

# T-SYSTEMS

## AUTOMOTIVE FACTS & FIGURES

### International presence:

Offices in over 20 countries, global delivery capability

### Focus:

Large corporations, multi-national companies, automotive, public-sector and healthcare organizations

### Market position:

# 1 Automotive & Manufacturing in Germany  
Among TOP #5 Auto & Manufacturing in EMEA  
# 1 ICT provider in Germany  
# 2 Systems Integration in Germany  
Among TOP #5 Big Data / Analytics in Germany

### Revenue:

Approx. €9,5 billion (2013 figures)

### Employees:

Approx. 50.000 (2013 figures)

#3 dealer solution provider  
world wide!



# CUSTOMER EXPERIENCE MANAGEMENT



## Situation Today

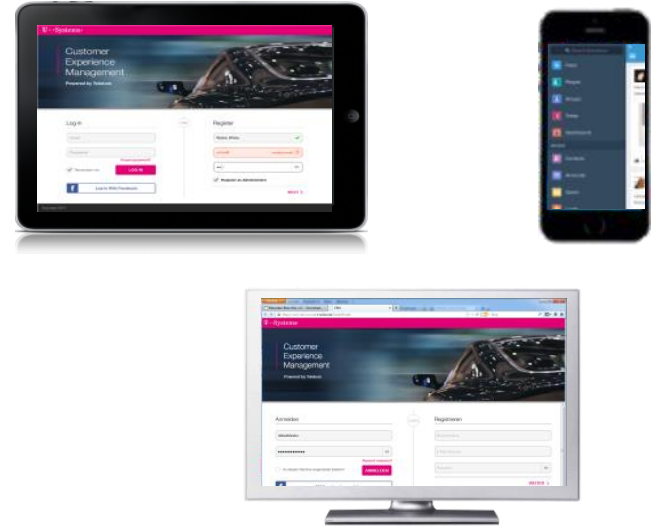
- A strong, established and accepted community (e.g. Google, Facebook) exists.
- An analogous customer experience for vehicles and user centric services in the B2B environment does not exist!

## Hence

### An open and brand-independent platform

- Platform for drivers and partners
- Opportunity to differentiate
- A single OEM/ IT service provider is only partly capable of delivering this

# OUR PLUG BOARD PRINCIPLE SI SALES AUTOMOTIVE



- All relevant actors can be connected
- all relevant SAS processes are available as SaaS in the portal / mobile surrounding directly



ERLEBEN, WAS VERBINDET.

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# Customer Experience Management

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