



# Wana Oteo

a new operator for a new Morocco

“Orange Business Services responded best for our project in Morocco and rapidly understood our requirements. Because of their long history in Morocco and experience in the Middle East and Europe, we were confident about working with them. Orange is a strong brand that attracts customers to what they recognize as the best-in-class technology and quality of service.”

**Mounir Qalam**

President  
Oteo

**highlights**

- within the Solutions for Operators framework, Orange designed, built and operates the Oteo broadband metropolitan area network
- services include hosted IP telephony, connection to the Orange global MPLS network and LAN-to-LAN connection
- knowledge transfer: Orange will train Oteo's staff in network management, integration and sales and marketing before transferring operational management
- Casablanca's Casanearshore Business Park is key to the Moroccan government's offshoring strategy

## issues and challenges

Morocco is building a reputation as an oasis for offshore outsourcing. Already more than 200 call centers employing 18,000 people are established, and the government has ambitious plans to bring another 100,000 customer service jobs to the country. Casablanca's Casanearshore Park is a key part of the strategy. The 50-hectare site is home to over 250,000 square meters of offices and features integrated schools, help desk, recruitment and interpretation services, transport and medical facilities.

To make Casanearshore a compelling location for multinational companies, site developer CDG recognized that it needed an on-site operator to provide next-generation communications services. Wana, one of Morocco's leading service providers, was appointed as campus operator. It created a new entity, Otéo, to manage the network. However, it quickly recognized that to attract multinational customers, it would need to offer the same advanced IP services found in more developed markets.

- **the objective:** find an expert partner with the experience of creating next-generation communications services

## the Orange Business Services solution

- Orange designed and built a next-generation Metro Ethernet network to support the campus and connected it to the Orange global network.
- A Cisco-hosted IP telephony solution allows Otéo to supply and manage the service centrally with automated Web-based provisioning, deployment and management, customizing services for multiple tenants and locations.
- Through expert knowledge transfer, Otéo gained all of the skills and experience required to deliver and support next-generation communications services.
- All of this was delivered within the Solutions for Operators framework, which provides Otéo with an integrated program of build-operate-transfer.

## the benefits

Together, Orange Business Services and Otéo were able to get the network designed, integrated and operational within just eight months.

- The global enterprise communications experience of Orange ensured service packages fit customer profiles, offered the right functions and features at the right price and made best use of the existing network.
- By training and supervising operations, Orange ensured a smooth transition of operational responsibilities to the Otéo team.
- Experienced project management ensured network and telephony services were operational when the first tenants moved in.
- With Casanearshore Park fully booked, Otéo can now extend the campus network to support new development at Rabat.

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

**for more information about Wana Otéo, visit [www.oteo.ma](http://www.oteo.ma)**

## best-in-class technology...

"In Casanearshore we wanted to deploy a communications platform for expanding offshore businesses. We were looking to implement new technology that was best in class and comparable with the best in Europe. The network platform is working well and our customers are happy."

**Mounir Qalam**



## results

- fully operational next-generation network
- transfer of knowledge and mentoring
- faster time to market
- supports growth into new business parks