



# Open Telekom Cloud

Creating a Secure Connected World

Welcome Package

July 2025

# Agenda

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Open Telekom Cloud

# 01 – Open Telekom Cloud – what we stand for



Data protection in accordance with the most stringent EU requirements.  
Open Telekom Cloud certifications.

**ISO certificates**  
 ISO 27000 family  
 ISO22301  
 ISO9001  
 ISO14001  
 ISO20000  
 ISO45001  
 ISO50001

**Support for DORA requirements**

**Trusted Cloud Finance**  
 Conditions for BaFin, ECB or EIOPA supervised entities

Secure, flexible and sovereign technology

- Geo-redundant data centers in EU
- Openstack-based
- If needed, we can also provide Private solutions
- sovereign

99,95%

Sustainability and environmental protection

100% green power

Leader in **Hyperscale Infrastructure and Platform Services 2024** for sixth time in a row, based on ISG Provider Lens

Leader in The **Forrester Wave™** : Public Cloud Platforms In Europe, Q3 2024

Personal support: 24 hours a day, 7 days a week

\* IT-Grundschutz planned in 2025  
 \*\* T-Systems, which includes the Open Telekom Cloud, is registered as a KRITIS operator with the BSI and is subject to regular legally required audits.

# 02 – myWorkplace / Business Login and roles “commercial admin” / “technical admin”



## myWorkplace / Business Login

<https://open-telekom-cloud.com/login>

- Portal for business view of Open Telekom Cloud Services
- Invoices
- Financial/Enterprise Dashboard
- (User Management)

## Commercial admin:

- Owner of the contract
- Can introduce contractual changes
- Access the financial dashboard / enterprise dashboard as well as the invoice copies via myWorkplace/ Business Login
- By default, have no access to the Open Telekom Cloud console

## Technical admin:

- Initial Enterprise Administrator from technical side
- We do not recommend
  - to use this user for daily operation
  - grant further users access to OTC Tenant(s) via IAM in OTC Console (see [chapter 5](#))
- No access to financial dashboard / invoices (by default)

CUSTOMERS  
DUTY TO KEEP  
THE CONTACTS  
UP TO DATE

# 03 - Invoices and Dashboard



Via myWorkplace you can...

- check and download all invoices and documents (e.g., invoice details)
- verify the usage via [Financial Dashboard](#) (product description)
  - Enterprise Dashboard [User Guide](#)

### Accounting History

In the accounting history, you can see all the invoices whose contracts you are authorized to. You can download the invoices in various formats. You can use the date filter to expand your search and see more invoices.

[Go to Accounting History](#)

### Financial Dashboard

Our Open Telekom Cloud Financial Dashboard gives you a comprehensive view of your Cloud spendings. It helps you with detailed representations and configurable alerts to keep your costs in check.

[Financial Dashboard](#)

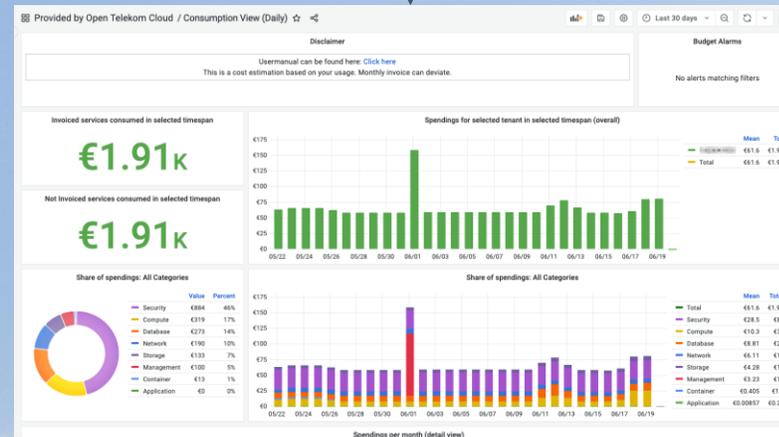
ENTERPRISE DASHBOARD WAS RENAMED TO FINANCIAL DASHBOARD

### Accounting History

From: 10/2/2022 To: 10/20/2022 [Go](#)

Contract Number	Accounting Number	Accounting Date	Accounting Sum	Product	Download	Invoice	Invoice details
00000000001000	0040700	10/12/2022		Open Telekom Cloud			
00000000001000	0040037	10/17/2022		Open Telekom Cloud			
00000000001000	0040037	10/17/2022		Open Telekom Cloud			
00000000001000	0040700	10/12/2022		Open Telekom Cloud			
00000000001000	0040700	10/12/2022		Open Telekom Cloud			

