



# Metsäliitto

mobilizing business

“We wanted a global solution that was fully managed, reliable and secure as well as able to support remote and mobile workers and give them rapid access to the systems and applications they need. Ease of use was also a major consideration. Business Everywhere met all our requirements and has been very well received across the Group.”

**Jarmo Toikka**  
Chief Information Officer  
Metsäliitto Group

## highlights

- nonstandard and complex legacy infrastructure
- impeded the effectiveness of an increasing number of mobile workers in a growing international business
- legacy infrastructure replaced with Business Everywhere – a fully supported group-wide mobility solution that is simple-to-use, secure and cost-effective
- provides enhanced communication and collaboration
- reduced costs and improved productivity

## issues and challenges

Metsäliitto is the 8th largest forest industry group in the world. It has five business areas: wood supply, wood products, pulp, board and paper and tissue and cooking paper. It is a major operation with sales of over €8bn per annum, 20,000 employees and operations in 30 countries. It is the largest cooperative in Europe with over 131,000 members who own 48% of the private forests in Finland.

Most employees work in mills and factories, but 3,700 are fully mobile and many work from home. They needed easy-to-use, secure remote access from anywhere, including from the middle of the Nordic forests.

The legacy mobility solution was not supporting the business; high costs, lack of security and control, complexity and poor support were taking up considerable management time.

- **the objective:** find a single, easy-to-use, well supported, integrated, secure, cost-effective group-wide remote access mobility solution

## the Orange Business Services solution

- Business Everywhere allows 3,700 remote workers in 30 countries on four continents to stay connected when they are out of the office. They can access business applications such as Microsoft® Exchange, Oracle and SAP from a range of devices, such as laptops, PDAs and home PCs.
- Access is easy via a single interface and authentication for all connection methods (Wi-Fi, xDSL, 3G, EDGE, GPRS, ISDN and private dial), enabling mobile and home-office workers to connect quickly and easily to Metsäliitto's intranet site on the IP VPN network.
- Metsäliitto benefits from one contract, one bill, global coverage and a consistent high level of security.

## the benefits

Business Everywhere significantly improved Metsäliitto's communication and collaboration capabilities and employee productivity and effectiveness.

### stronger relationships

- enables easier and better communication for remote workers
- promotes better and quicker decision-making and issue resolution
- improves customer satisfaction through fast and flexible support

### reduced costs

- significantly reduces remote access costs
- assists budgeting with transparent and predictable costs

### improved productivity

- aids productivity through clearer and faster communication
- provides the flexibility to choose where to work
- increases customer support, customer service and sales effectiveness

**for more information about Orange Business Services, visit [www.orange-business.com](http://www.orange-business.com)**

**for more information about Metsäliitto Group, visit [www.metsaliitto.com](http://www.metsaliitto.com)**

## customer satisfaction...

"The Business Everywhere solution from Orange Business Services is easy to use and has dramatically improved the way we work. Collaboration has increased, and workers are available to clients when needed. The overall result has been an increase in operational efficiency, customer satisfaction and sales effectiveness. It also supports our environmental way of thinking."

### Ilkka Pitkanen

Chief Financial Officer  
Metsäliitto Group



## results

- reduced remote access costs
- secure, immediate access to business-critical applications
- improved communication and productivity
- support of the company's strong commitment to green IT