Mission

We shape life and work of tomorrow and beyond – digitized, sustainable, worth living.
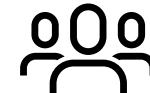
Talented and successful.

Digital business:
for 28 years

Turnover in the year 2022:
220 million €

Employees: Around 2,200 (digital) experts, project enthusiasts, consultants, learners, developers, nerds, managers, Telekom fans, salespeople, innovators, service professionals and testers

Customer projects and services 2022:
3,780

Working method:
Agile, professional, reliable, flexible and digital

Average age:
37 years

Percentage of woman:
33 %
Ø IT industry 17 %
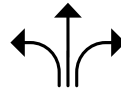
Reliable and strong.

Technology-independent consulting, strong partnerships

Digital experience along the entire employee- and customer-journey

Everything from a single source: From the back to the front end

Customer proximity at nine German locations:
- Berlin
- Bonn
- Dresden
- Hamburg
- Jena
- Leipzig
- Munich
- Rostock
- Stuttgart

Certified processes and accredited testing center

24/7 service with personal contact

Highly secure networks and data centers of Deutsche Telekom AG
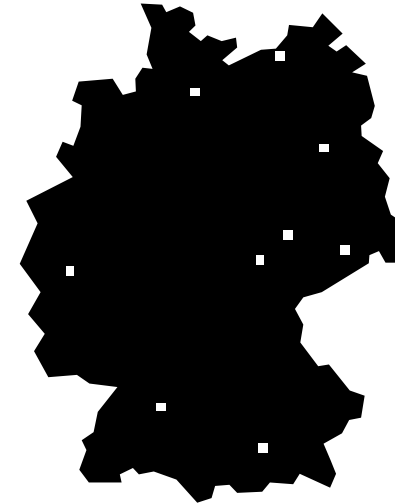
Global expertise in three locations: Budapest, Pune and Bangalore

Responsible.

Versatile and meaningful

We create the framework conditions for a diverse coexistence, a healthy lifestyle and meaningful work.

Sustainable and diverse

We anchor sustainability and diversity in our values, guidelines, internal processes and corporate strategy.

Committed

We are committed to the region and society. We are particularly interested in issues relating to digital inclusion as well as climate and environmental protection.

Ecological and fair

We show how digitization works ecologically and fairly and support our customers in their sustainable transformation.

3 ways we turn our customers into digital winners.

Solution-oriented and future-proof.

01
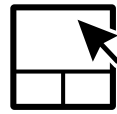
We develop digital experiences that go beyond digital.

02
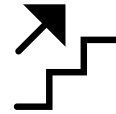
We understand our customers' business in depth and help them to be more successful.

03
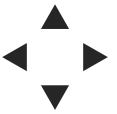
We operate end-to-end with the right people, solutions and mindset.

Tailor-made.

Short innovation cycles, continuous development and integration of updates

Fast and better response on feedback

Consulting

Concept

Services

Design

Customer business

Operation

Configuration / Development

Quality

Security

Holistic and simple.

Digital future
Translating opportunities into added value for companies

Digital experience
Inspiration and loyalty of customers and employees through experiences

Digital business insights
Better decisions based on data

Digital foundation
Providing and securing digital resources

Digital culture
Enabling people, teams and organizations to reach digital goals

Digital sustainability
Exploiting the opportunities of digitization for more sustainability

Digital orchestration
Flexible and efficient combination of digital resources

Connected device
Fast and secure access to applications, digital resources and data

All from one source.

Digital trends and innovation

We translate digital trends and technologies of the future into real competitive advantages.

Digital strategy and transformation

We lead companies purposefully into the digital future.

Customer experience

We are revolutionizing the digital customer experience with an impact far beyond the digital world.

Data insights and automation

We optimize business based on intelligent analysis and automation of data and processes.

Digital resilience and reliability

We make digital business processes reliable, secure, fast, flexible and resilient.

Sustainability

We are seizing the opportunities of digitization for a more sustainable future.

New work

We digitize work and business processes and enable companies to implement and use them efficiently.

