



# T-Systems Virtual Desktop Services and BYOD

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Virtual Desktop Vendor Assessment for T-Systems is a comprehensive assessment of T-Systems' virtual desktop offerings and BYOD and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers and identifying vendor suitability for IT services, end-user computing services and virtual desktop technology and BYOD services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

## Key Findings & Highlights

T-Systems is the second largest IT services vendor headquartered in Europe. The company had revenues of ~€10.0bn (~\$13bn) in 2012. It has H1 2013 revenues of ~€4.9bn.

T-Systems is a very significant desktop services vendor: the company services 1.21m desktops to external clients. The company targets desktop services opportunities both in desktop-centric discrete contracts and also within wider-scope IT infrastructure contracts that encompass both desktop and datacenter services.

In 2013, T-Systems has introduced a new desktop service offering, named Future Workplace (FW). The launch of Future Workplace is part of a strategy by T-Systems to revamp its service portfolio. T-Systems aims Future Workplace to address client focus on application and data access, provide discrete managed services as opposed to an end-to-end service, adapt to consumerization of IT and address offline and online access conditions.

In the past, T-Systems had already developed virtual desktop service offerings, based on server-based computing and VDI technologies around Citrix technologies. The company therefore already had a number of service blocks to address its client.

With Future Workplace, T-Systems has stressed the emphasis on:

- Lowering the TCO of its hardware and service offering, in order to drive adoption
- Expanding its service offering from a pure virtual desktop to include application services e.g. prepare applications to enterprise mobility.

## Scope of the Report

The report provides a comprehensive and objective analysis of T-Systems' virtual desktop and BYOD offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



## Contents

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2. Revenue Summary
3. Key Offerings: Future Workplace
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5. Target Markets
6. Strategy
7. Strengths & Challenges
8. Outlook

## Report Length

7 pages

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## Vendor Assessments Also Available for:

Atos, CGI, Computacenter, Getronics, KPN IT Solutions, Steria, Orange Business Services, Tech Mahindra and Unisys