

# Beyond Vendor Management

Optimize your growing IT supplier  
portfolio to drive efficiency, agility  
and cost savings...



...with Orange  
Multisourcing  
Service Integration



Business  
Services



# More vendors, more complexity... less control

Digital transformation continues to grow companies' service and supplier portfolios, driven in particular by the adoption of wide area networks (WANs) and the rush to the cloud. This is rapidly increasing the complexity of managing multiple providers and integrating digital services.



## 4 key challenges that are having an increasing impact on customers operations:

### Seamless transformation

Implementing the latest digital solutions – from software-defined wide area network (SD-WAN), cloud, remote working and security to the Internet of Things (IoT) and robotics – with minimum disruption, so they dovetail with business strategy to optimize agility and continuity.

### Changing budgets priorities

Shifting the focus from capital expenditure on IT infrastructure to operational expenditure on software and services, while handling the increased cost pressure caused by sudden global crises like the COVID-19 pandemic and natural disasters.

### Complexity and continuous improvement

Ongoing optimization of legacy services and suppliers, while onboarding, integrating and managing new solutions and providers, and delivering a consistent experience across the board.

### Embracing and adopting innovation

Harnessing the power of the latest technologies, such as artificial intelligence (AI), across the service provider ecosystem to drive automation, greater control and efficiency.

## MSI holds the key



**Multisourcing Service Integration (MSI)**, also referred to as **Service Integration and management (SIAM)**, enables organizations to reduce the complexity of managing their growing software and IT supplier portfolios by implementing seamless governance, unification, standardization and end-to-end management.

This ensures all suppliers work together consistently to deliver maximum business benefit. What's more, unlike outsourcing, existing contracts with vendors remain intact.

Those organizations that deploy MSI in the most innovative and effective way will gain a clear competitive edge. **Carried out effectively, MSI can:**

Deliver **24/7** visibility of an organization's digital operations

Free up management time by  
**50%**  
on average

Gartner

Drive cost savings of

**13%**  
on average

Gartner

Set consistent standards of governance



# How Orange MSI works

Our approach consists of four key pillars backed by ongoing innovation:

## 1. Consulting

We work closely with you to analyze your current operations and understand your longer-term business objectives, developing a MSI strategy tailored specifically to your organization, including continuous improvement recommendations.

## 2. Operational management

Our global consolidated service desk is available 24/7 to deal with all your ITIL processes including incident, change and problem management.

We also harness the latest technologies, such as robotic process automation (RPA), to deliver improved operational efficiencies and end-to-end visibility through the monitoring and analysis of your entire supplier.

Any new services you require will be integrated quickly and seamlessly using our MSI Agile Project methodology.

We also align MSI with your key business needs through frameworks such as MSI for Mobility, focusing on mobile solutions, and MSI Essential, a lean governance for 'low cost' services.

## 3. Vendor ecosystem management

We closely examine your current supplier relationships, from overall governance to contracts and pricing, establishing a unified, rationalized service across providers.

Contracts are standardized where possible across vendors and updated when necessary through on-going contract lifecycle management.

We also introduce a structured service catalogue to ensure quick and easy procurement across technologies.

## 4. Digital Integration

We ensure that any new digital services are integrated seamlessly within your existing systems and supplier portfolio, ensuring they are operational as quickly as possible to minimize disruption and optimize performance.

Service providers' platforms are also integrated within each service category and connected with your IT and business processes. Our MSI Platform Integration service also provides the ability to integrate your own tools in your environment, delivering seamless communication throughout the vendor ecosystem. This gives you ownership of the multi-service platform.





# Realising the Benefits:



For a global food business

## Orange MSI cuts SD-WAN transformation complexity

Our Walk In & Take Over approach to MSI delivered seamless transition to SD-WAN for a major food processing company with 80,000 employees across 78 countries.

This enabled the deployment of monitoring and analytics for effective ongoing service management and **24/7 support via a single global service desk.**

All vendor relationships have been simplified and rationalized, reducing costs and increasing performance, while new services can be on-boarded and integrated quickly and efficiently, driving agility across the business.

