

Consulting

digital and technological
expertise that spans
the globe



Business
Services



A close-up, profile view of a man with dark, wavy hair and glasses, looking off to the right. He is wearing a dark suit jacket over a pink shirt and a dark tie. His hands are clasped in front of him.

in business, you need an edge

At Orange Business Services, we're dedicated to providing each of our customers, wherever they are, with an incomparable service experience. As an organization that is efficient, responsible and digitally proficient, we focus on:

- 1 offering richer connectivity
- 2 reinventing the customer relationship
- 3 building a people-oriented and digital employer model
- 4 accompanying the digital transformation of enterprise customers
- 5 diversifying by capitalizing on our assets

it's our business

Our goal is to lead the world in support, advice and assistance for large enterprise clients in their performance improvement and transformation processes. From initial discussions to implementation and on-going management, we bring together outstanding technology and sector-based skills to extend foresight, innovation and sustainable development.

Our key commitments:

- identify and measure the impact of technology on your business in financial and organizational terms
- recommend the appropriate solution or set of solutions for your business
- design the solutions to fit your needs
- ensure proper implementation for you to quickly realize the full benefit of your investment and transformational strategies
- act as your innovation partner by keeping you abreast of new technological developments, tools and solutions even before they hit the market

No matter what your information and communications technology issues are, whether a merger or acquisition, customer satisfaction, time to market, billing, security, logistics, compliance, cost reduction or optimization, we provide relevant insights and recommendations to help you transform your company and achieve your desired results, growth and global expansion.

a process that works

We use a proven, consistent approach that is based on:

- standardized procedures and methodology delivering unfaltering excellence
- strong consultant skills and a broad product portfolio so we can address virtually any business challenge
- innovation focused on changing market conditions and technological breakthroughs to support your evolving business needs
- a worldwide organization to meet your demands at any time and anywhere

“The maturity and professionalism as well as technical expertise that Orange Business Services professional services provided was a significant accelerator to internal processes and knowledge and helped ensure the successful completion of the project.”

Sonny Reid

Global Network Director
Legrand North America



it's our approach

From assessment to continuous improvement, our full life-cycle consulting engagement framework brings together the optimal design with the appropriate combination of proven services in a detailed proposal, including risk and performance management, migration and remediation plans.

understanding your business and assessing your needs

All good solutions start with an in-depth understanding of your business and your technology requirements. Our executive sponsors, account managers, managing consultants and partners work together to help you pinpoint your issues and clearly identify your needs. Through a series of workshops, together we'll identify your primary business needs, challenges, organizational structure and market position. This is followed by a detailed assessment and audit of your current situation from technological, systems, processes and organizational perspectives.

With this sound foundation of understanding, we will develop an appropriate solution that provides significant improvement and value throughout the entire engagement, including assessment, design, implementation and continuous improvement. With our wide scope of consulting offers, we can help you select and develop the solution that best meets your needs.

developing the right digital transformation approach

Orange will accompany you in the digital transformation throughout your organization by understanding your business needs, assessing your current situation and presenting recommendations supported by concrete business cases.

Our digital consulting portfolio includes:

- digital inside: building new digital services and solutions to improve your business operations and workforce agility (workplace management)
- digital outside: building new services and solutions to help you win new customers and increase value and loyalty (customer relationships, Internet of Things, etc.)
- digital enablement: designing a secure and trusted ecosystem and ICT infrastructure, enabling a seamless digital integration for your customers, partners and suppliers (business application audits, digital infrastructure and service management, digital master plans)

Leveraging our vertical expertise in finance, health, transport, retail and media, industries and utilities and tourism, our consulting focuses on “connectedness” and how we can help our customers in the new connected world. This includes exploiting the technology nexus of SMACT (Social Mobile Analytics, Cloud and Things) and realizing business value in the Internet of Things.

developing the right technical solution

Our industry-qualified consultants have a wide range of expertise, covering a broad scope of services and solutions. Active in seven major technological fields: connectivity, communication and collaboration, mobile, security, cloud, applications and infrastructure management, we are able to help you select and develop the solution that's best suited for your business objectives. Our technical consulting services include assessment, audits, design, inventory, configuration and capacity planning.