Industrial IoT

We individually and precisely connect products, buildings and production sites with innovative IoT solutions and create digital added value.
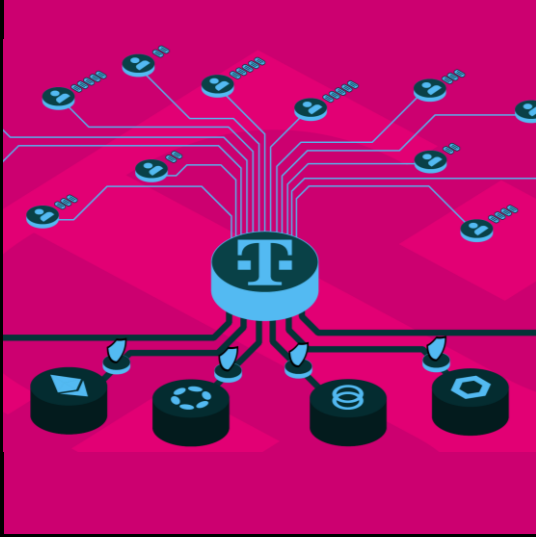
Digital trends and innovation

We translate digital trends and future technologies into real competitive advantages.

Digital trends and innovation.

Web3: Internet of Values

Blockchain Solutions Center is an infrastructure operator for Staking, Self-sovereign identity (SSI) and Non-fungible tokens (NFT) to enable secure and reliable value transfer

Artificial Intelligence

Strong performance and reliable automation for more efficient processes and innovative applications while taking ethical standards and values into account
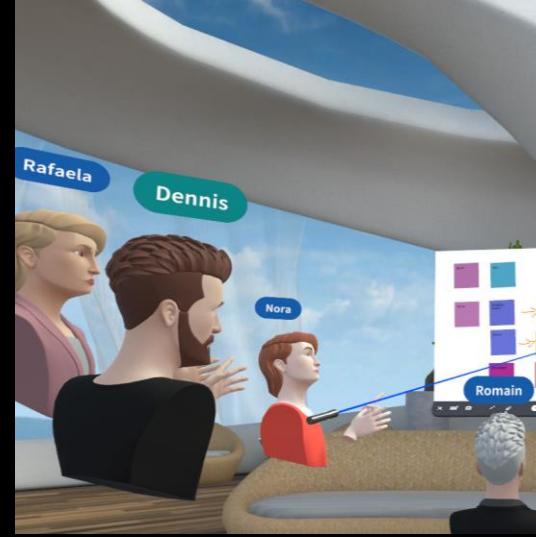
Extended Reality

Creating virtual worlds and unique experiences for collaboration, marketing or culture and education based on AR and VR technology

Smart Spaces

One sensor, many use cases for intelligent workspace and building management: Disclose utilization and environmental data to directly achieve savings and optimizations

Sustainability

We are taking the chance of digitization for a more sustainable future.

Deutsche Telekom: reducing the CO_2 footprint via app.

Benefit:

- ✔ Fewer emissions thanks to more climate awareness
- ✔ Reduced cost of compensation payments
- ✔ Automatic generation of the sustainability report
- ✔ Recommendations for action on CO_2 reduction

More about the project

The enterprise solution measures the CO₂ footprint of employee mobility.

Reducing CO₂ emissions plays an essential role in achieving climate goals. Our self-developed EcoShift platform gives companies an overview of the CO₂ emissions of their employees during business trips and on the way to work. At the same time, it provides employees and management recommendations for more sustainable mobility behaviors.

Task
- National climate legislation, compliance and self-commitment require a reliable overview of CO₂ emissions
- Reducing CO₂ emissions through active mobility management

Solution
- Employees record their commuting and business trips in an app
- Anonymous, data protection compliant transfer to the EcoShift platform
- Company-wide monitoring of CO₂ emissions

Benefit
- Fewer emissions thanks to more climate awareness
- Reduced costs of compensation
- Automatic generation of the sustainability report
- Recommendations for action on CO₂ reduction

"We started with the idea of a CO₂ app for employees to raise awareness about CO₂ emissions on the way to work. From this, Telekom MMS has developed a comprehensive enterprise solution for more sustainability that makes a huge contribution to achieving our sustainability goals."

Katrin Kordes
Competitive Workforce Management
Deutsche Telekom AG

More about the project

CHANCEN eG: equal opportunity begins in source code.

Benefit:

- ✔ Ensuring non-discrimination of AI algorithms
- ✔ Transparent and responsible handling of member data
- ✔ More reliability and performance, information security and data protection
- ✔ Digital ethics as a distinguishing feature

CHANCEN eG

CHANCEN eG

Fairness of opportunity begins in source code.

