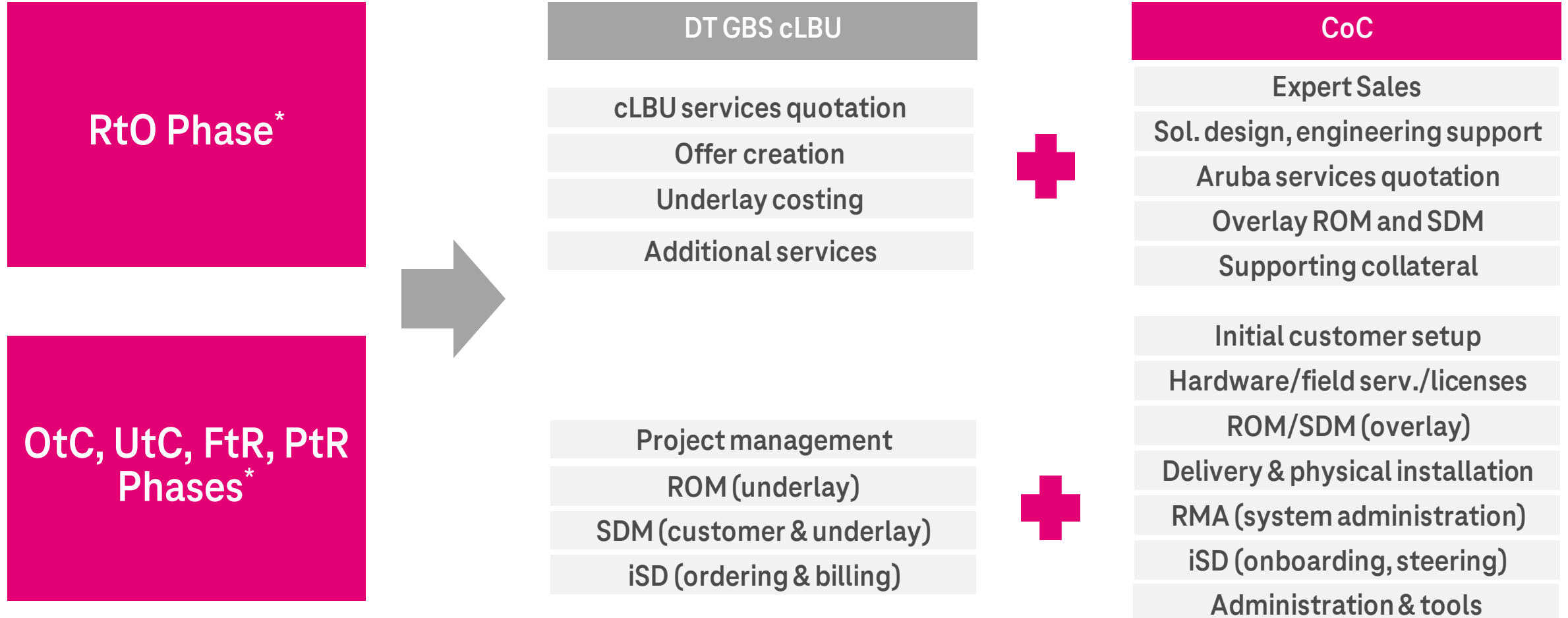
# SD-WAN Overview

Integrated service concept – fully managed or co-managed



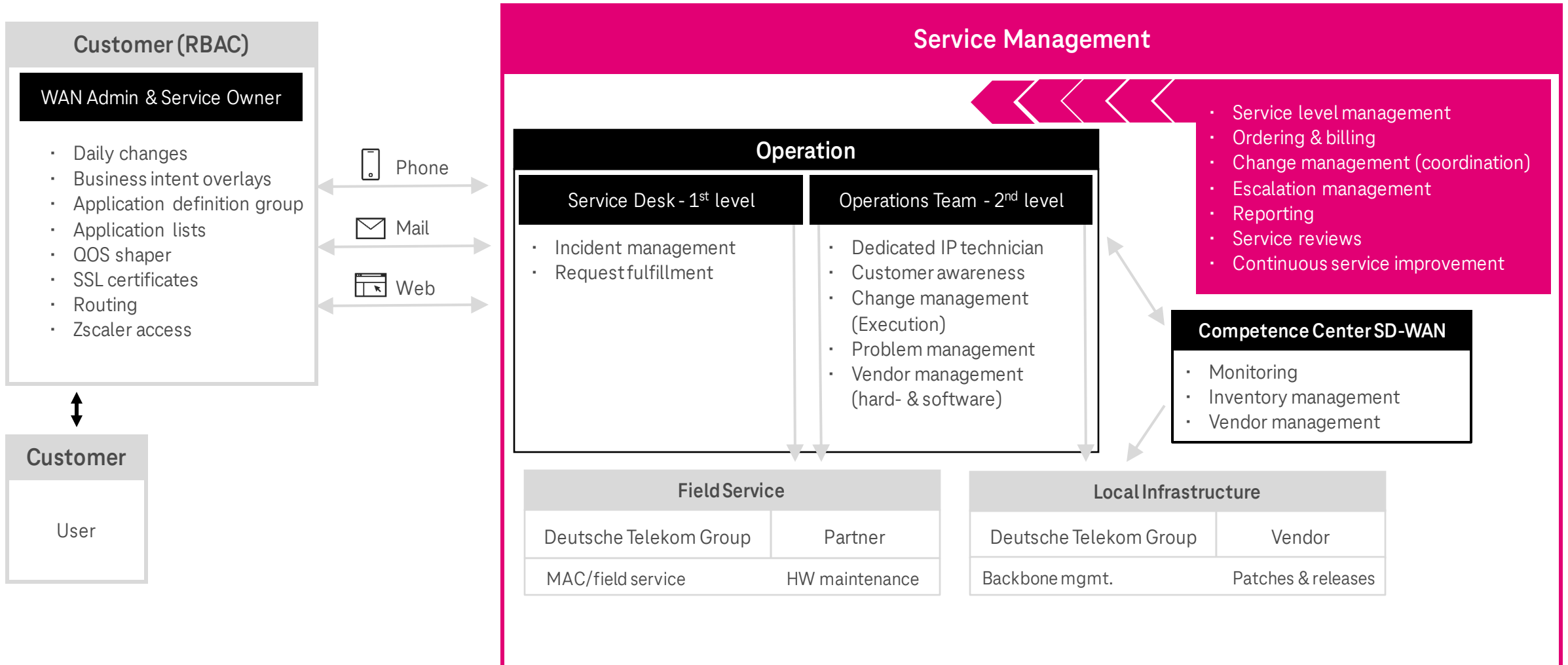
# Service Model

Competence center offering

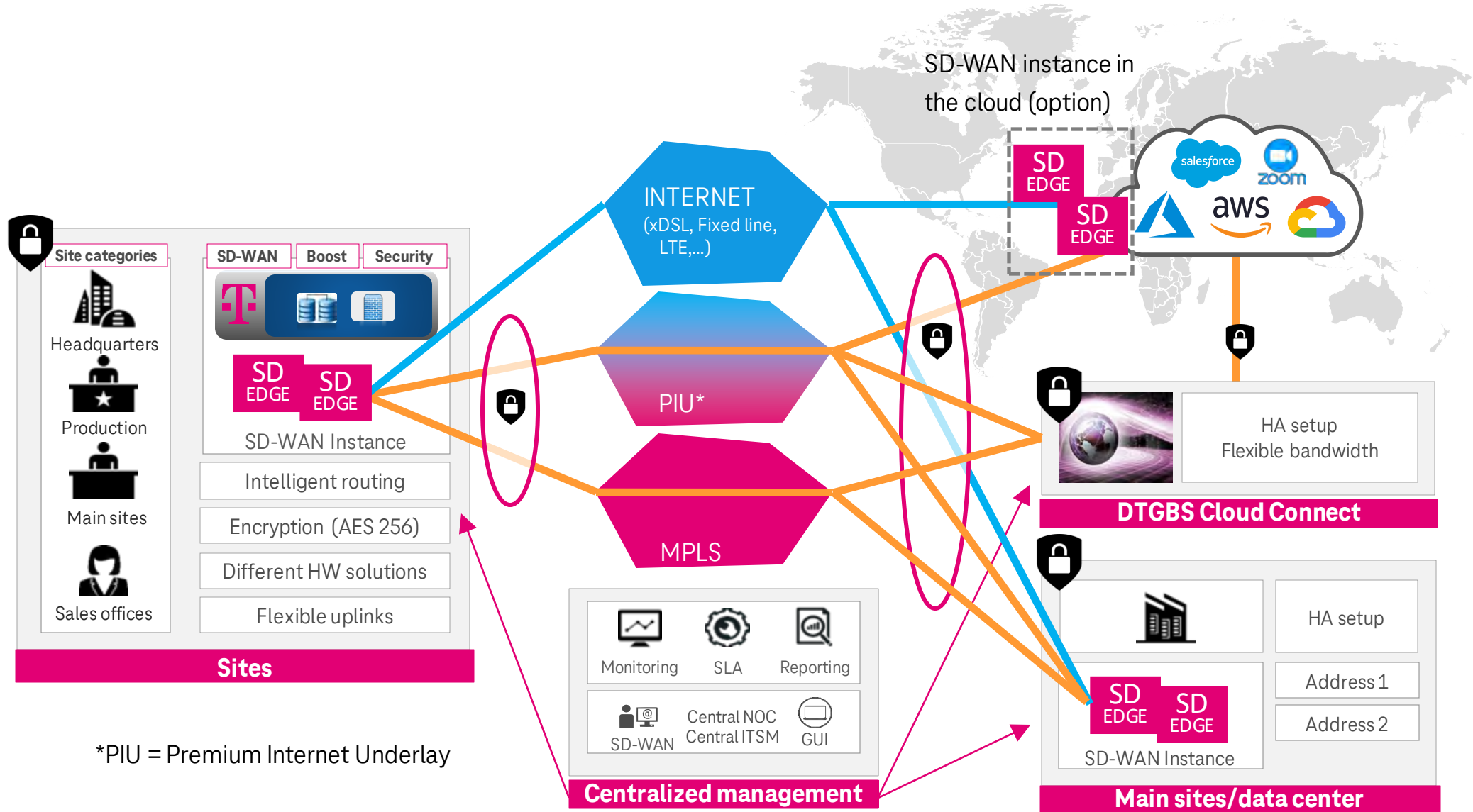


\* RtO: Request to Offer; OtC: Order to Cash; UtC: Usage to Cash, FtR: Fault to Restoration; PtR: Problem to Resolution

# Service Model



# SD-WAN big picture



\*PIU = Premium Internet Underlay

# Primetals Technologies

## Telekom SD-WAN based on Aruba EdgeConnect



Primetals Technologies is a leading global partner for plant construction, engineering, and lifecycle services in the metals industry. The company is based in Linz, Austria and employs 9,000 people at 70 locations worldwide. The Primetals portfolio includes IT and covers every link in the iron and steel production value chain as well as state-of-the-art rolling mill solutions for non-ferrous metals.

### The challenge

The pandemic led the customer to re-think its IT and networking. The result was a transformation from an MPLS-only network to a next-generation SD-WAN.