50 items per page 1 - 5 of 5 items



# 04 - Open Telekom Cloud Console



## Multitenant Login

 Remember username[Register](#)[Forgot password?](#)

Login to Open Telekom Cloud Console using following link:

<https://open-telekom-cloud.com/console>

- Open Telekom Cloud Services (Compute, Storage, Data Bases,...)
- User Management (Identity & Access Management)
  - User Groups
  - Projects
  - MFA

The screenshot displays the Open Telekom Cloud console interface. At the top, there is a navigation bar with the Telekom logo, the text "OPEN TELEKOM CLOUD", and navigation links for "Homepage", "eu-de", and "Community Portal". Below the navigation bar is a search bar with the placeholder text "Enter a service or function name." and a search icon. The main content area is divided into a left sidebar and a main grid. The sidebar contains a "Service List" with various services categorized by icons. The main grid displays a list of services, including "Computing", "Containers", "Storage", "Network", "Management & Deployment", "Security", "Application", "Data Analysis", and "Databases". Each service is accompanied by a red arrow icon indicating its status or availability.

Open Telekom Cloud

# 05 - Identity & Access Management (IAM)



As best practice we recommend to create users in the IAM (Open Telekom Cloud Console).

Product description: [User management in the Open Telekom Cloud](#)

Documentation:

- Identity & Access Management : [IAM User Guide](#)
- Permission Description: [User management and cloud service management permissions](#)

Hands-on training

- Limited user group: [Create a limited User Group](#)
- New users: [Create additional Users](#)



# 06 - Regions



The Open Telekom Cloud is the European Cloud.

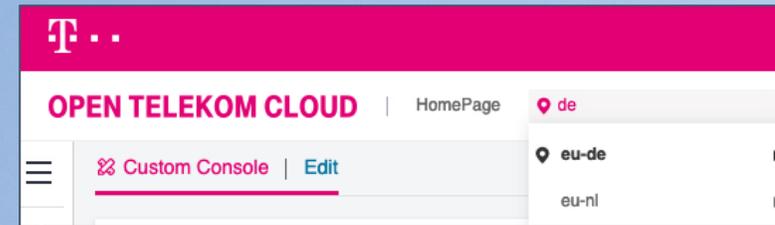
Open Telekom Cloud offers two regions:

- Germany “eu-de”
- Netherland “eu-nl”

You can choose easily the region from the drop-down menu on the top, or change the region if you are booking a resource.

Find more information about our regions and the locations of our data centers:

- [Open Telekom Cloud data centers](#)
- [Documentation about region and AZ](#)

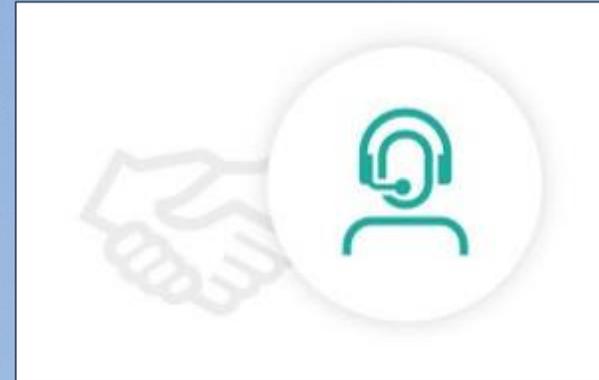


# 07 - Ticketing & Support



Open Telekom Cloud Service Desk (24\*7 available) – for technical issues

- E-Mail: [service@open-telekom-cloud.com](mailto:service@open-telekom-cloud.com)
- Phone from Germany: 0800 330 4477
- All other countries: +800 330 44770



**Best Practice: Relevant information needed in email to the support team**

- Domain ID (Tenant ID, e.g., OTC0000000000XXXXXXXXXX or similar)
- Project ID (If no projects are used: „eu-de“ or “eu-nl”)
- IDs of servers and resources that are affected.
- Accurate description of the issue / error
- When did the issue/error occur the first time?
- Screenshots of the issue/error

# 08 - Quota adjustment

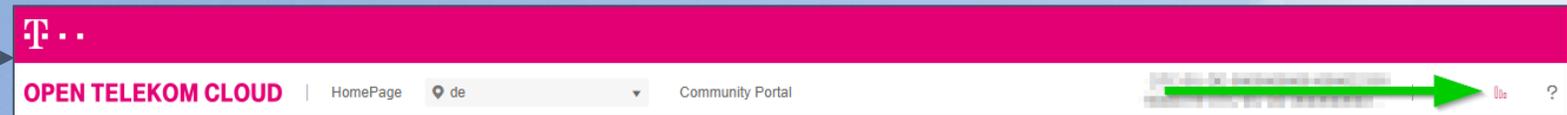


What is a technical quota?

