

T-SYSTEMS MULTIMEDIA SOLUTIONS GmbH

*Prize Winner in
People Development
and Involvement*

ORGANISATION PROFILE

T-Systems Multimedia Solutions GmbH (T-Systems MMS) in Dresden is a public limited company wholly owned by T-Systems Business Services GmbH (T-Systems). In a B2B value chain, T-Systems MMS provides individual software solutions and services to customers who use its web-based business applications and services (e.g. sales portals) to generate value in their business. The “products” are customer-specific e-business solutions (incl. content and knowledge management, e-learning, e-HR, e-recruiting, e-commerce, mobile business), produced by software specialists who work in project teams. Leading edge technical knowledge of the people, a close relationship with the customers and a stringent project management are T-Systems MMS’ crucial success factors. T-Systems MMS has approximately 410 employees and it reached an annual turnover of 55.8 million Euro in 2005.

MILESTONES OF THE EXCELLENCE JOURNEY

- 1996 Certification according to ISO 9001:1994
- 1997 Start of the software process quality assessment according to the self-assessment Bootstrap model (ISO/IEC 15504 compliant)
- 1998 Certification of the Authorized Java Centre through SUN establish a test and integration centre, start Self-Assessments according to EFQM Model
- 1999 Re-certification according to ISO 9001:1994
- 2000 BEST-CPI as integrated continuous Process Improvement procedures of TÜV Management Service GmbH that exceeds ISO 9001 requirements
- 2001 International Best Service Award of the Exportakademie Baden Württemberg

- 2002 Professionalize project management through certification by the Project Management Institute (PMI®)
- 2003 Accreditation of the test and integration centre as test lab according to DIN EN ISO/ IEC 17025, achieve first place in the New Media Service Ranking (www.newmediaranking.de) of the Bundesverband Digitale Wirtschaft, which means number one of the internet and multimedia service providers in Germany
- 2004 Achieved “Finalist” in European Quality Award, first maturity assessments for a strategy focused organisation according to Kaplan and Norton, Professionalize Service Management through certification according to ITIL in collaboration with IT Service Management Forum
- 2005 Entered the TOP100 of the most innovative SME companies in Germany, achieved “Prize Winner for Continuous Learning, Innovation and Improvement” in European Quality Award, achieve recognition in the German national quality award “Ludwig-Erhard-Preis”, first place in the “Communication” category in the BestPersAward for the best personnel work; second place in the “Personnel development”, “Personnel deployment” and “Remuneration” categories.

REASONS FOR SUCCESS

- Sustainable value management: We focus on operational excellence, total customer orientation and continuous innovation.
- People business by empowered employees: We empower our people to venture into entrepreneurial roles.
- Excessive learning organisation: We never stop learning individually and as an organisation.
- Effective leadership measured by results: We request our leaders to align our people’s actions with our strategy.
- De-central agile organisation aligned by strategy: We match central and local activities by our target-oriented management style.

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