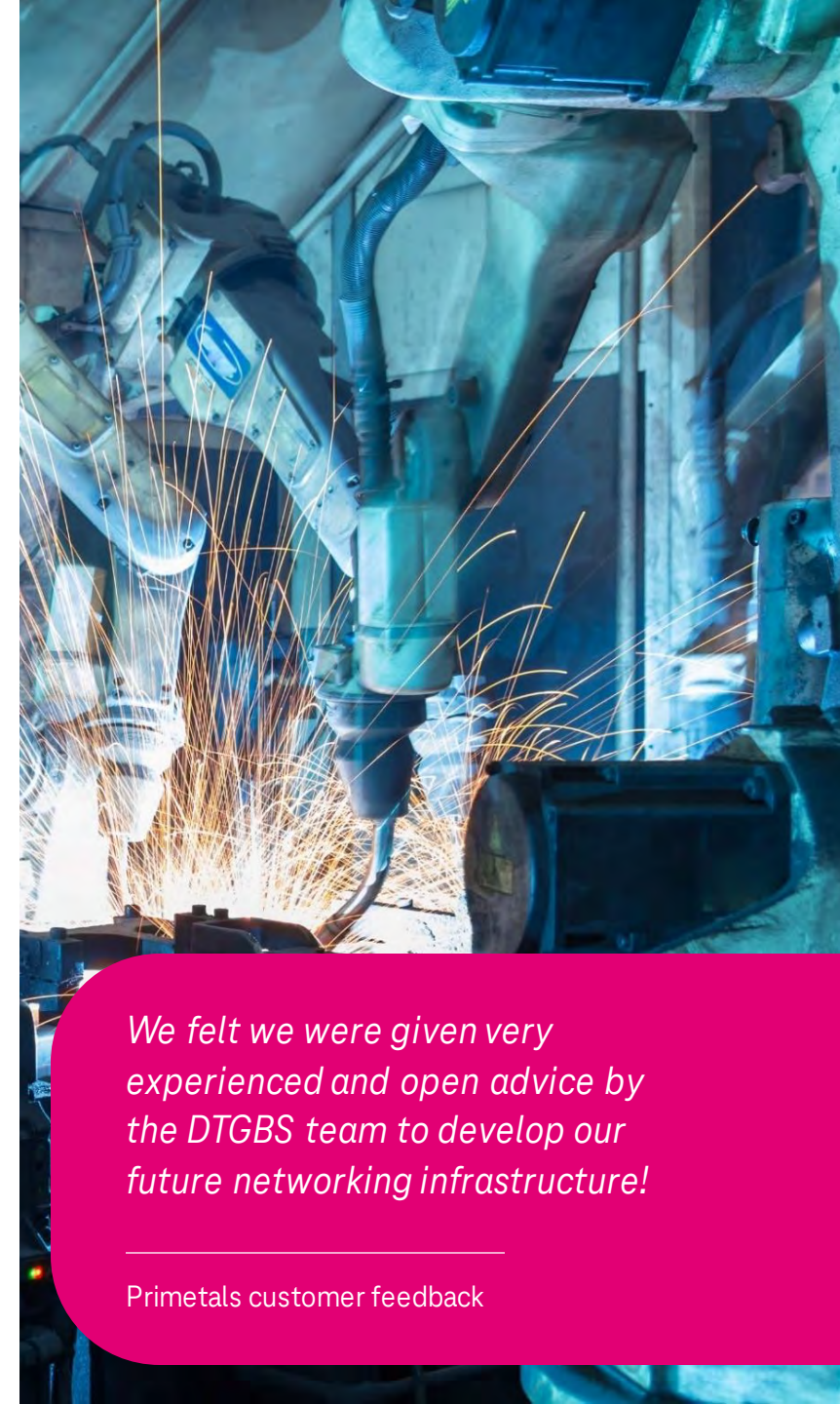
- Introduction of Office 365
- Existing regional internet breakouts in ATOS-DC-HUB locations in Europe, America, Asia, and China no longer fulfill the requirements
- Establishing local breakouts

### The benefits

- Highest availability and guaranteed service levels for each location
- Prioritizing relevant business traffic (quality of service)
- Excellent Office 365 user experience
- Building a base for centralizing additional IT services
- Cloud readiness

### The solution

- Connecting about 70 locations worldwide (India and China among others)
- Implementing local internet breakouts at all locations
- Redesigning the existing MPLS and replacing MPLS backups with internet
- Integrating Zscaler with both ZIA and ZPA



*We felt we were given very experienced and open advice by the DTGBS team to develop our future networking infrastructure!*

Primetals customer feedback

# Prinzhorn Group

Telekom SD-WAN based on Aruba EdgeConnect

Founded in 1853, the family-run Prinzhorn group is a leading European packaging, paper, and recycling company with 10,000 employees in 16 countries. With annual revenues of 2.3 billion euros, the Prinzhorn Group is number three in Europe and plans to double its size by 2030.