- Maximum number of bookable services, for e.g. ECS (Elastic Cloud Server)

Where can I find the current quota?

- In the Open Telekom Cloud Console, on the upper right corner
- Here you will find „Total Quota“ and „Used Quota“



Can I increase or reduce the quota of a service?

- Yes, contact our Service Desk [service@open-telekom-cloud.com](mailto:service@open-telekom-cloud.com)

Service	Resource Type	Used Quota	Total Quota
Elastic Cloud Server	ECS	12	20
	vCPU	35	40
	Memory (MB)	87,040	163,840
Image Management Service	Image	0	100
Auto Scaling	AS group	0	25
	AS configuration	0	100
	AS bandwidth policy	0	50

Details also available within the [Community](#).

# 09 – OTC Aassistant- Cludia



- Try out our new AI based chatbot, called Cludia!
- The chatbot will answer all your questions around OTC - questions about the product, information from our website, our documentation or community.
- You will find the AI chatbot on our [website](#) at the right bottom icons



**Aassistant Cludia**  
Our AI-powered search helps with your cloud needs.

Welcome, I am the Aassistant Cludia. I am here to help you with your cloud-related questions.

My answers are generated using Artificial Intelligence. Please double-check important information.

What topic would you like to talk about?

Is the Open Telekom Cloud C5 certified?

Answer generation finished

Yes, the Open Telekom Cloud is certified according to the BSI C5:2020 standard

- I. Public cloud meets BSI C5, SOC2 Ty...
- II. Data protected from government ac...
- III. Data protected from government ac...

What other certifications does the Open Telekom Cloud have?

How does the BSI C5:2020 certification benefit users of the Open Telekom Cloud?

Are there any specific industries that particularly benefit from using a C5 certified cloud service?

Type here

powered by CamberSearch

# 10 – OTC Marketplace



- Register at the Marketplace as a Seller or a Customer
- Seller
  - Can publish offers via the marketplace seller center
  - Seller can publish his or her Software in the Marketplace by creating a Product Offering
  - Conditions ([GER](#) / [ENG](#))
- Customer
  - interface to subscribe to and use services from third- party providers (sellers) in the Open Telekom Cloud
  - Conditions ([GER](#) / [ENG](#))

**Open Telekom Cloud Marketplace**  
Find additional XaaS offerings provided either directly by the Open Telekom Cloud or by sellers.

Type to find product offering Search

**Recommended**

Provider	Product Name	Provider	Product Name	Provider	Product Name
Meta AI	LLAMA 3.3 70B instruc...	DeepSeek	DeepSeek-R1-Distill-L...	iits	OTC prometheus-expo...
AI Foundation Services	provided by AI Foundation Services	AI Foundation Services	provided by AI Foundation Services	ImpressSol GmbH	provided by ImpressSol GmbH
AI Foundation Services	Efficient 70B language model, quantized to 4 bits for advanced NLP tasks with faster inference.	AI Foundation Services	Distilled 70B Llama model with 4-bit AWQ; optimized for advanced reasoning and code generation.		This software gathers metrics from the Open Telekom Cloud (OTC) for Prometheus.
AI Foundation Services		AI Foundation Services	72B parameter vision-language model; excels in comprehensive visual and textual understanding.		
AI Foundation Services		AI Foundation Services	Open-source MoE code language model; supports 338 languages and 128k context length.		
Codbex	Oceanus - Documents ...				The Oceanus Edition is your comprehensive solution for efficient document management

# 11 – Status Dashboard



[Status Dashboard](#)

[Documentation](#)

- verify the status of each service per region
- get informed in case of a maintenance or service interruption
- register for RSS feed (or use the Open Telekom Cloud App)

The screenshot displays the Open Telekom Cloud Status Dashboard. At the top, there are navigation tabs for 'Open Telekom Cloud', 'History', 'Availability', and 'Docs'. A green banner at the top indicates 'All Systems Operational'. Below this, the 'OTC Current Status' section is shown, with region selectors for 'EU-DE', 'EU-NL', and 'Global'. The dashboard is organized into several service categories, each with a list of services and their status (indicated by a green checkmark):