After the design has been finalized, the implementation and management phase can start. This last phase of our engagement life cycle begins with building the implementation plan, including project management and a plan for a smooth transition to operations once the implementation is complete. The implementation plan also specifies guidelines for measuring and optimizing performance and for testing results, so you're always sure that your solution is giving you the best service possible.

it's our people

With 500+ consultants in 50 countries across all regions and industry sectors, you can count on world-class, comprehensive and consistent service no matter where your offices are located.

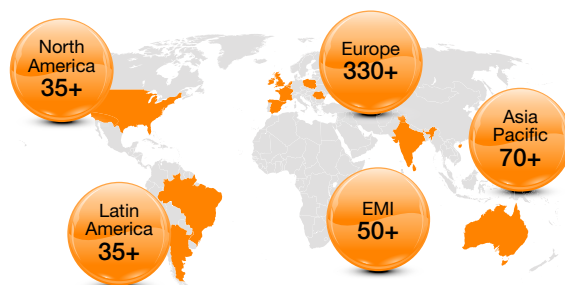
Our consulting organization is decentralized throughout the globe to better fit regional market specificities; however, a strong central governance manages shared frameworks, methods, portfolio, innovation and skill sets.

As communications service providers, our consultants are certified in 37 different domains, covering the entire spectrum of associated technologies. Our expertise and certifications in some of the primary domains include:

digital expertise: big data and analytics, Internet of Things, digital workspace, smart cities, digital buildings

technical certifications:

- network and application performance: Blue Coat, Riverbed, Citrix, Cisco, Juniper, Ipanema, OPNET
- IT services and governance: ITIL, Six Sigma, CMMI
- cloud: VMware, Citrix, NetApp
- security: Information Security, Juniper, Symantec, Check Point, ISACA CISA and CISM, (ISC)² CISSP
- CRM: Avaya, Cisco, Genesys
- collaborative enterprise: Cisco, Avaya, Microsoft, IBM



it's our joint client innovation

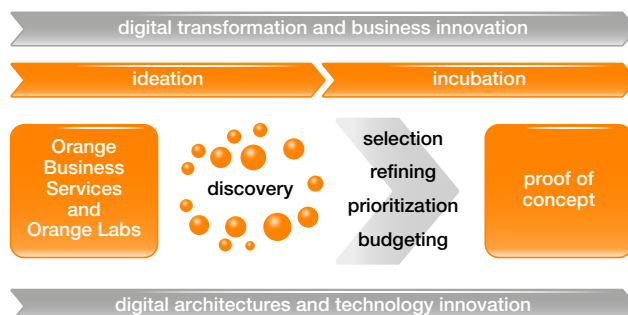
Our experience directly helping our customers to drive their business innovation tells us that innovation happens faster and with more value when it's done collaboratively. So we employ the very latest techniques and approaches in co-innovation and open innovation to ideate, incubate and then accelerate the creation of business value.

Innovation Workshops: During these tailor-made sessions, we immerse our clients in the latest technology innovation and work with them to make sense of its value and relevance for their own business or industry. The objective is to identify areas for further investigation and potential joint innovation. The workshops are held at our globally-located Orange Labs and are managed by one of our experienced Innovation Consultants.

4D Innovation: This is our custom approach to driving innovation for our customers. We recognize that time is the 4th dimension, and as such, we execute a rapid, agile approach to ideation, incubation and acceleration. Ideation and incubation are performed in partnership with our international Orange Labs network; acceleration looks at the longer-term industrialization of solutions or services with our broader global business.

