

# Elevate Your Mobile Connectivity Management with iMSA

international Mobile Service Automation



## Digitalization has completely changed the way we do business

- IT is shifting from manual, on-premise work to digitized processes that are available anywhere.
- Big enterprises want to simplify internal processes and enhance end-user experience.
- Many companies striving for a platform strategy that enables easy integration of multiple digital services.
- This requires standardized interfaces across many touchpoints.

The IT organization wants to extend digital services across the enterprise. But there is often a lack of automation and process integration.

### Challenges

Complexity and too many time-consuming, manual steps, leading to errors.

## We help you to automate your mobile connectivity management

- Automated workflows eliminate errors
- Internal customers have digital, self-service support
- Easy integration into your ecosystem
- Updated inventory and order status visible
- Centralized data-driven decision-making enabled

Leaders and IT decision-makers get full transparency, efficiency, agility and better end user experience by transitioning to a service-oriented digitized business.

**The doors open to digital services, resulting in greater satisfaction and efficiency.**

# How is this integration possible?



## How does it work?

iMSA is an orchestration layer supporting enterprises in digitizing mobile fleet management processes. It gives the opportunity to link to Deutsche Telekom and FreeMove operators' systems.

- Ordering
- Customer-specific product catalog
- Automated fulfillment, status
- Updated inventory
- Incidents and ticketing
- International coverage
- Bilingual Web Portal (English/German)



No integration needed for the user friendly iMSA **Web Portal**



Seamless integration into ServiceNow ecosystem via the **ServiceNow App**



Fully integration to any ecosystem via **iMSA API**



Direct link to **Deutsche Telekom** and **FreeMove operators** for instant ordering, service, status

## iMSA lifts your enterprise to the top level!

### Automation and user experience

- Reduction of complexity and human errors
- Enabling best UX via digital self-service tool
- Improving reaction and response time for service delivery

### Transparency and efficiency

- Higher quality of services and provisioning
- Wholistic overview by tracking processes and information
- Full Transparency for customer Head Quarter

**When you are ready, approach us for a pilot.  
We look forward to hearing from you.**

### Contact

### Published by

Telekom Deutschland GmbH  
Landgrabenweg 151  
53227 Bonn  
Germany