- Application Services:** API Gateway, Distributed Message Service, Simple Message Notification.
- Big Data and Data Analysis:** Cloud Search Service, Data Ingestion Service, Data Lake Insight, Data Warehouse Service, DataArts Studio, Map Reduce Service, ModelArts, Optical Character Recognition.
- Compute:** Auto Scaling, Bare Metal Server, Dedicated Host, Elastic Cloud Server, FunctionGraph, Image Management Service.
- Container:** Cloud Container Engine, Software Repository for Containers.
- Database:** Distributed Cache Service, Document Database Service, GeminiDB Service, Relational Database Service.
- Management & Deployment:** Cloud Eye, Cloud Trace Service, Log Tank Service.

# 12 - Open Telekom Cloud Community



In the community you will find answers to your questions (FAQs) and you will be able to ask questions as well.

In addition, you will also find blog articles related to all topics around Open Telekom Cloud.

- Open Telekom Cloud [Community](#)
- [Uli's Hands-On Training]: [Overview](#)
- Previously recorded webinars available at: [YouTube](#)



# 13 - Open Telekom Cloud App



Please download the Open Telekom Cloud App ...

## Apple App Store



## Google Play Store

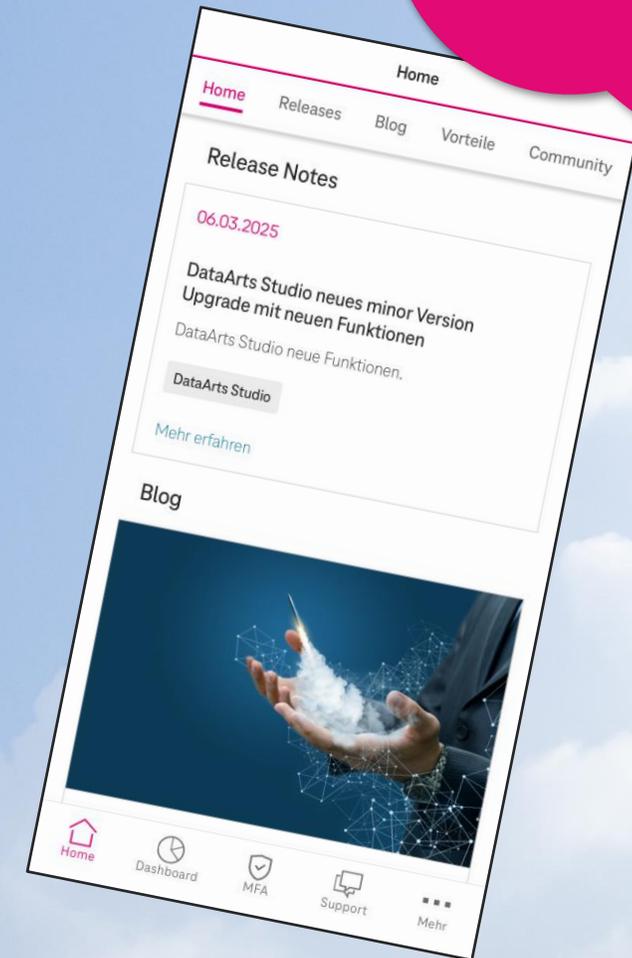


## Huawei App Gallery



## FEATURES:

- Push notifications (service and marketing messages)
- Cloud eye and Cloud trace alerts
- Direct access to status dashboard
- Multi factor authentication (MFA)
- Release notes, blog entries
- Products and services description



