

# An MDocS solution for E-Plus.



**By opting for the entire portfolio of Managed Document Services (MDocS) from T-Systems, E-Plus has created an end-to-end solution for direct, cost-effective and rapid communications with over 10 million customers.**

## The customer.

E-Plus has established itself as an innovator in the German telecommunications market—and is leading the industry in a number of areas. For example, the network operator introduced Germany's first ever cell-phone flat rate. And with i-mode—a pioneering mobile Internet service—E-Plus has achieved what others are still aiming for. This technology is delivering the fast-paced and exciting information, services and entertainment that create genuine added value for users. What's more, customers benefit from high security thanks to E-Plus' Professional Online IP VPN solution. This enables secure data transfer via E-Plus' GPRS network, and leverages a VPN tunnel to send encrypted data across the Internet. As a result, the confidentiality and integrity of customers' business-critical applications are guaranteed.

## The challenge.

With innovative pricing models and a first-class network infrastructure, E-Plus is strengthening its position as an established telecommunications provider for business customers. Against this background, the network operator decided to enhance its service for large clients by enabling them to search for more documents, reports and information online. To do this, E-Plus needed a Web-server connection to its universal archive—the archive containing customer details. E-Plus had already set up a Web server and connected it to its billing archive—managed by T-Systems—to provide documents via the Internet. This service had been available to customers since October, 2003. By extending Web connectivity to the universal archive, E-Plus hoped to improve the quality of its online service for its business customers.

**e·plus<sup>+</sup>**

## The T-Systems solution.

T-Systems was able to build its MDocS solution on the existing E-Plus landscape for the billing and universal archive systems. To enable documents stored in the universal archive to be made available via the Web server, T-Systems carried out two modifications. First, the ICT expert extended the universal archive to include an additional archiving component for Web-based searches and document retrieval. Second, it established Web-server connectivity for both systems: the universal archive and the billing archive.

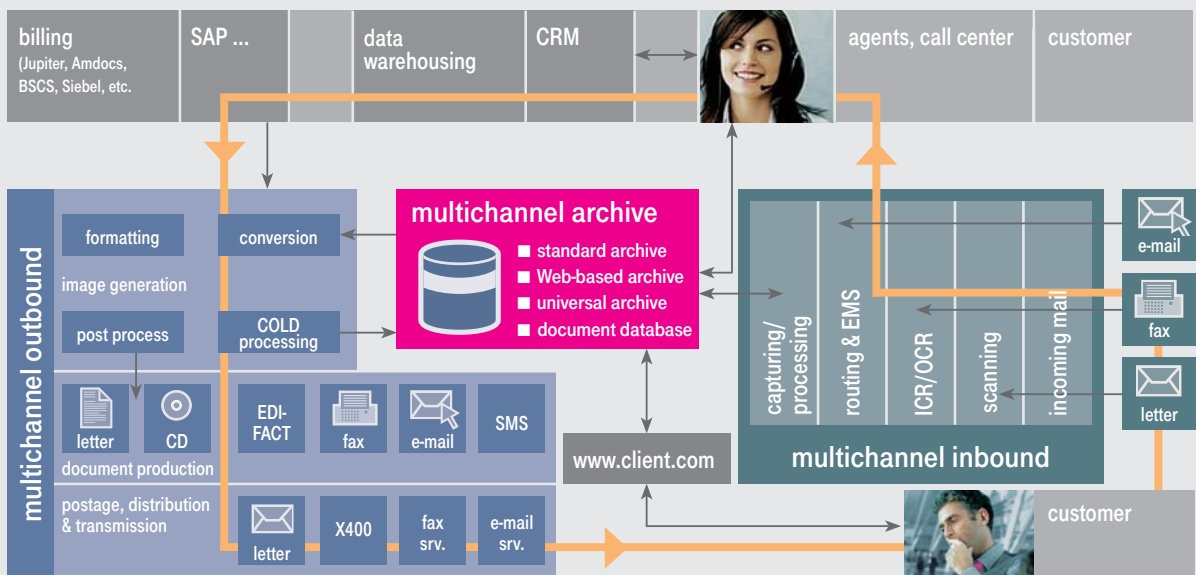
## Systems requirements.

A key task was to create an archiving service that could be seamlessly integrated via XML interfaces with all other systems, for example, for billing, subscriber activation and CRM. To do this, a Web-server interface with the universal archive was needed in addition to the existing interface with the billing system. Moreover, the Web application server had to be able to retrieve documents from the universal archive, format and forward them for publication on the Internet. It was also necessary to save documents via the Web logic server directly in the universal archive in RTF format. Around 5,000 documents—each containing as many as 100 pages—needed to be processed each month.

## The benefits.

Thanks to T-Systems' Managed Document Services, the universal archive now plays a key role in E-Plus' business-critical processes, such as subscriber activation and customer service. Moreover, it is an essential information hub when it comes to processing customer documents. As well as saving the document itself, additional meta-data on how it is to be processed prior to archiving is also stored. This information is used to control document workflow. What's more, thanks to a simple XML interface between the CRM and archive systems, saving and retrieving information is quick and easy. For E-Plus, that means customer-service processes require less time and resources—and are more streamlined and efficient.

### Managed Document Services (MDocS) at a glance



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