As a community of solidarity, CHANCEN eG is committed to the financing of education according to opportunities and solidarity. In order to meet this requirement in the self-used IT solutions, we investigated the algorithms in terms of digital ethics.

Task
- The question of ethics and moral action is at the heart of CHANCEN eG's mission, also in its own IT
- Determine the status of the cooperative in the areas of compliance, corporate responsibility & integrity, data ethics and IT security

Solution
- Corporate Digital Responsibility (CDR) assessment tool
- Comprehensive report that shows the digital maturity level
- Concrete recommendations for improvements and follow-up measures

Benefit
- Ensuring non-discrimination of AI algorithms
- Transparent and responsible handling of member data
- Higher reliability and performance, improved information security and data protection
- Digital ethics as a distinguishing feature
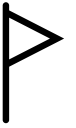
"The comprehensive assessment of Telekom MMS has helped us a lot. Now we know where we stand and have concrete starting points for how we can also reflect and further expand our social responsibility in our IT."

Kyra Gawlista
Key Account Management Bootcamps
CHANCEN eG

Digital strategy and transformation

We lead companies purposefully into the digital future.

Gerolsteiner: future-oriented digitization strategy.

Benefit:

- ✔ Contribution to secure future competitiveness
- ✔ Promoting cross-sectoral cooperation
- ✔ Employee participation strengthens motivation and attachment to the company

More about the project

More about the project

Sustainable digitization strategy by means of maturity analysis.

As a company with more than 800 employees and exports all over the world, it's no breeze to "digitize". Such a transformation needs to be well prepared and both vision and strategy concretely worked out. We supported Gerolsteiner in integrating all divisions of the company into the process, thus laying the foundation for the future-proof, sustainable development of the company.

Task
- Identifying the status quo of digital transformation
- Define and prioritize areas of action with a special focus on the purchasing department
- Defining goals and vision for the future

Solution
- Maturity analysis using workshops and employee surveys
- Comparison of self-reflection with the external view of other areas
- Developing a sustainable digital strategy involving all stakeholders

Benefit
- Contribution to secure future competitiveness
- Promoting cross-sectoral cooperation
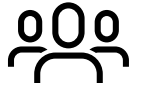- Employee participation strengthens motivation and attachment to the company

"Purchasing only as service provider is a thing of the past. In future we plan to help as consultants to solve the strategic challenge."

Marcus Schumacher
Head of Purchasing
Gerolsteiner Brunnen

More about the project

Customer experience

We revolutionize the digital customer experience with an impact far beyond the digital world.

heine

Heinrich Heine GmbH: powerful webshop for maximum customer experience.

Benefit:

- ✔ Reliable, high-performance and expandable shop
- ✔ Modern, sustainable solution
- ✔ High customer satisfaction
- ✔ Ensuring competitiveness

More about the project

heine

A new webshop with many extension options.

It is not only the customer experience that retailers need to constantly improve, but also the technological demands on online shops are constantly increasing. We have implemented a powerful shop solution for heine and thus supported the focus on online retail.