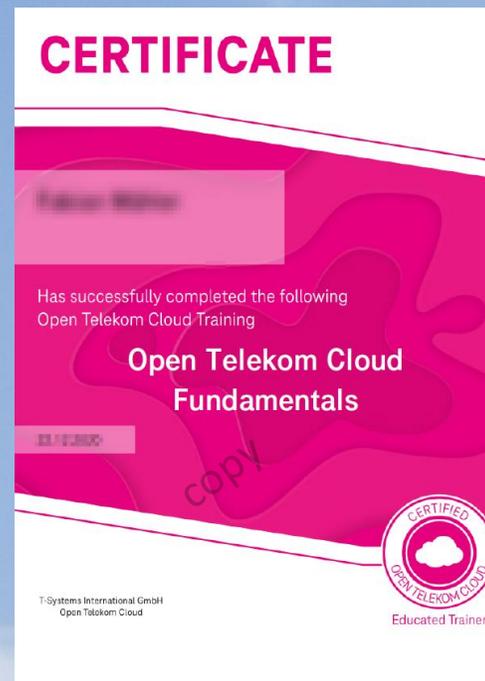
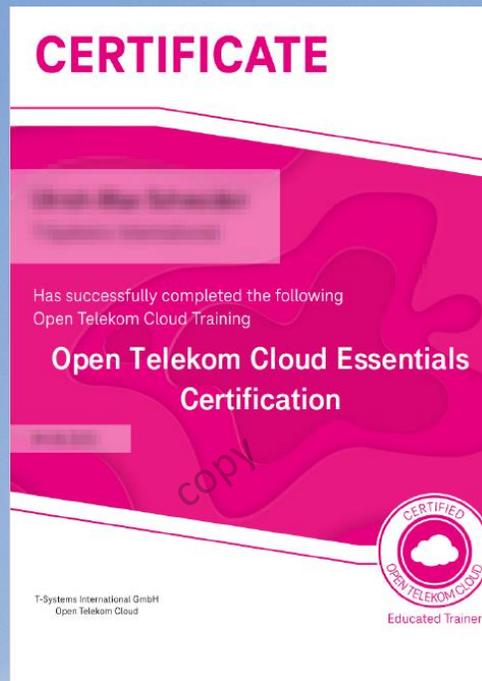
Open Telekom Cloud

# 14 – Open Telekom Cloud Training & Certification



Our [training and certification program](#)

Enhance your expertise in the Open Telekom Cloud and document your competence with a certificate.



