

# 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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# IPv6 for IP VPN and DSL Premier

## Overview

Future-proof your network with the Orange IPv6 service, which is available as an option for IP VPN and DSL Premier. For total flexibility, you can mix both addressing schemes in the same VPN.

### business challenge

The boom in Internet-connected devices, such as mobile phones, means that IP addresses using the existing numbering scheme, called IPv4, are expected to run out within the next few years. This will force the use of its replacement, IPv6, which uses a 128-bit address space to generate  $2^{128}$  IPv6 IP addresses or  $2^{95}$  addresses for every person on earth. To interact with these new IPv6 networks, you will need to migrate to the new addressing system.

### our solution

To help you migrate to IPv6 at your own pace, we offer IPv6 as an option for our IP VPN and DSL Premier solutions and allow you to mix IPv4 and IPv6 addressing within the same VPN. This flexible approach means that you can deploy IPv6 in a limited number of regions, for example, and gradually migrate the numbering system company-wide.

### our approach

We take a consultative approach to ensure that you get the best fit for your organization. Our IPv6 service incorporates three main elements:

- native IPv6 to eliminate the need for any translation
- dual stack IPv4/IPv6 to allow you to run both technologies on your network at the same time
- site-by-site subscription so that you only need to buy the functionality where it is needed

### the result

You can enjoy IPv6 without having to buy any dedicated equipment, and the additional functionality will have no impact on your existing IPv4 networks or applications. IPv6 enables more efficient addressing by eliminating network address translation (NAT) and providing an almost limitless supply of IP addresses. Our granular approach means that you can introduce it gradually, and each site can either run dual stack IPv4/IPv6 or IPv4 alone.

### business benefits

As well as future-proofing businesses, it helps companies simplify complex private addressing by eliminating the need for NAT. IPv6 is also essential for applications that use a large number of networked devices, such as M2M. By adopting IPv6 now you will be prepared for any large scale IPv6 switch-over in the future and minimize the transition costs by starting the exercise early.



# Managed Microsoft OCS with Enterprise Telephony

## Overview

We have integrated our Managed Microsoft Office Communications Server (OCS) solution with Cisco Enterprise Telephony. By unifying communications, we can help you speed up business processes and increase employee productivity.

### business challenge

The proliferation of multiple communications channels and increased business travel is conspiring to make people harder to reach. When this happens to key personnel, it can dramatically affect business processes, even grinding them to a halt. The result: delays, inefficiency and lost productivity, which translates into lost revenue and customer dissatisfaction.

### our solution

To help you collaborate more effectively, we have integrated our Managed Microsoft Office Communications Server (OCS) solution with Cisco Enterprise Telephony. Our unified communications solution is underpinned by presence to allow employees to see another user's communications capabilities and availability before calling or messaging.

### our approach

Users are provided with a single end-user client – Microsoft Office Communicator® – which unifies real-time and non-real-time communications across multiple devices and media types, including instant messaging, email, telephony and mobile telephony. With integrated Cisco IP phones, employees can access advanced telephony features, such as presence and click-to-call, directly within Microsoft Office Communicator®, Outlook®, the Office suite or SharePoint®.

### the result

Our solution speeds up business processes by unifying and integrating communications. This enables employees to rapidly resolve issues, make decisions faster and work better with dispersed colleagues.

### business benefits

The business benefits of Managed Microsoft OCS with Enterprise Telephony include:

- cost-per-user pricing with no capital investment
- reduced voice costs
- reduced travel with better employee collaboration
- minimized human delay
- increased worker productivity resulting in improved business processes



# Service Select: enhancements

## Overview

To help you save up to 20% on your service management costs, we have enhanced Service Select with greater product coverage, more features, better reporting and new services.

### business challenge

The cost of service management could represent more than half of your total information communications technology (ICT) budget, so any efficiency gained in this area can yield considerable savings. To be successful, you need the right people, processes and tools in place so that the entire infrastructure runs reliably and efficiently without disruption.

