

# T-Systems and Cognizant to Develop Business-Critical CRM and Enterprise Business Intelligence Systems for Deutsche Telekom

## **Deutsche Telekom to benefit from a combination of deep industry expertise, scale of operations and market-leading global delivery platform**

Deutsche Telekom's enterprise customer division, T-Systems, and global IT services provider, Cognizant (NASDAQ: CTSH), today announced that they will develop business-critical customer relationship management (CRM) and enterprise business intelligence systems for Deutsche Telekom. The two companies will leverage their CRM and data warehousing and business intelligence strengths to plan, design and implement an integrated customer database for Deutsche Telekom and a new portal for sales partners. Deutsche Telekom plans to roll out these modern systems in a phased manner--initially in Germany, and subsequently, worldwide.

Dr. Steffen Roehn, CIO of T-Mobile International and Director of Information Technology at T-Mobile Deutschland, said: "Deutsche Telekom wants to be the leading telecom services provider in the industry. To ensure this, the key is to continuously modernize our IT infrastructure which we are doing by leveraging T-Systems' deep industry expertise and Cognizant's global delivery management capabilities."

Dr. Ferri Abolhassan, Head of Systems Integration at T-Systems, said: "The CRM systems that will be built over the next three years are strategically important for the entire Deutsche Telekom group. These next generation CRM and business intelligence systems will bring about noticeable improvements in the service levels to end customers. Both Cognizant and T-Systems are delighted to have been chosen as partners for this strategic program, which clearly highlights the growing momentum of this unique system integration alliance."

The integrated customer database will make customer information available more quickly, thereby helping the call center employees of Telekom Shop to provide seamless customer service throughout Germany. The Deutsche Telekom Group's sales partner portal--which will replace the systems currently used at T-Home and T-Mobile--will provide the Group's sales partners with a consolidated and unified system that will modernize the ordering process for retailers, call centers and alternative sales units. It will also enable them to provide their customers with more customized products and services resulting in enhanced user experience.

"These systems will help drive the strategic and operational decisions at Deutsche Telekom, thereby enabling the Company to optimize its business processes, enhance its customer and supplier relationships and experience, drive costs down and increase the value added services," said Santosh Thomas, Vice President and Head of Continental European Operations at Cognizant. "Our complementary capabilities of deep industry expertise, scale of operations, and market-leading global delivery platform provide Deutsche Telekom a unique value proposition of local knowledge coupled global reach and expertise."

### About T-Systems

T-Systems is Deutsche Telekom's business customer brand. Approximately 160,000 companies and public institutions use the provider's network-centric information and communications technology (ICT) services--ranging from data center operations and global services based on the Internet Protocol, to the development

and management of applications. With locations in over 20 countries, T-Systems is a preferred supplier for European corporations' global business activities. The company, based in Frankfurt/Main, Germany, serves all industries and is a leading provider for the automotive and telecommunications industries as well as the public sector. With approximately 56,500 employees, T-Systems posted revenue of EUR 12 billion in 2007.

### About Cognizant

Cognizant (NASDAQ: CTSI) is a leading provider of information technology, consulting and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With more than 40 global delivery centers and over 59,000 employees as of June 30, 2008, we combine a unique onsite/offshore delivery model infused by a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings. Visit us online at [www.cognizant.com](http://www.cognizant.com).

### Cognizant Forward-Looking Statement

This press release includes statements which may constitute forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, the accuracy of which are necessarily subject to risks, uncertainties, and assumptions as to future events that may not prove to be accurate. Factors that could cause actual results to differ materially from those expressed or implied include general economic conditions and the factors discussed in Cognizant's most recent Form 10-K and other filings with the Securities and Exchange Commission. Cognizant undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.

First Call Analyst:

FCMN Contact: [mmarcus@waggeneredstrom.com](mailto:mmarcus@waggeneredstrom.com)

SOURCE: Cognizant

CONTACT: Deutsche Telekom AG, Corporate Communications,  
+49-228-181-4949, [presse@telekom.de](mailto:presse@telekom.de); or Alan Alper of Cognizant, Corporate  
Marketing and Communications, +1-201-673-8379, [alan.alper@cognizant.com](mailto:alan.alper@cognizant.com)

Web Site: <http://www.cognizant.com/html/home.asp>

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