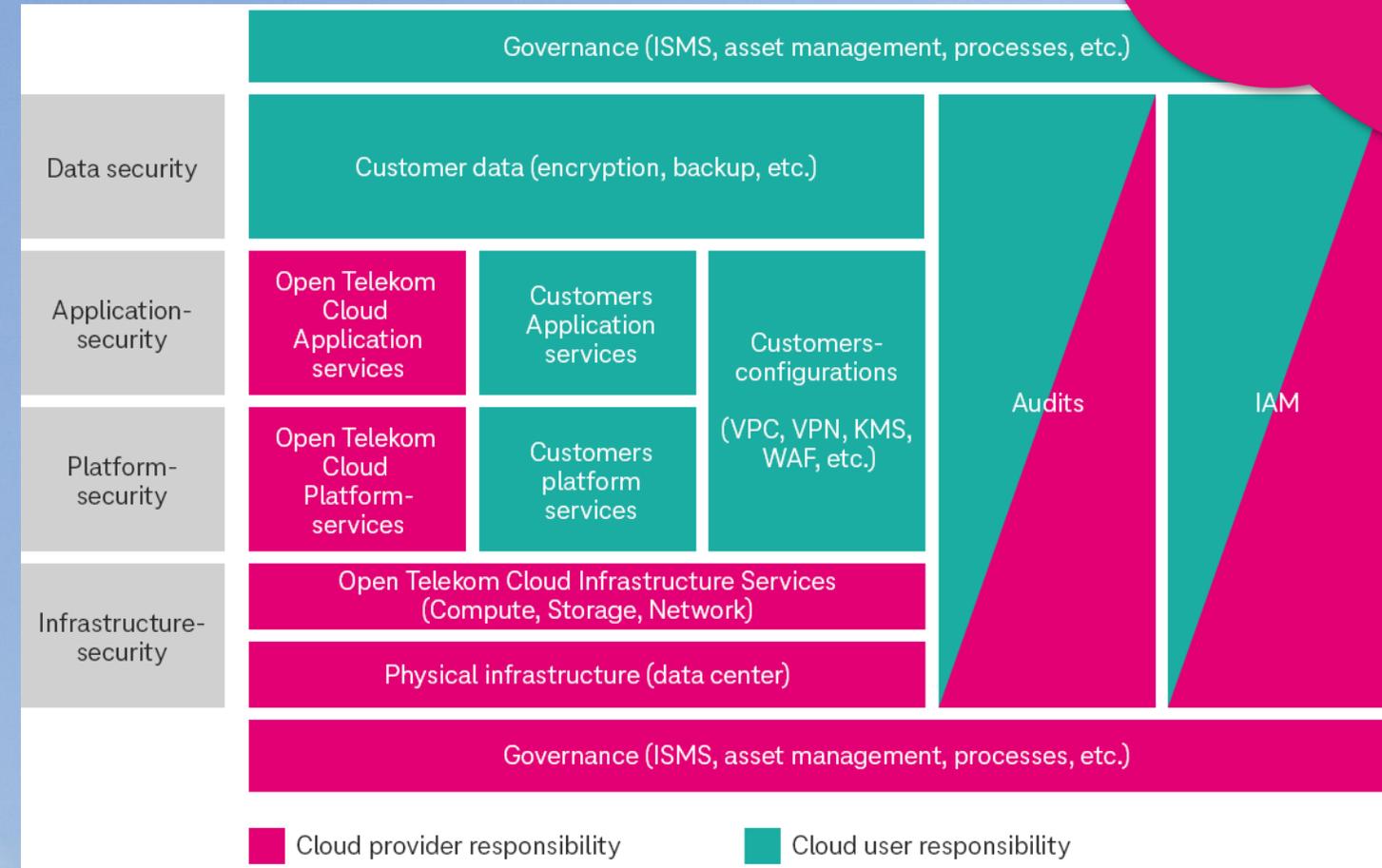
# 15 - Shared responsibility



The security and protection of YOUR data and systems in the Open Telekom Cloud lies within your responsibility.



The security and data protection of the Open Telekom Cloud itself, the underlying platform and systems, is ensured by T-Systems.



More about [shared responsibility](#) on our website.

# 16 - Best Practice: Cloud Trace



Activate the Cloud Trace Service in your domain (tenant).

Cloud Trace is a monitoring tool, with so called „Traces“ which allows you to run analyses on cloud-resources.

The monitoring logs can be saved long term & at low cost in object storage.

The [Cloud Trace Service](#) can also collaborate with [Simple Message Notification](#) and inform users when specific events occur.

Further information:

- [Hands-On Training](#)
- [Documentation](#)

The screenshot displays the Open Telekom Cloud Cloud Trace Service interface. The top navigation bar includes the logo, 'OPEN TELEKOM CLOUD', and navigation links for 'Homepage', 'eu-de', and 'Community Portal'. The main content area is titled 'Trace List' and features a 'Last 1 hour' filter. Below the title is a 'Procedure for Using CTS' section with various filters: 'Trace Type' (Management), 'Trace Source' (All trace sources), 'Resource Type' (All resource types), and 'Search By' (All filters). There are also radio buttons for 'Trace Status' (All trace statuses, Normal, Warning, Incident). A table below shows a list of traces with columns for Trace Name, Resource Type, Trace Source, Resource ID, Resource Name, Trace Status, and Operator.

Trace Name	Resource Type	Trace Source	Resource ID	Resource Name	Trace Status	Operator
createServer	ecs	ECS	[REDACTED]	ecs-demo	normal	[REDACTED]
deleteMetadata	server	ECS	[REDACTED]	--	normal	[REDACTED]
deleteMetadata	server	ECS	[REDACTED]	--	normal	[REDACTED]
decryptDatakey	cmk	KMS	[REDACTED]	KMS-hands-on	normal	[REDACTED]
attachVolume	volume	EVS	[REDACTED]	--	normal	[REDACTED]