PRINZHORN  
GROUP

## The challenge

- Flexible response to acquisitions and new locations
- Agile provisioning of resources
- Homogeneous IT landscapes at all locations
- Reduce IT costs, increase IT cloud services, focus on core business

## The benefits

- Flexible and rapid provisioning of WAN connections at company locations
- Intelligent data flow control and bundling of WAN lines through SD-WAN
- Expandable at any time
- Globally standardized service
- State-of-the-art standards ensure availability and security in the WAN

## The solution

- Virtual SD-WAN instances on DSI remote private cloud at the international locations
- High-availability design of the SD-WAN service based on HA clusters
- Central management of the entire WAN via orchestrator console
- Fully managed operating model
- Professional global service management 24x7



*The flexibility we gained through the implementation of the virtual SD-WAN appliances, impressed us extremely positive!*

Prinzhorn Customer-Feedback

# Tiger Coatings

## Telekom SD-WAN based on Aruba EdgeConnect



TIGER Coatings is a management-led, internationally active family business with 8 production facilities, 3 R&D centers, and about 50 sales offices worldwide. With the core brands TIGER Drylac® Powder Coatings, TIGITAL® Inks & Powders for industrial digital printing, and TIGITAL® 3D Materials, Tiger creates high-quality surfaces with added value.

### The challenge

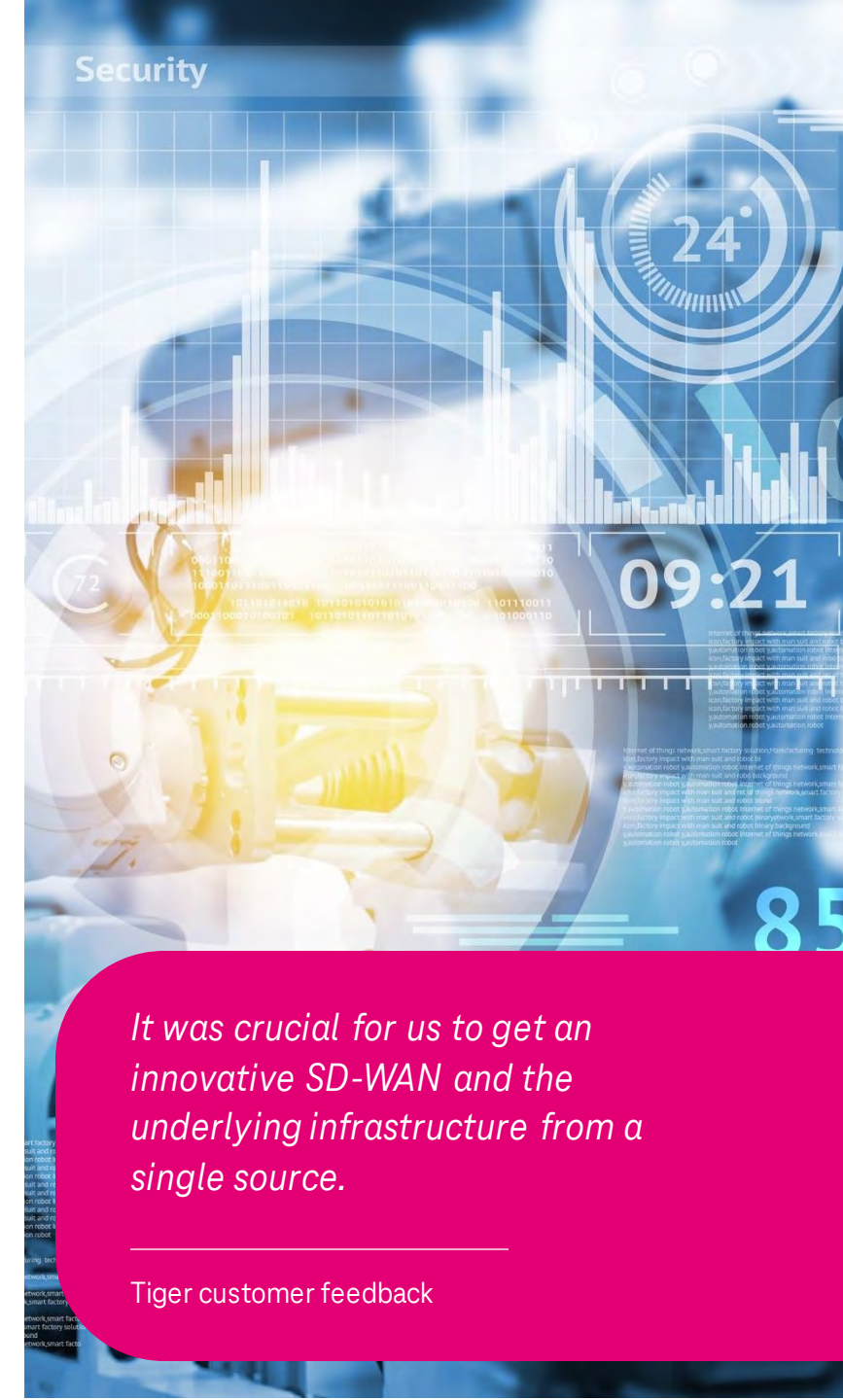
- Introduction of a state-of-the-art network solution that takes into account the existing local internet breakouts
- More bandwidth at the sites without expensive upgrades to the MPLS lines
- Remaining within existing budget limitations

