

highlights

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Business
Services



highlights

looking to the future of business communications

Welcome to Highlights, a publication that will bring you closer to developments and innovations at Orange Business Services. In each issue you'll find highlights of new solutions and service improvements from across our portfolio.

We hope you enjoy reading it.

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Business Together with Microsoft

Overview

Business Together with Microsoft is a suite of managed unified communications and collaboration services that enable you to speed up your business processes. They help employees resolve issues, make decisions faster and work together better with dispersed colleagues.

business challenge

How do you connect a geographically-dispersed workforce using multiple communications tools across time zones and continents? Global teams need to meet virtually at a moment's notice, and distant colleagues want to collaborate as if they're next door. To stop human delay from slowing down business processes, employees require unified communications.

our solution

Business Together with Microsoft unifies your communications tools. This includes company-wide instant messaging, a collaboration workspace for your employees to share documents and unified communications with presence, IM, email and telephony from the same user interface. Our software-as-a-service (SaaS) offers a predictable budget, so you pay a fixed price per month per user.

our approach

Orange Business Services has enhanced Business Together with Microsoft with new service offerings based on the latest software products from Microsoft. These are:

- Managed Exchange 2007
- Managed Office Communications Server 2007
- Managed SharePoint Server 2007

We support these services with ITIL® standards-based service management for improved service availability and our worldwide expertise in networks, IP telephony, mobility solutions and security. Various elements can be combined with Cisco's enterprise IP telephony platform and delivered either as an integrated or fully-managed solution.

the result

Deploying Business Together with Microsoft unifies your communications and improves business processes. It seamlessly integrates the Microsoft messaging and collaboration tools with Cisco's enterprise IP telephony and provides a single user client to manage all communications channels, along with full presence functionality.

business benefits

Business Together with Microsoft benefits companies in the following ways:

- cooperative working between end users in different locations
- reduced human delay and accelerated business processes
- low cost of ownership and predictable cost per user
- the flexibility to change capacity and features according to business needs
- high service availability levels for end users, backed by comprehensive service level agreements (SLAs)



Network Boost

Overview

Network Boost is a network-based application performance management solution that is fully integrated with the Orange IP VPN. Part of the Business Acceleration portfolio, Network Boost improves the visibility, management and performance of applications by optimizing your global communications infrastructure.

business challenge

Applications are at the heart of business processes, and their good performance is essential to help you meet your organization's objectives. With applications increasingly consolidated and centralized in remote data centers, your wide area network (WAN) has become central in their delivery, and you need a cost-effective network-based solution to understand and control their performance.

our solution

Network Boost gives you a clear understanding of how the network is being used – by application, site and user group. Regardless of company size or number of worldwide locations, Network Boost will, in real time, manage and prioritize applications running on the network. It also provides reporting and proactive monitoring and guarantees uptime through stringent network-based application SLAs.

our approach

To meet your specific needs, we offer a number of different options for Network Boost:

- application acceleration that compresses data and minimizes network delays
- application monitoring that helps you anticipate any application performance degradation
- a portal that lets you change the application QoS policy
- an application SLA to guarantee application performance

the result

Available worldwide, Network Boost is supported by a single service desk and is billed together with your network services. It gives you better control over how network resources are allocated and offers end-to-end incident management and a guaranteed time-to-repair SLA.

business benefits

Network Boost improves business productivity by better managing and optimizing business-critical applications. It also gives you more application visibility, which is invaluable in planning the evolution of your network and infrastructure. Ultimately, it enhances user satisfaction and customer experience through better quality of service.



Program Management

Overview

Major programs frequently comprise multiple, interdependent projects. Our Program Management offer allows you to manage them holistically and navigate a clear path to your ultimate goal.

business challenge

Projects are seldom run in isolation and, as their number in today's global, networked, real-time world increases, so do the interdependencies between them. This creates a complex environment where failure in one project can potentially undermine the success of others. According to Gartner research, "Sixty-six per cent of large program initiatives fail to achieve their stated business objective. Further, they are delivered late or substantially over budget." Managing all projects together as part of a program will allow you to identify any interdependencies, mitigate the risk and successfully implement your strategy.

our solution

Program Management will help you find the thread to link all of your projects together and maximize the program's benefits. We help you achieve your vision by developing and managing your strategy, in conjunction with your business goals.

our approach

We offer a Program Management framework consisting of:

- formal Program Management methodology based on the Project Management Institute (PMI) standard
- experienced and certified program managers
- interlinked Project and Program Management capabilities
- global deployment
- benefits management
- vision/strategy development

the result

The scope of Program Management goes well beyond the boundaries of the individual constituent projects. Program Management helps you retain overall visibility and control by managing a portfolio of projects as a unit, using industry best practices. It ensures that the outcomes of multiple interdependent projects are aligned with the overall vision.

business benefits

Program Management uses the concepts of governance, benefits management and stakeholder management to ensure that all projects are linked to tangible, realized business benefits. Program Management can increase return on investment by shortening the payback period and maximizing overall benefit. Because projects are managed holistically, benefits and projects can be prioritized and executed in line with your strategy.



Continuity

Overview

Our targeted Continuity services help you maintain your business at all sites in the face of unexpected disruption. We also enhanced our range of Continuity services during 2008 to allow you to actively benefit from redundant connectivity.

business challenge

Businesses are increasingly dependent on the resilience of their network to function normally. Data center consolidation and software virtualization have centralized applications off-site, and all locations now depend on network connectivity to access line-of-business applications. But no two sites are the same, and the business continuity requirements for a data center are quite different than those of a branch office or manufacturing site.

our solution

We provide a cost-effective, global back-up portfolio that maximizes network availability at each of your sites. Our fully-managed Continuity services are the backbone of a resilient network, which ensures minimal business disruption in case of any failure at your site or the Orange point of presence (PoP). Our Continuity services have end-to-end support and are backed with a high site availability SLA.

our approach

To address all your locations, we offer three levels of resiliency to meet the needs of each specific site:

- Dual is our most resilient Continuity service, offering fully-redundant access for large data centers and strategic sites. You can optionally use the secondary path to load balance the site's traffic during normal operations.

- Always-On uses DSL to provide back-up access. This solution is primarily for corporate sites and branch offices. The DSL back-up can also be used to off-load non-critical traffic during normal operations.
- Network Access Services (NAS) provides ISDN back-up for a site through its existing router. This solution is best for smaller sites, such as branch offices. An additional option, called NAS Backup All Inclusive, provides the managed service along with the ISDN access for a flat fee per month.

the result

Our new options help you to make the most of your investment in Continuity services and ensure that you are able to maintain your business operations at all sites in case of unexpected disruption. With the Dual service you are able to load balance all network traffic over the two connections to improve overall performance. And if there is a failure on one line, then all traffic is routed over the remaining network connection. Similarly with the Always-On service, your site can off-load non-critical traffic through the secondary access. Again if a connection fails, all of the site's traffic will be routed through the remaining link.

business benefits

Our Continuity services allow you to enjoy a fully-resilient network at all of your sites, while also benefiting from the additional connectivity to cope with peak traffic flows. Our flexible package means that you can buy the right service for each site, tailoring the solution exactly to your organization.

For more information about any of the solutions featured in this edition,
please visit www.orange-business.com/highlights

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