



**Microsoft Windows Server System™ Customer Solution**

**Case study**

“The Microsoft solution implemented is flexible, scalable and is an investment in the needs of our business today and in the future.”

**Heiko Burdack**

*TAdmin Project Leader, Computing & Desktop Services  
T-Systems*

## **Faster Access to Identity Data and Self-Service Administration Reduces Costs and Improves Productivity**

**D**eutsche Telekom’s IT service provider, T-Systems, has implemented an identity management solution with Web-based administration based on Microsoft Windows Server 2003 and Microsoft Identity Integration Server 2003. The new system is called TAdmin and it has reduced the costs of identity management by automating provisioning and providing self-service administration resulting in reduced costs, enabling T-Systems to provide a better service to Deutsche Telekom that can be passed on to end consumers.

CUSTOMER PROFILE	BUSINESS SITUATION	SOLUTION	BENEFITS
T-Systems is one of four divisions of Deutsche Telekom AG. It provides IT services for its customers. In doing so, it utilizes targeted industry know-how and the most modern technology. T-Systems has approximately 43,000 employees spread throughout some 20 countries. The 2002 fiscal year saw sales totaling (EURO) 11.3bn.	The company is progressively migrating from Microsoft® Windows NT® 4.0 to Microsoft Windows Server™ 2003. The existing IT administration and management tools were no longer compatible. So the company decided to replace the outdated in-house system with an innovative and more powerful solution.	T-Systems migrated to Microsoft Active Directory® directory service. Additionally, a central user database was built with Microsoft Identity Integration Server 2003, in which all users’ information from various operating system platforms are consolidated. Intranet Web Administration (IWA) was used with MIIS 2003 to provide web-based services.	<ul style="list-style-type: none"> <li>▪ Improved quality of identity data.</li> <li>▪ Reduced administration and hardware costs.</li> <li>▪ Process optimization</li> <li>▪ Ability to offer Deutsche Telekom, T-System’s most important client, new and interesting services.</li> </ul>

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## Situation

The telecommunication industry is a low margin and highly competitive environment. Accordingly, Telecom operators are constantly looking to provide new and innovative offerings for consumers and businesses in order to compete effectively and to provide excellent services to their customers. To do so, they rely heavily on IT.

Deutsche Telekom is Europe’s largest telecommunications company and has operations in some 65 countries around the world. It employs more than 220,000 people and delivers telecommunications and IT services worldwide. To continue providing top-notch services, employees require a powerful infrastructure that is reliable and efficiently managed. This responsibility falls to Deutsche Telekom’s subsidiary, T-Systems. T-Systems bridges together the best of the communications and IT and is a leading solution provider in Europe. It develops integrated customer solutions and delivers competitive advantages both internally to Deutsche Telekom and commercially to its other corporate customers such as Volkswagen.

Managing Deutsche Telekom’s vast network is no easy task. It is comprised of more than 1,000 Microsoft® Windows NT® 4.0 servers distributed throughout the world with large amounts of data.

Deutsche Telekom’s File and Print Services support over 100Tbs of fixed-disk storage containing important corporate information. These services control the printer allocations within the administration and help manage and organize office environments.

Deutsche Telekom is in the process of migrating their Windows NT 4.0 environment to Microsoft Windows Server™ 2003. In addition, the company is replacing its old UNIX-based

administrative system with Microsoft Active Directory® directory service.

However, the adoption of Active Directory meant that the existing Windows NT 4.0 management tools were no longer compatible. Therefore, T-Systems needed to build a completely new administrative platform to support more than 160,000 users.

## Solution

To make the management of the infrastructure easier, T-Systems decided to implement a Web-based platform, dubbed TAdmin. TAdmin uses Microsoft Identity Integration Server (MIIS) 2003 and Intranet Web Administration (IWA) as its central components. MIIS stores and integrates data from various directories to provide a unified view of all critical network information. It runs on Microsoft SQL Server™ 2000, which provides a high level of performance and reliability. The new system runs on Primergy N400 server hardware from Fujitsu Siemens Computers.

Heiko Burdack, TAdmin Project Leader, Computing & Desktop Services at T-Systems, says: “We want to give Deutsche Telekom additional services and at the same time lower costs and shorten response times.”

A joint project team, consisting of specialists from Microsoft Consulting Services and T-Systems, implemented TAdmin successfully thanks to smooth communication and collaboration throughout the course of the project. Both MIIS and Windows Server 2003 were only available as beta versions at the start of project, but T-Systems were confident about the potential benefits.

The decision paid off: “Our years of positive experience with Microsoft gave us the confidence to trust the beta versions. In

doing so, we were not only able to introduce TAdmin more quickly, but we were also able to directly express our wishes to Microsoft's developers during the rollout phase," says Burdack.