### The benefits

- Comprehensive competence from a single source offers the customer the best possible service
- Flexibility through the use of SD-WAN and use of different technologies (MPLS, internet)
- Local support by a proven team of technicians and account management in Linz and Vienna

### The solution

- Use of redundant MPLS lines + local internet breakouts in combination with SD-WAN management at the 3 hub locations in Austria, China and Canada
- At other locations: combined MPLS line + local internet breakout, implemented with SD-WAN management
- WAN optimization with the Boost WAN feature of the SilverPeak SD-WAN solution

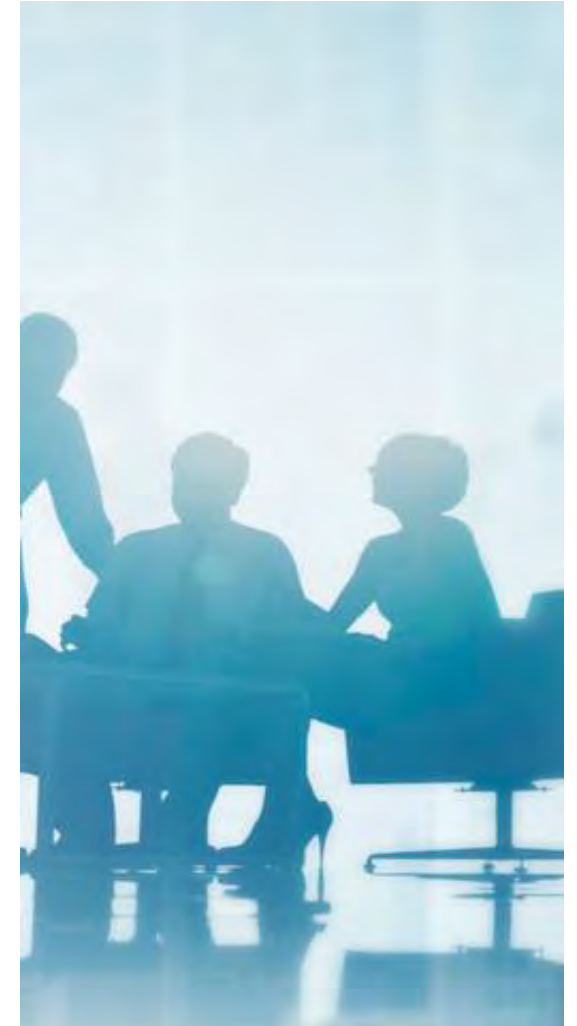


*It was crucial for us to get an innovative SD-WAN and the underlying infrastructure from a single source.*

Tiger customer feedback

# SD-WAN use cases

- 1 Zero-touch deployment
- 2 Orchestrator monitoring & reporting
- 3 Application awareness
- 4 Boost your network
- 5 Role-based access management
- 6 Security – insertion/SASE
- 7 Branch security
- 8 Cloud deployment – AWS, Azure, GCP and more





# Contact



<Name>  
<Position>  
<E-mail>  
<Telephone>

Kontakt  
befüllen /  
Foto(s)

# Thank You!



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