

# AN INTERVIEW WITH: CAPACITY EUROPE PLATINUM SPONSOR DEUTSCHE TELEKOM

**Q | What was the main reason behind Deutsche Telekom Global Carrier migrating into the Telekom Deutschland subsidiary at the start of October?**

In this day and age, we offer a wide range of products and services to multiple businesses and carrier customers worldwide, with a large amount of crossover between the units.

Turning ourselves into an integrated telecommunications service provider under the Telekom Deutschland umbrella – following the earlier move of T-Systems' international B2B business into this subsidiary – means we can better serve both our international and wholesale customers from a single source.

**Q | What are the key benefits of the move for the company and its customers?**

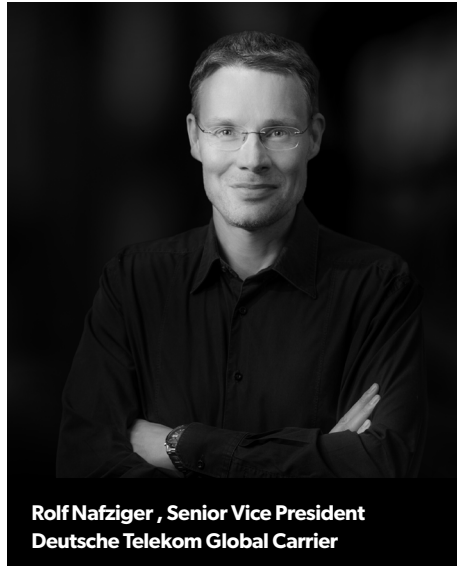
From the company's perspective, the move enables us to consolidate our wide array of telecoms services, thus simplifying and streamlining international business processes. The aim was to create a scalable business with a lean governance model and competitive cost base, plus a highly efficient production and delivery model.

The move eliminates internal departmental and national boundaries, making processes more harmonised and helping to enable borderless digitalisation.

The knock-on effect for our customers is that they receive a more integrated service that puts them at the core, with transparent offerings, bundled expertise from across the business and fewer interfaces. We will be able to provide them with fixed network, infrastructure and mobile communications services from a consolidated and dedicated portfolio, aiding customers of all sizes with their digitisation journeys. International customers also get easier access to Deutsche Telekom's German network footprint.

**Q | Following these changes, who will lead the new unit?**

As senior vice president of Deutsche Telekom



**Rolf Nafziger, Senior Vice President  
Deutsche Telekom Global Carrier**

Global Carrier, I will be taking charge of both the international B2B and international wholesale business under the new structure. This aligns with the company's move towards bringing down departmental boundaries and combining expertise.

It therefore makes sense to have a job role that focuses on both these areas of the business, helping us to hone our focus on the integrated products and services we want to offer customers across the two segments.

**Q | In July, the company transferred its international TC business from T-Systems to Telekom Deutschland. Why did this happen and what benefits will it bring?**

This was again about streamlining operations and services for our SME and multinational business customers. It was also necessary as an earlier part of migrating the separate units into the Telekom Deutschland GmbH subsidiary.

Now that the unit's activities have been integrated alongside Deutsche Telekom Global Carrier within Telekom Deutschland, we expect a large number of additional benefits by aligning the two – with many efficiencies achieved by the combination of our wealth of expertise in both the international wholesale and B2B segments.

**Q | In the first 12 months, what will be the top operational priorities for Deutsche Telekom Global Carrier?**

Apart from technical alignment of operations, one of the first aims will be to make sure that a common culture and understanding of topics is forged within the new unit. There is some knowledge transfer that needs to take place to fine-tune processes, ensuring that everyone is on the same page and the formerly separate teams are working smoothly together. By doing this, we can make sure that the group's skills and capabilities are fully applied in serving our customers with quality products.

**Q | What is your industry outlook over the next year and how is Deutsche Telekom Global Carrier positioned to capitalise on this?**

In the ever-changing environment, both carriers and businesses are seeking to become increasingly agile in how they operate – and the wholesale sector has had to move to adopt this flexibility as well, so as not to be left behind. This is necessary in an age of digital transformation and the transition towards technologies such as SD-WAN, cloud-connectivity, IoT and 5G, and we see this adoption of virtualisation and agile technologies continuing over the next year.

Carriers also need to work closely together at a time when interoperability, automation and cybersecurity are all key, helping to share costs of rolling out new infrastructure and services, and extend channels into new markets. The streamlining of operations under the roof of Telekom Deutschland will help in all these areas.

With the world being rocked by the coronavirus, it's a challenging time for the telecommunications industry, just like for any other sector. Yet at the same time, the crisis has created opportunities by further accelerating the need for momentum towards digitisation – with more people needing to work and interact from home and requiring ways to communicate internationally. In this climate, the new structure under Telekom Deutschland will help us to move forward confidently and set us up perfectly to meet future needs and demands.