# 17 - Best Practice: Cloud Eye Service

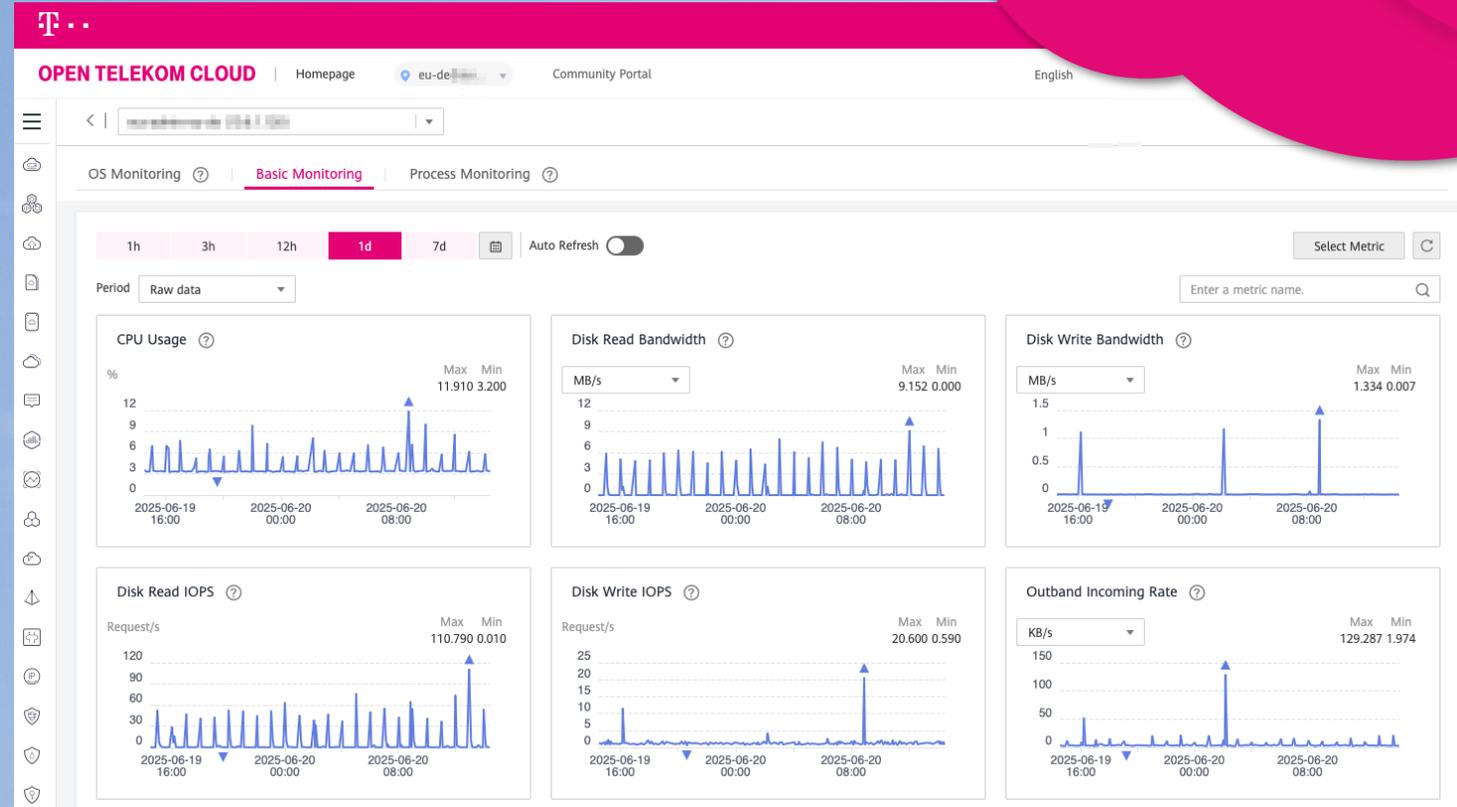


[Cloud Eye \(CES\)](#) is a highly performant monitoring service including alarm function.

- Overview on cloud resources and their status
- Configurable alarm function incl. messages via push notification towards Open Telekom Cloud App, text (SMS) or email
- Free of Charge Service
- Does not need to be switched on or be booked

Further information:

- [Hands-On Training](#)
- [Documentation](#)



# 18 - Best Practices: Sending Emails (Mailings)



For security reasons, sending emails on our Public-Cloud Platform is restricted to protect our IP's and prevent the platform from „spamming“.

This means that the common ports 25, 465 & 587 are blocked and cannot be used.

The Open Telekom Cloud offer the following [mailing solutions](#):

- Secure Mail Gateway (SMG)
  - [Technical Description](#)
  - Limitation: 100 mails/min
  - Price defined in our [service description](#) (chapter 6.5.6)
- Elastic IP (EIP) type: Mail BGP



# 19 – Terraform Provider



HashiCorp  
**Terraform**

Terraform is an open-source, infrastructure as code software tool created by HashiCorp.

Open Telekom Cloud offers a provider for Terraform as a Third-Party Tool.

- The actual version is available in the [Terraform Registry](#)
- Follow our development in [GitHub](#), where you can open an [Issue](#)

```
main.tf x
1 terraform {
2   required_version = "v1.3.2"
3   required_providers {
4     opentelekomcloud = {
5       source = "opentelekomcloud/opentelekomcloud"
6       version = "1.31.5"
7     }
8   }
9 }
10
11 provider "opentelekomcloud" {
12   access_key = "Your_AK"
13   secret_key = "Your_SK"
14   domain_name = "Your_Domain"
15   tenant_name = "eu-de"
16   auth_url = "https://iam.eu-de.otc.t-systems.com/v3"
17 }
18
19 resource "opentelekomcloud_vpc_v1" "vpc_1" {
20   name = var.vpc_name
21   cidr = var.vpc_cidr
22   shared = var.vpc_shared_snat
23   tags = local.tags
24 }
25
```

