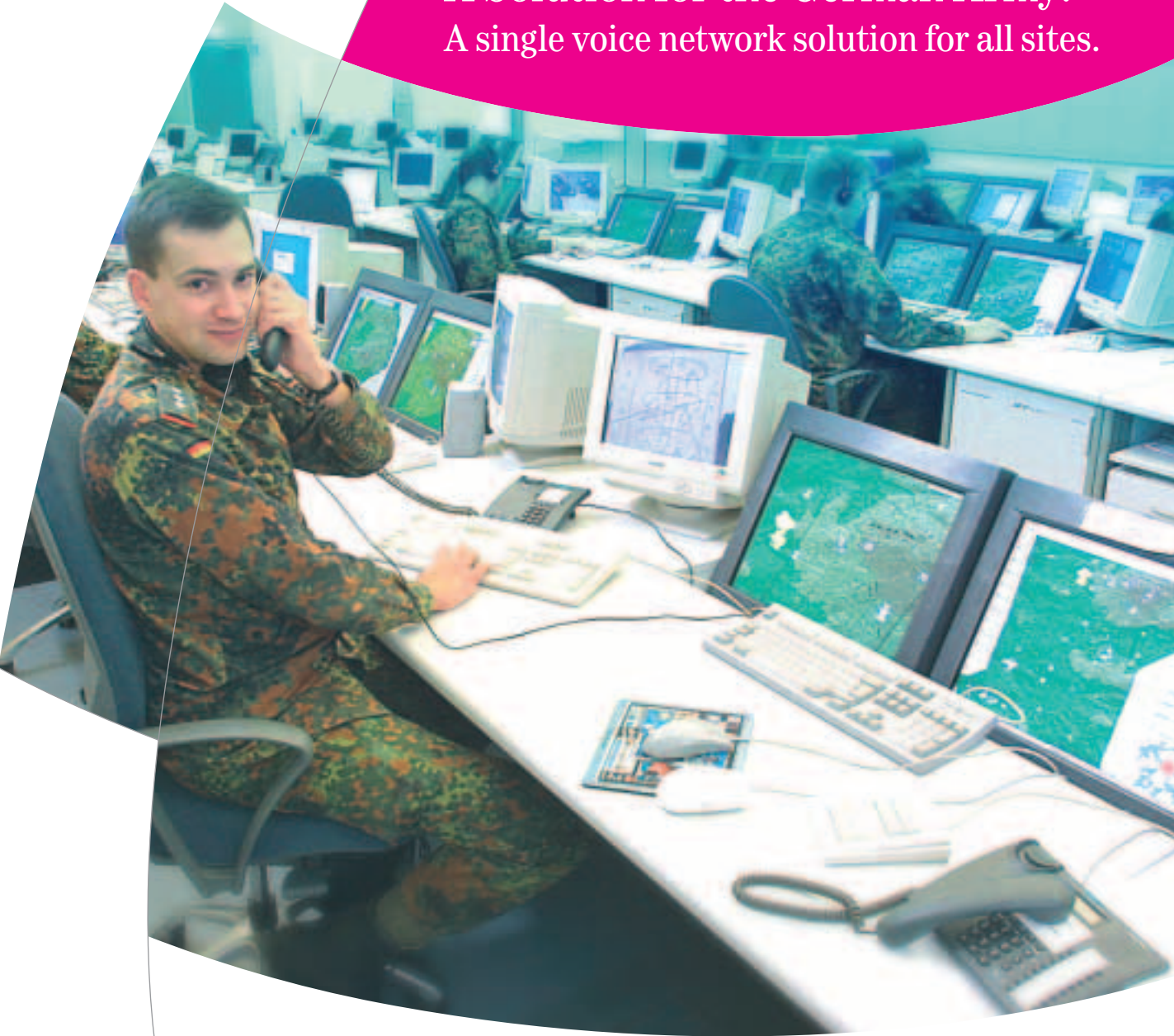


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A Solution for the German Army:
A single voice network solution for all sites.



The German Army (Bundeswehr) uses a nationwide solution from T-Systems to handle its voice communications needs.

Voice VPN for the Bundeswehr—a reliable, cost-effective solution with nationwide coverage.

The customer. The primary mission of the Bundeswehr (the German Army) is to protect and defend Germany and its citizens. It is also committed to serving world peace and international security in accordance with the Charter of the United Nations, as well as providing disaster relief and humanitarian assistance around the world. In order to fulfill its national duty effectively, the Army operates bases throughout Germany. Communication between these locations needs to be reliable and secure at all times—particularly in crisis situations. To achieve this, the Army deploys its own networks and equipment for internal communications, while T-Systems handles external communications across public networks using telephone lines.



The brief. The first objective was to incorporate all German Army telephone lines connected to the public Deutsche Telekom network into a voice VPN (Virtual Private Network), thereby creating a single “virtual” telephone system. A key priority was to reduce the administrative load on the Army by building centralized management of orders, complaints, and faults into the solution. A further wish was for itemized billing in digital form, allowing invoice data to be processed using the Army’s proprietary software.

System requirements. About 3,400 Army phone lines around the country had to be incorporated into the voice network solution. Combining analog ISDN and primary multiplex connections, the solution needed to provide access to landline, cell phone, and international networks. In addition, the facility to offer toll-free hotlines (0800 numbers) at a later date was required.

The T-Systems solution. All telephone lines linked to the Deutsche Telekom network at Army locations across Germany now form part of a single voice network solution, with T-Systems delivering end-to-end support. Billing is digital and comprises 37 detailed invoices—one for each of the German Army’s 36 administrative units, plus one master invoice. As an added bonus, the central order management facility offers a single point of contact at T-Systems for all administrative aspects of the solution.

Customer benefits. The new solution has significantly reduced the Army’s admin workload. T-Systems now takes care of all orders, complaints, and fault management, while digital billing streamlines internal accounting. Multiple redundancy and extremely high levels of security safeguard the role of the Army as the protector of Germany’s national security. Because it leverages Deutsche Telekom’s nationwide network infrastructure, the T-Systems solution also offers outstanding cost efficiency, particularly in urban areas.

At a glance:

- Around 3,400 connections at approximately 700 sites across Germany
- Complete national coverage combined with outstanding cost efficiency
- Maximum reliability thanks to multiple redundancy
- Central order, complaint, and fault management minimizes admin overhead for the Army
- Digital invoices deliver billing transparency, with separate, detailed invoices for each of the Army’s administrative units

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Any Questions?

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