### our solution

Service Select is our ITIL®-based service management solution, which delivers operational support for your infrastructure. We have recently enhanced it with: greater product coverage, such as Business Everywhere, Maintenance and Satellite services; more features, such as bandwidth optimization; a new VPN Owner option; and better reporting. It includes:

- Customized Infrastructure Care to successfully manage multiple services across our portfolio, your infrastructure and other service providers
- Service Vision to help you manage service level agreements (SLAs). This provides metrics that show contractual obligations as well as operational trends to quickly identify SLA compliance

### our approach

Orange achieved ISO 20000 certification in service management. Few international businesses are able to claim certifications on such a broad scope. Service Select aligns with the ITIL® service management categories of service delivery and service

support. It provides greater flexibility and enhances our proven customer care tools and processes with new support options. You can choose from three levels of service to best meet your business requirements:

- **standard:** reactive support designed to work alongside your own qualified internal resources
- **extended:** ideal for businesses working in dynamic environments that need day-to-day, proactive support from our expert teams
- **customized:** tailored services for complex projects or environments that require constant, expert management and cover Orange services, customer infrastructure, third-party devices and other service providers

### the result

Our service management solution allows you to manage Orange and third-party services resulting in:

- faster incident resolution
- proactive monitoring
- strong SLAs and ability to measure them
- improved change control
- comprehensive reporting

### business benefits

With Service Select you can realize up to 20% savings on your service management costs, gain 100% visibility and control over your entire infrastructure (even third parties) and experience 30% less business disruption. Simplify life by having one partner to manage multiple services across our portfolio, your infrastructure and even other service providers.



# Telepresence: enhancements

## Overview

We have strengthened our Telepresence solution with an improved management platform, extended footprint, new room sizes and the ability to conference with other Telepresence users on our global network.

### business challenge

Today, multinational organizations must support a workforce dispersed across time zones and continents. Despite the physical distances, teams need to collaborate cross-culturally and work with colleagues like they're sitting next to them, even as travel budgets are being cut and carbon reduction policies imposed.

### our solution

We have enhanced our Telepresence solution so that more meetings than ever can take place in a near-real virtual environment, with:

- Telepresence Community for business-to-business meetings between Cisco Telepresence customers on our network
- Telepresence Management seamlessly blends system and network management, providing valuable information on utilization and network performance
- Concierge Service offers end-user support for booking and scheduling meetings, along with online assistance
- New room sizes: 18-seat room for larger meetings or training sessions and an executive office system for a single user
- New Telepresence Connect countries: Columbia, Indonesia, Malaysia, Thailand, Venezuela and Vietnam, bringing the total country availability to 40

### our approach

We offer a complete Telepresence solution, including: consulting, design, project management, deployment, maintenance, service management and a purpose-built network.

- Telepresence Connect provides unrivaled network service availability in 40 countries
- Telepresence Community allows you to connect with your partners, suppliers or distributors across our network
- Telepresence Management offers proactive monitoring, incident detection, remote maintenance, change, release and inventory management and reporting. System support services are powered by Cisco

### the result

Telepresence is far superior to conventional videoconferencing. Users experience a life-like meeting, enabling them to interact as if they were in the same room. It greatly improves video and speech intelligibility, vastly reducing meeting fatigue. Because it is easy to use, employees can focus on the agenda, not on the technology, communicating naturally and effectively.

### business benefits

Telepresence helps reduce travel expenses and increase employee and executive productivity by saving working hours that would previously have been lost during travel. It makes remote collaboration easier, promoting quicker decision-making and issue resolution and can speed time-to-market or sales. In practice, Telepresence utilization far exceeds standard videoconferencing, which means faster payback: 40-50% utilization (80-100 hours per month) with Telepresence versus 5-8% utilization with standard videoconferencing.

For more information about any of the solutions featured in this edition,  
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