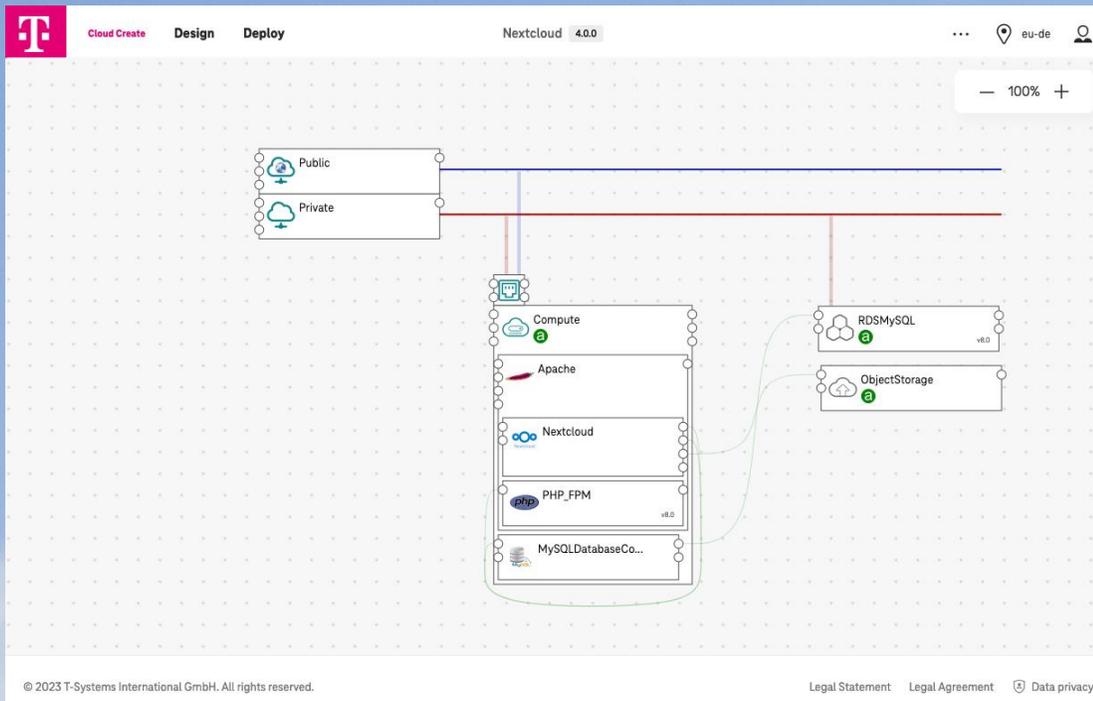
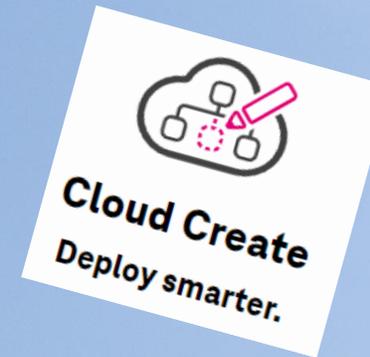


# 20 – Cloud Create

Design once, run anywhere – Operating applications in any cloud without any problems, regardless of the operator technology.

[Cloud Create](#) makes it much easier for software developers to design cloud-based applications. Afterwards, the applications can be run on Open Telekom Cloud and Google Cloud Platform.

The software is free to use.



Further information:

- [Cloud Create Login](#)
- [Documentation](#)

# 21 - Documentation & Links



- Open Telekom Cloud website: <https://open-telekom-cloud.com>
- myWorkplace/Business Login: <https://open-telekom-cloud.com/login>
- Open Telekom Cloud Console: <https://open-telekom-cloud.com/console>
- Open Telekom Cloud Status Dashboard: <https://open-telekom-cloud.com/status>
- Price Calculator: <https://open-telekom-cloud.com/en/prices/price-calculator>
- Service Documentation: <https://open-telekom-cloud.com/documentation>
- Public Images: <https://open-telekom-cloud.com/images>
- Release Notes: <https://open-telekom-cloud.com/en/support/release-notes>
- Roadmap: <https://open-telekom-cloud.com/en/products-services/roadmap>
- Open Telekom Cloud Blog: <https://open-telekom-cloud.com/blog>
- Open Telekom Cloud Community: <https://community.open-telekom-cloud.com/>
- Architecture Center: <https://arch.otc-service.com/>
- [Uli's Hands-On Training]: [Overview](#)
- Webinars: <https://open-telekom-cloud.com/youtube>