Task
- Launch of a new webshop system
- More stability and higher performance
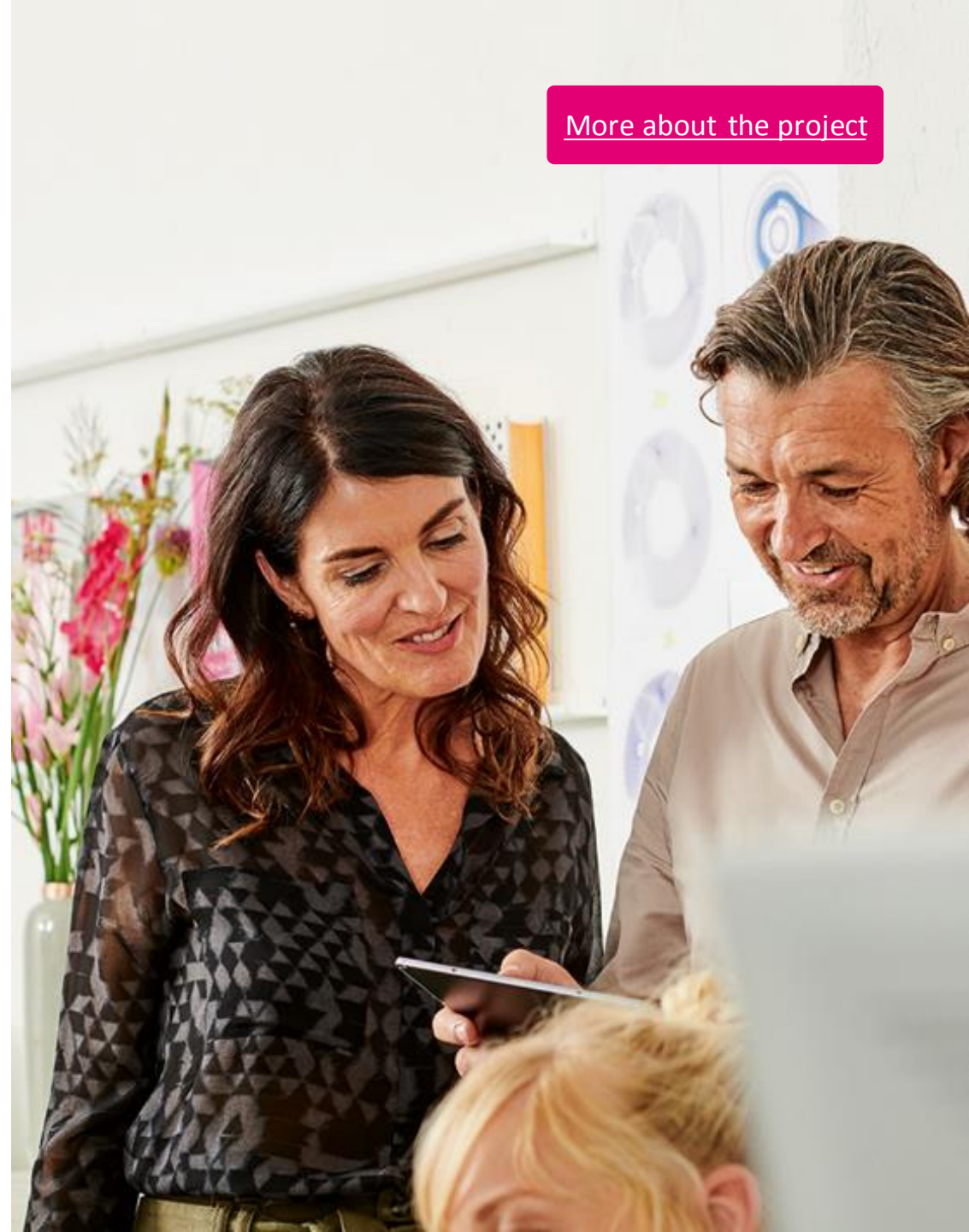- Scalability
- Cloud-enabled solution

Solution
- New webshop based on IBM WebSphere
- Connection to the existing ERP system with website search and wish list function
- Integration of product data of different price search engines

Benefit
- Reliable, high-performance and expandable webshop
- Modern, sustainable solution
- High customer satisfaction
- Ensuring competitiveness

"Having the new IBM system means we have reliable basic software that can be conveniently expanded. Thanks to Telekom MMS, the changeover to the new system went smoothly. The open communication helped us considerably with the implementation and we are looking forward to future projects."

Nicole Franke
Managing Director Services
Heinrich Heine GmbH

More about the project

heine

HOPPECKE Batteries: future-proof sales processes.

Benefit:

- ✔ 360-degree view of the customer: all sales activities in one application
- ✔ More efficient process flows due to a central tool with connection to third-party systems
- ✔ Greater transparency of CRM activities within the company

More about the project

![HOPPECKE logo] **HOPPECKE**
POWER FROM INNOVATION

Future-proof sales processes.

HOPPECKE is an internationally active company in the field of energy storage solutions as well as rail and metro systems. To further improve sales and customer service, HOPPECKE was looking for a customer data management system that would enable it to respond more effectively to requests.