Innovation Challenges: Pioneered with great success within Orange, Innovation Challenges are now a creative and fun way to also innovate with our clients. Using our digital ideation platform, we address a particular issue or objective by engaging the talent pools and creative thinking of both the client and Orange. The Innovation Challenge potentially brings our entire experience, knowledge and creativity directly to the customer through an easy-to-use, online platform that captures ideas and allows for the community to vote and comment. The best ideas are then taken forward for potential funding and incubation.

technology and business innovation matched to valuable outcomes



it's **your success**

Orange Business Services Consulting engagements have proved valuable to many multinational organizations worldwide, with quickly realized benefits and return on investment.

telemedicine

Sorin Group, a world leader in cardiac surgery in the treatment of cardiovascular disease and in cardiac rhythm management, was interested in identifying a global partner to help develop and launch a market-leading cardiac remote monitoring solution to face the increasing competition from other large industry players.

Designing a pioneering solution based on hosted applications, remote monitoring, network infrastructure, managed ITS hosting and security services, we provided Sorin with an innovative and compliant platform, allowing them to increase their leadership in their market.

IP telephony

Chevron Oronite, part of the Chevron Corporation, develops, manufactures and markets performance additives for fuels and lubricating oils. They wanted to know if moving to voice over IP would deliver real benefits – cost savings and operational efficiencies – and whether to replace or to upgrade their seven-year-old PBX system.

Conducting a thorough analysis of their current infrastructure in relation to their business needs, we developed a detailed business case that recommended investing in a new IP telephony solution with on-net call capabilities. We implemented the new solution with 1,200 phone numbers included in the on-net dialing plan, which achieved a return on investment in a mere 15 months and cut their international call costs by 20%.



They trust us: Airbus, Akzo Nobel, ArvinMeritor, Avago Technologies, British American Tobacco, Chevron Oronite, Cirque du Soleil, Clifford Chance, Commonwealth Bank, Clyde & Co, DSM, Fabory Group, Italicementi, Japan Tobacco International, Kuehne + Nagel, Kuoni, Lenovo, Merck, M Group, Mondi, Orange, Pfizer, PMI, Raiffeisen, Siemens, SBM Offshore, Sorin Group, STMicroelectronics, Sun Chemical, Tech Team, UMG, Zumtobel, Zurich Financial Services and many more



why Orange Business Services?

A unique combination of strengths makes our Consulting services different:

- **global presence:** we operate in more than 160 countries and territories on five continents and provide the same level of support worldwide
- **cooperative teams:** all of our consultants act from a common framework and methodology
- **end-to-end engagement:** our complete life-cycle approach includes the entire solution, from assessment to continuous improvement
- **industry-specific knowledge:** our knowledge and experience with all kinds of businesses provide us the background to customize your solution for your specialized enterprise requirements
- **innovation and sustainable development:** with our innovation program and R&D network, we help you achieve your business goals with the latest technologies tailored to meet your business expectations
- **topical consulting:** we're always at the front of the curve with consulting offers that address current affairs, like economic fluctuations or the risk of a pandemic outbreak
- **customer satisfaction:** we ensure our performance by using an independent agency to monitor customer satisfaction

about Orange Business Services

Orange Business Services, the Orange entity for business, is both a telecommunications operator and IT services company dedicated to businesses in France and around the world. Our 20,000 employees support companies, local government bodies and public sector organizations in every aspect of their digital transformation. This means we're at hand to orchestrate, operate and optimize: mobile and collaborative workspaces; IT and cloud infrastructures; connectivity (fixed and mobile networks, private and hybrid systems); applications for Internet of Things, 360° customer experience and big data analytics – as well as cybersecurity, thanks to our expertise in the protection of information systems and critical infrastructures. More than 2 million businesses in France and 3,000 multinationals place their trust in us. See why at orange-business.com and follow us on Twitter [@orangebusiness](https://twitter.com/orangebusiness)



To find out how our Consulting services can add value to your business activities, contact your local account team or visit us at: www.orange-business.com

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