## Orange MSI will help transform your operations, enabling you to:

### Standardize governance

Establishes clearly defined roles and responsibilities, service level agreements, terms and conditions and contractual alignments for harmonized end-to-end services. Also allows for the sharing of operational costs and risks with your vendors.

### Save costs

Realize cost reductions by saving staff hours, consolidation of services, leveraging economies of scale for processes and innovation, and better renewal negotiations.

### Remove complexity

Simplifies, rationalizes and deduplicates the management of multiple IT service providers, wherever they are based, reducing complexity across your organization.

### Drive transformation

Adopt or migrate to new services and technologies more quickly and easily to help future proof your organization.

### Boost agility

Delivers greater flexibility to scale up and scale down services and suppliers quickly in response to sudden crises or changing economic conditions.

### Increase control

Improves performance monitoring using a single point of contact to consolidate reporting and an integrated service orchestration platform.

### Improve efficiencies

Streamlines the management of “best of breed” IT services freeing up your IT team to focus on your core business.

## Accelerate service integration

Harnessing the power of new technologies, such as AI and RPA, automates the management of your service portfolio, resulting in faster onboarding, integration and response times.



# Future-proofing your vendor ecosystem

At Orange, innovation is part of our DNA. As a global network-native, digital services provider, we're at the forefront of cutting-edge technologies like SD-WANs, IoT, AI and RPA that can transform how you manage your technology providers both now and in the future.

We're constantly evolving our offering and will work with you to help you stay one step ahead in developing your services ecosystem. As an MSI partner, you'll benefit from the latest innovations in automated supplier and service management.

## Driving Innovation

**We'll help you continually evolve your MSI solution...**

**Today**, that means cutting-edge cloud, IoT, edge computing and mobility technology to drive automation of deployment, processes, tasks, monitoring and analytics.

**Tomorrow**, we'll help you harness the power of AI, RPA and other upcoming innovations to improve your MSI solution and constantly evolve your vendor ecosystem, further reducing complexity, increasing efficiency, cutting costs and ultimately future-proofing your vendor ecosystem.

## Orange by numbers

### Resources

**5,000+**  
Service  
Desk agents



across  
**5 Major**  
Service Centers

**1,000+** technical  
consultants globally



 **220** countries and territories  
hosting operations

**30+** languages supported



### Experience

**1 million+** managed devices  
supported globally



**100,000+**  
changes  
handled  
per month



**3,000+**  
incidents  
handled  
each day



 **500+** service providers globally

# Why Orange for MSI?

**Adopting MSI is a critical decision for any organization, making finding the right partner a business priority.**

At Orange we clearly understand your digital transformation pain points and our MSI solution has already helped numerous large international organizations optimize the management of their IT and communications providers, irrespective of sourcing.

## Analysts acknowledged us for:

“  
**A Vendor to Watch for MSI services.**  
”

**Gartner**

Source: In Gartner's 2019 Market Trends: MSI-SIAM Buyer Behavior in Managed Communications Services report.

### A leader in:

**Business Value Service Management**

2020

**Service Design & Transition**

2020

**Sourcing Information Management**

2020

In the 2020 ISG Provider Lens SIAM/ITSM Report for the US.

**\*ISG**

Source: <https://www.orange-business.com/en/analysts/isg-siamitsm-quadrant-report-march-2020>

A good example where Orange Business Services delivers on the promise of simplicity is via its MSI network aggregation service, which continues to find traction. MSI fully takes over and manages enterprises' complex multi-operator fabrics. The service consolidates all network reporting to one interface and facilitates interaction with a single touchpoint, making it easier for enterprises to add an SD-WAN overlay. MSI also has the potential to aggregate a range of other services, such as mobility and IoT.

**OMDIA**

Source Report: Orange Business Services analyst event highlights digital responses for enterprise pivots on COVID-19 by Brian Washburn. Publication Date: 19 Aug 2020. Product code: ENS004-000094



# Thank you

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**Business  
Services**

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