Task
- Implementation of centralized customer data management
- Standardized sales processes
- Automated processes

Solution
- Cross-cutting Salesforce Sales Cloud Platform
- Connection to third-party systems
- 360-degree view of the customer: all sales activities in one application
- Company-wide uniform Customer Relationship Management System

Benefit
- Greater transparency of CRM activities within the company
- Higher customer satisfaction with rising sales
- Unified, faster and simpler processes

New work

We digitize work and business processes and enable companies to implement and use them efficiently.

Schwan Cosmetics: remote support with augmented reality.

Benefit:

- ✔ Improved communication quality and knowledge transfer between technicians and experts

- ✔ Reduction of travel times and costs

- ✔ Reduction of machine downtimes

- ✔ Positioning as a market leader in digitization

More about the project

Remote support with augmented reality.

The family-owned company Schwan Cosmetics is the world market leader in the production of cosmetic pens. The company manufactures the complex machines required for this at its headquarters and operates them at different locations around the world. Machine defects, product changes or routine maintenance work necessitated the support of experts from Germany due to the very special machines..

Task	Solution	Benefit
• Optimize coordination between technicians and experts for the maintenance and repair of special machines • Avoid personal travel of experts • Search for an alternative solution in line with the digitization strategy	• Development of a desktop app and an augmented reality application for the Microsoft HoloLens • Instructions can be transferred directly into the technician's field of view	• Improved communication quality and knowledge transfer between technicians and experts • Reduction of travel times and -costs • Reduction of machine downtimes • Positioning as a market leader in digitization

More about the project

"With the help of the virtual glasses, our experts in Heroldsberg can look through the eyes of their colleagues abroad and assist them with maintenance or repairs in real time. Using the colleague's glasses, the expert can see where the error lies and can guide the colleague at the machine through the necessary steps from their own workplace. This cuts costs and saves time: long plane trips to the subsidiaries are eliminated and in ideal cases, the machine's downtime is reduced to a minimum."

Alexander Sarkissian
Digital Initiative Manager
Schwan Cosmetics

schwan cosmetics

More about the project

d-NRW: modern management with integrated services.

Benefit:

- ✔ Simplified and accelerated applications and processes
- ✔ Modern, efficient and citizen-oriented administration
- ✔ Saving costs and time
- ✔ Use by other authorities and departments
- ✔ Positioning of the state of North Rhine-Westphalia as a pioneer in the digitization of public administration

More about the project

Further development of the service portal for the media-free offering according to the OZG.

As a pioneer in e-government at the state and municipal level, the state of North Rhine-Westphalia is expanding its administrative services with a new level of expansion. In accordance with the requirements of the Online Access Act (OZG), we developed a service portal for d-NRW, which enables applications to be recorded electronically and submitted to the authorities without media disruption.