Microsoft Product Manager, Jörg Schanko, says: "Through the close integration between T-Systems employees, Microsoft consultants, and product development in Redmond, it was possible during the MIIS 2003 beta phase to transfer a flexible and highly scalable solution to productive operations."

## Benefits

By consolidating important identity information with MIIS T-Systems is benefiting from enormous improvements in data quality. Access is also simplified, and processes are being automated more easily. In addition, all users now have a consistent view of all relevant identity information.

Rapid changes, both internally and externally, are being managed much more easily, which is essential in such a fast moving industry. The administration team handles up to 2,000 administrative tasks per day, with a completion time of 15 minutes per task. Typical examples of such tasks include the set-up of new users or employee office relocations. When this process is fully automated it will result in countless hours of time savings.

### Reduced Costs

According to Burdack, T-Systems opted for the combination of Intranet Web Administration and MIIS from Microsoft because the solution is very flexible and scalable. Burdack says: "Additionally, it was important to us that everything came from one source, since we want consistent support for all of the products."

IWA and MIIS run on SQL Server, which means that hardware expenditures can be

further reduced, since both databases run on one server.

As Active Directory is more powerful than the services powered by Windows NT 4.0, larger domains can be built, and more processors can be allocated. This also reduces the cost of ownership, as each additional server required would cost the company more money.

### Stability and Reliability

The T-Systems administration team's responsibilities are enormous. In addition to the user administration of File and Print Services, they are also responsible for numerous messaging systems within the Telekom group. The vast majority of its 220,000 mailboxes are still running on Microsoft Exchange 5.5. Gradually these are being converted to Microsoft Exchange 2003. Until this has been completed, T-Systems will implement the software in beta, as the IT service provider has had extremely positive experiences with such Microsoft programs.

With over 27 billion objects and a memory requirement of 6Tbs in the Exchange Public Folder domain alone, the Deutsch Telekom messaging environment ranks among one of the world's largest. In addition, the company's information system is of vital importance. Extensive service outages that last from a few hours to an entire day are detrimental to a company with global operations. Along with powerful hardware and specialized back-up solutions, TAdmin's excellent manageability guarantees stability and reliability.

### Saving Time and Reducing Errors

The creation of mailboxes is also the responsibility of TAdmin; previously, the onus of this responsibility fell on the various branch offices. This created much more work overall and higher potential for error.

The planned self-administration by employees through MIIS via Web-based forms will bring even greater cost savings. Telekom colleagues will then be in the position to remedy small problems themselves. An additional advantage of the new administrative platform at T-Systems is that it also establishes a simultaneous connection to the billing system. This means administrators can settle accounts for services more quickly and easily.

Burdack says: "The Microsoft solution implemented is flexible, scalable and is an investment in the needs of our business today and in the future."

### **Improved Data Quality**

Along with the administrative team, the agents at the T-Systems Help Desk Call Centers need to access data in the central user directory. Up to 9,000 requests are received each day. Call center agents have an average of three minutes to answer these requests. Therefore, it is important that all relevant information immediately appears on their monitors. Thanks to the new Active Directory and MIIS -based system, this is no longer a problem.

Other branches of Deutsche Telekom are also benefiting from the improved data quality. Interest in the innovative TAdmin solution is constantly growing, and in the future, personnel and business management systems such as SAP R/3 will be included in the user directory through defined interfaces, which are part of MIIS. TAdmin also makes it easy to add additional users, through the use of permissions structures, which ensures that sensitive data is securely protected.

### **A Secure Future**

The security of company data is more important than ever, especially for a company such as Deutsche Telekom. Its worldwide data requirements continue to grow. With a large volume of fixed-storage space still available for Deutsche Telekom's File and Print Services the company is confident it has invested in a platform that will evolve as it does.

Microsoft Windows Server System™ is the comprehensive, integrated, and interoperable server infrastructure that helps reduce the complexity and costs of building, deploying, connecting, and operating agile business solutions. Windows Server System helps customers create new value for their business through the strategic use of their IT assets. With the Windows Server™ platform as the foundation, Windows Server System delivers dependable infrastructure for data management and analysis; enterprise integration; customer, partner, and employee portals; business process automation; communications and collaboration; and core IT operations including security, deployment, and systems management.

For more information about Windows Server System, go to:  
<http://www.microsoft.com/windowsserversystem>

## Software and Services

### Microsoft Windows Server System™

- Microsoft® Identity Integration Server 2003
- Microsoft® SQL Server™ 2000
- Microsoft® Exchange Server 2003
- Microsoft® Windows® Server™ 2003 with Active Directory® directory service

### Microsoft Consulting Services

### Hardware

Fujitsu Siemens Computers,  
Primergy N400

## For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:  
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For more information about T-Systems products and services, visit the Web site at:  
<http://www.t-systems.de>

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ERROR: undefinedfilename  
OFFENDING COMMAND: c

STACK: