opentext™ | Premium Support

Success Story

Leading IT service provider T-Systems leverages partnership with OpenText™ Premium Support while revamping critical infrastructure

When one of the world's largest IT services providers—and the largest in Germany—decided to migrate their entire IT tool set, they knew that OpenText Premium Support would be there as their trusted partner and advisor.

Since their inception in 2000, T-Systems International GmbH has become a world leader in information technologies and digital transformation. They now operate in over 20 countries and manage over 50 data centers with approximately 40,000 servers.

They need all those servers because one of their primary businesses is to help customers migrate their operations to the cloud. This significantly reduces the infrastructure burden on those customers, helps them reduce costs and improves the quality of their services. But it also places the responsibility of IT uptime on the shoulders of T-Systems. As a result, downtime is not an option.

So when it came time to migrate their entire tool set of monitoring, event management, reporting and discovery applications, T-Systems relied on their OpenText Premium Support team for help. They're glad they did.

"For us, it was very clear that this project could only be a success if we worked from the very beginning as a team together," says Uwe Zanker, Global Head of Systems Management. "They enabled everything. They really helped us to bring that [UAT] environment to a level where it was usable for the production environments."

What turned out to be one of the largest infrastructure projects in their history ended in a complete success. The migration affected more than 50,000 production systems without causing any issues, largely thanks to the efforts of Premium Support and the OpenText development resources who helped monitor and manage critical processes.

> ## "They [OpenText Premium Support] enabled everything."
> – Uwe Zanker, Global Head of Systems Management
> within Global IT Operation, T-Systems

Over the course of this project, T-Systems and OpenText teams got to know each other very well, and that bond—that partnership—made all the difference.

"The benefit [of Premium Support] is you have partners who understand your business and environment", says Uwe.

"If you have any problems, they can think fast, help you in critical situations and fix them immediately… They can give you valuable tips on how you design your solution, how you migrate to the next level and how you can get the most value out of your products."

More information

For more information about how the OpenText Premium Support program can help you get the most out of your OpenText technology investment, visit our website:

🌐 Premium Support   🌐 Premium Support Flexible Credits

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.