# Redesigning the future with

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LIFE IS FOR SHARING.

# Agenda. What can you look forward to for the next 30 minutes?

1. **Introduction.** Who are we and what are we going to do?
2. **Motivation.** Why are we doing HRcules?
3. **Scope.** What will our technical design and approach look like?
4. **First results.** What have we achieved so far?
5. **Lessons Learned.** What have we learned so far?

# Introduction. What you already know about Deutsche Telekom…

## Our Strategy

LEADING EUROPEAN TELCO

- INTEGRATED IP NETWORKS
- BEST CUSTOMER EXPERIENCE
- WIN WITH PARTNERS
- LEAD IN BUSINESS

TRANSFORM PORTFOLIO

EVOLVE FINANCIAL TARGETS & EFFICIENCY

ENCOURAGE LEADERSHIP & PERFORMANCE DEVELOPMENT

## Figures, data, facts

DAX-30-group, > 70 BN. € revenue

Leader in telecommunications in Europe, TOP 3 of German brands

Continuous further development, ongoing new innovative products!

# Introduction. Nice to know in a way… But Who are we, Deutsche Telekom service Europe?

*€ 372 Million*
*Revenue*

*26 + 175,000*
*Customers*

*3,300*
*employees*

*8*
*Service lines*

*10*
*Locations*

*4*
*Countries*

# Motivation. Why are we doing HRcules?

## Our tasks

HR Customer Low Effort System
(modern design & functionality)

Optimize >200 HR products
(>600 processes and
>120.000 employees)

In hybrid approach within 2 years, including international rollout

## Our ambition

Customer Centric
Services (more online services)

Easier processing (skill based
Routing engine)

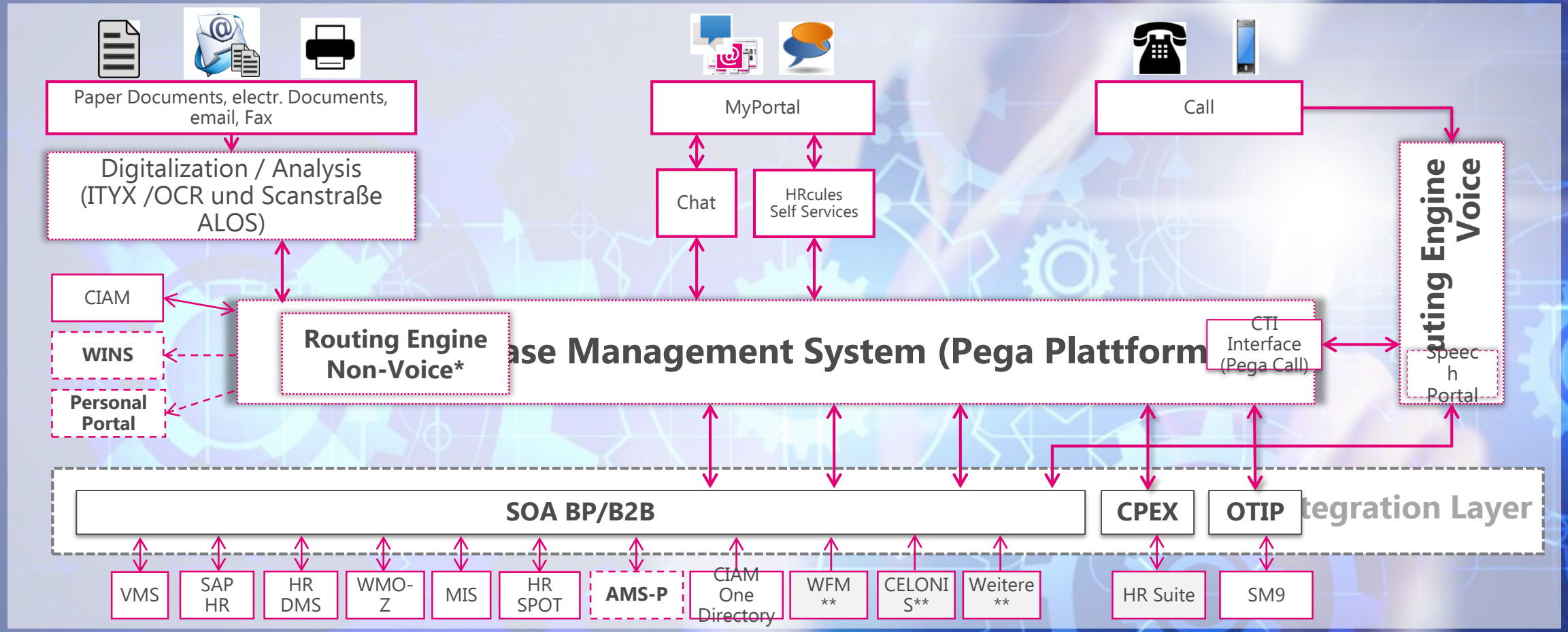
Automatization & Digitalization
(Building Low Code competence)

Integrated processing
(from request to status...)