Task
- Further development of the existing service portal
- Implementation of the provisions of the Online Access Act (OZG)
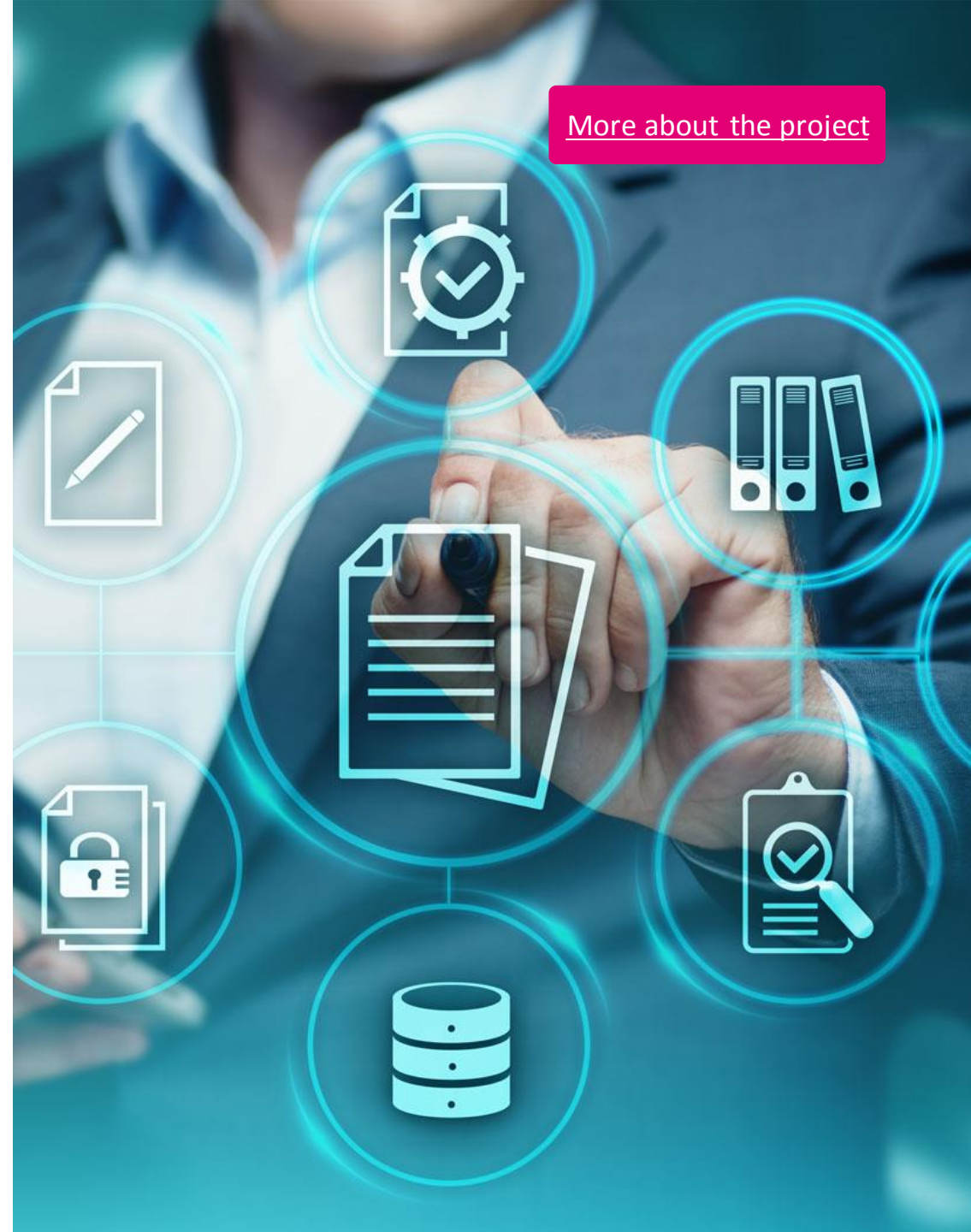- Holistic, media-free
- Online administration services

Solution
- Interoperable, scalable platform
- Basis: Open-source reference architecture
- Preconfigured, reusable and customizable modules

Benefit
- Simplified and accelerated application and processing processes
- Modern, efficient and citizen-oriented administration
- Saving costs and time
- Use by other authorities and departments
- Positioning of the state of North Rhine-Westphalia as a pioneer in the digitization of public administration

"*We are very pleased that we are using the service portal. NRW have now taken the next step towards the digital citizen office. This not only makes it much easier for our citizens, but also simplifies the workflow within the state administration considerably. Telekom MMS was an extremely competent and reliable partner for us in the conception and implementation.*"

Christian Neumann
d-NRW
Institution of public rights

More about the project

Industrial IoT

We individually and precisely connect products, buildings and production sites with innovative IoT solutions and create digital added value.

GlobalFoundries: predictive maintenance in the production of semi-conductors.

Benefit:

- ✔ Increased reliability
- ✔ Avoidance of production interruptions
- ✔ Reduced maintenance effort
- ✔ Improved plant utilization
- ✔ Saving of personnel and time

More about the project

Picture: GlobalFoundries

Predictive maintenance in the production of semi-conductors.

In the largest and most modern semiconductor plant in Europe, GlobalFoundries manufactures microchips in Dresden. In the more than 1,000 process steps, monitoring the control valves for ultra-pure water, an important supply medium, presented a particular challenge: defects were not foreseeable until now. We developed an AI-based IoT solution that monitors ultra-pure water valves with acoustic sensors.

More about the project

Picture: GlobalFoundries

Task	Solution	Benefit
• Identify maintenance requirements of valves in time	• Permanent state monitoring by acoustic sensors	• Increased reliability
• Reduce maintenance effort	• Processing the data with machine learning algorithms	• Avoidance of production interruptions
• Digital solution to replace existing monitoring by employees	• Display of the current state on dashboard	• Reduced maintenance effort
	• Result: demand-oriented maintenance	• Improved plant utilization
		• Saving of personnel and time

> "With Telekom MMS and the Smart Systems Hub, we had a team at our disposal that brought in a very broad skillset that is not available internally in this particular form. The team worked on the project with a high level of self-motivation."