# Motivation. How do we move the scope?

| Foundation | Contact center | Processes Implementation |
|---|---|---|
| **On Premise System**<br>▪ Pega platform 7.4:<br>▪ Integration into current HR landscape with 11 interfaces to 9 applications (SAP, remedy, …)<br>▪ International rollout: multi languages<br>▪ Functions: chat/ roles& authorizations/reporting/UI/UX | **Contact Channels including Voice**<br>▪ Routing Engine Non-Voice: Email, contact forms, letters/scan, chat<br>▪ Routing Engine Voice (Avaya): calls and integration Pega Call | **Implementation of the first 6 Products**<br>▪ Preparation of the first 6 HR Product with 48 Processes<br>▪ Use DCO methodology for the recording of the requirements<br>▪ Set up as Proof of Concept for the evaluation of possible time tables, needed adjustments of methodologies, evaluation of needed resources and efforts. |

# Scope. what does the technical design look like?



# First Results. What have we achieved so far?

On premise system

Integration into current HR landscape with 11 interfaces to 9 applications

FOUNDATION

Cross over topics:
360 Customer view,
roles and authorizations,
self service,
Skill based Routing,
Reporting / Monitoring

Contact channels

Routing Engine Non-Voice: Email, contact forms, letters/scan, chat

HR Business Processes

Show and Tell for First HR Process

# Lessons Learned. What we have learned so far…

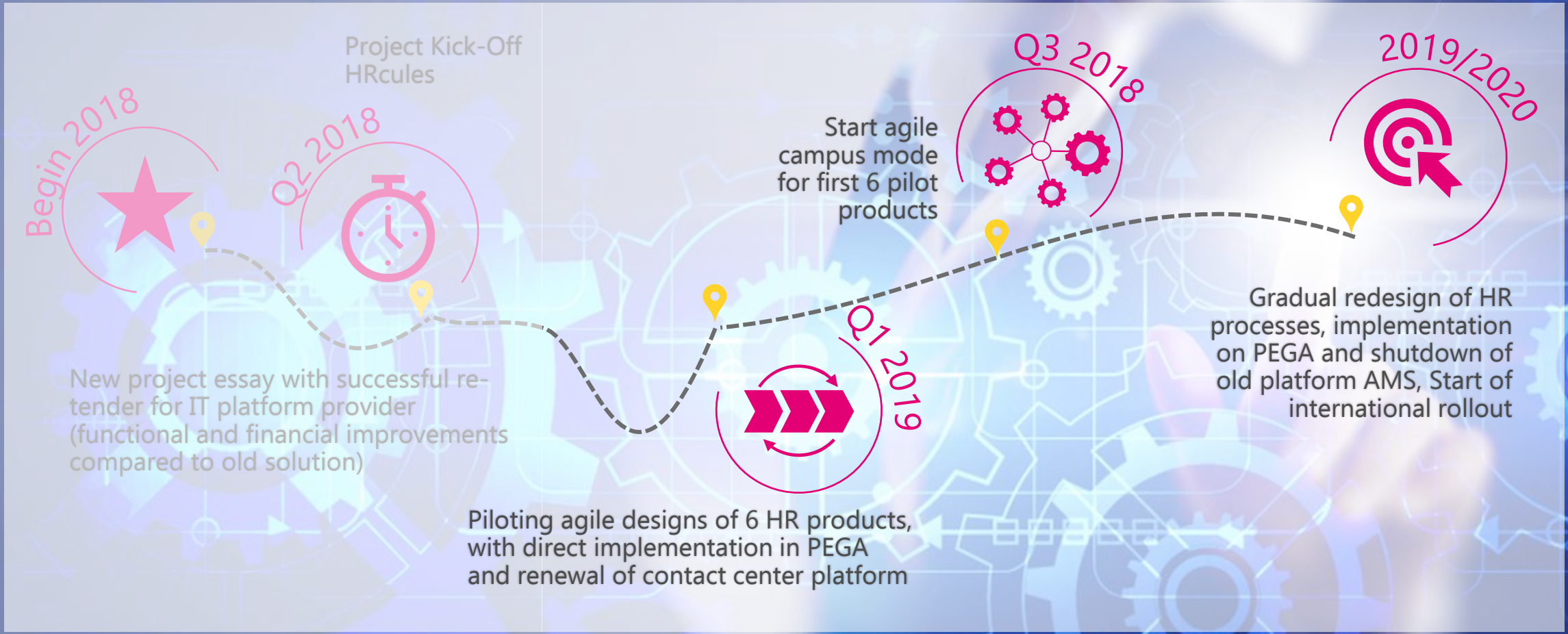
## Technical Learnings

- APPROACH and Tooling: use flexible tools, provide trainings (e.g. Testing)
- Routing Engine Non-Voice: Email, contact forms, letters/scan, chat
- **Understand each other**: Not only speak the same language, but also Have SAME understanding
- Integration into current HR landscape with 11 interfaces to 9 applications
- Routing Engine Voice (Avaya): calls and integration Pega Call
- Challenge Accepted: **Agile World** meets **Waterfall World**

## Business learnings

- Right people, in right place, at right time
- Get away from old world
- Challenge accepted: Agile world meets waterfall world
- Mix it: IT & Business view right from Start
- Best preparation in class for high speed
- Everything starts with an evaluation phase
- **Done** Beats perfect

# Next steps. How we started and how we will continue?



# Contact. How to get in Touch with us?

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