Dr. Axel Preusse
Fellow Process Engineer
GlobalFoundries

More about the project

Picture: GlobalFoundries

Data insights and automation

We optimize business based on intelligent analysis and automation of corporate data and processes.

LANDESAMT FÜR UMWELT, LANDWIRTSCHAFT UND GEOLOGIE | Freistaat SACHSEN

The Saxon State Agency for the Environment, Agriculture and Geology: Big Data in the fight against floods.

Benefit:

- ✔ Early, automated and precise warning of those responsible for and affected by floods

- ✔ Future-proof, modular design of the system

- ✔ High functional and fail-safe thanks to a two-strand solution

More about the project

Big Data in the fight against floods.

The Saxon State Flood Centre at the State Office for Environment, Agriculture and Geology constantly monitors the water levels of Saxon waters and warns affected parties and authorities of floods. The warning system implemented after the 2002 flood disaster was technologically obsolete. Our developed Big Data application, which now holds 200 million data records, enables flood warnings at an earlier point in time.

Task
- Conception and implementation of a new, high-performance flood information and management system
- Effective, reliable warning of 1,000 institutions and authorities as well as the population of floods
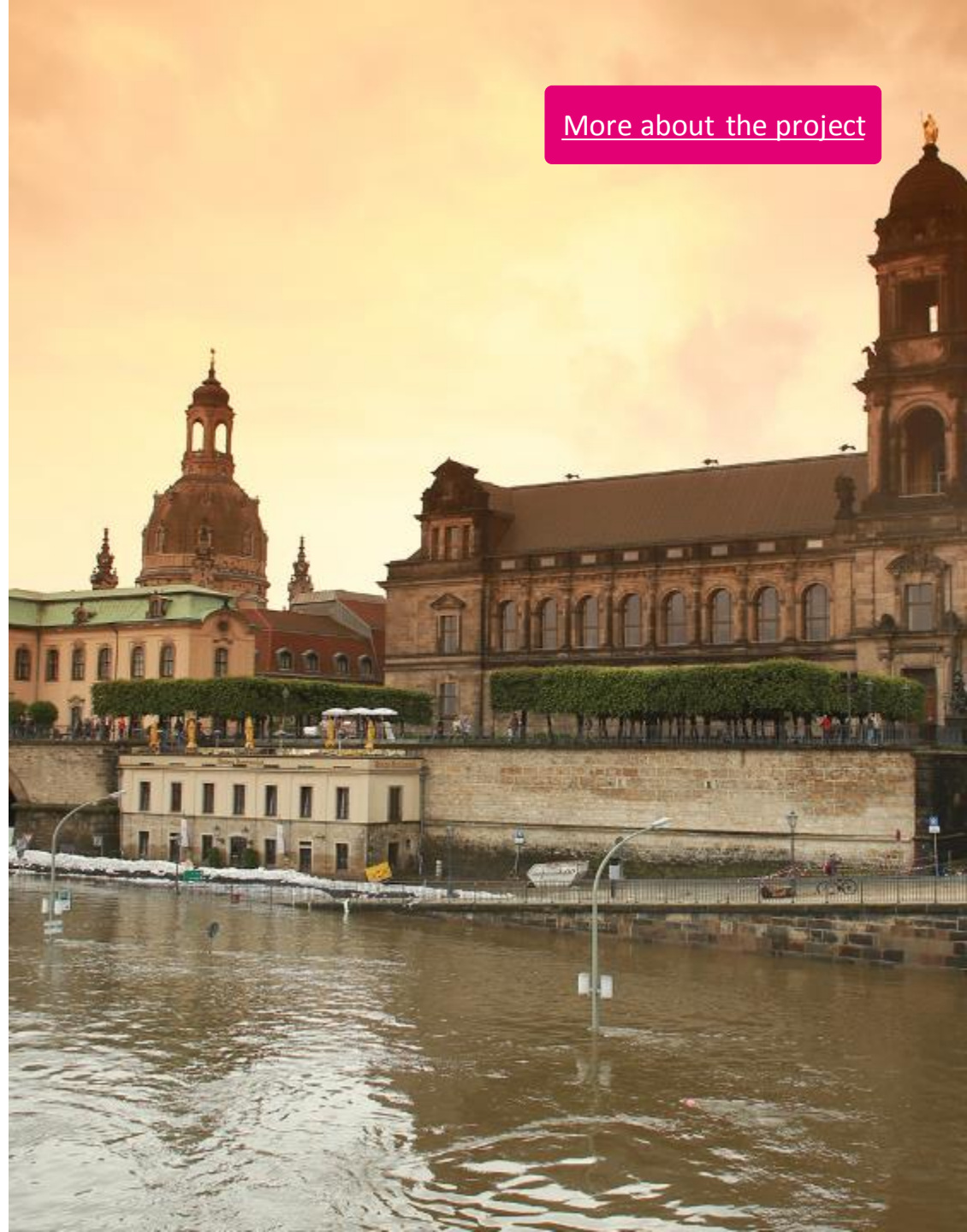
Solution
- Web portal that shows live levels of 470 measuring stations throughout Saxony
- Precise forecast up to 60 hours in advance
- Automated sending of warnings for rising levels
- Automatic import of external data

Benefit
- Early and precise warning of all relevant target groups
- Greater security for those potentially affected
- Future-proof, modular design of the system
- High functional and reliable two-strand solution

"*Previously, obligatory recipients had to send a four-digit code to confirm receipt after getting a flood warning. Today a short SMS response is enough. The automated warning of the obligatory recipients now leaves us more time to compile and analyze the data.*"
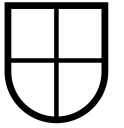
Dr. Uwe Müller
Department Manager
Saxon State Agency for Environment

More about the project

Digital resilience and reliability

We make digital business processes reliable, secure, fast, flexible and resilient.

congstar: agile collaboration according to the DevOps-principle.

Benefit:

- ✔ Reliability in quality, stability and speed
- ✔ Partnership of trust results in good co-operation
- ✔ Long-term collaboration based on sound knowledge of business processes

More about the project

Agile collaboration according to the DevOps-principle.

The mobile and DSL provider with more than six million customers operates a complex IT infrastructure with different systems and environments. Since 2009, congstar and Telekom MMS have been working in close partnership. As a Trusted Advisor, we are responsible for the secure and stable operation of all business-relevant applications.

Task
- Support and further development of IT solutions for all business services
- Ensuring stability, reliability and quality
- Compliance with the data protection guidelines of Deutsche Telekom

Solution
- Agile collaboration using the DevOps approach
- Sound knowledge of business processes, organization and corporate culture
- Partnership of trust

Benefit
- Quintuple higher stability
- Significantly lower error rate
- Constantly increasing number of releases
- Continuous development

"In our long cooperation, we have grown together. Telekom MMS knows exactly what we need and we can rely on IT solutions and develop them further together."

Christina Kiehl
Managing Director
congstar

More about the project

References.

Good reasons why our customers like to work with us.

Together towards success.

In addition to our three top partners, we have many other strong technology partners at our side to jointly cover the entire range of project requirements and respond to individual customer needs.

To our partners

Good arguments.

Excellent performance for innovation and recognized ISO certifications for quality assurance, quality management, information security, service management, environmental management, health management and occupational safety

About us

Good reasons – our employee benefits.

Payment according to collective agreement	Recognition of special benefits	Development plan and feedback discussions	Friendly team spirit and events	Work schedules according to individual needs
Germany-wide mobile work	Occupational pension provision	Healthcare services	Community offers	Challenging projects and first-class technologies

Standard benefits | Additional benefits

Together. For tomorrow and beyond.

Executive VP, Head of Portfolio Excellence	Executive VP, Head of Digital Commerce	Executive VP, Head of People and Resources	Executive VP, Head of Salesforce Portfolio	Executive VP, Head of Corporate Customers	Chief Financial Officer	Executive VP, Head of Industry Health	Chief Executive Officer	Chief Technology Officer
Matthias Schneider	Dr. Andreas Wels	Steffen Mörbe	Markus Kant	Sandor Modsching	Marcus Gaube	Ulrike Volejnik	Ralf Pechmann	Prof. Dr. Frank Schönefeld

We take care of your business.

So you can enjoy and relax.

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