



corporate overview

- Orange Business Services, the commercial brand of business-to-business activities in the France Telecom-Orange Group, has the broadest experience in IP transformation of any service provider, serving the world's largest companies for 60 years and pioneering advances in IP-based networks.
- Our experience in fixed and mobile voice and data, VPN and managed service with global reach means we offer the broadest range of communication solutions and deliver the best customer experience to make collaboration simple.
- Orange Business Services is focusing on eight major growth areas: cloud computing, customer contact solutions, Internet of Things (M2M), enterprise mobile management, security services, very high broadband, video solutions and workspace of the future.
- Innovation coupled with our historical strengths makes us leaders at managing complex communications needs while our intensified focus on real-time business provides customers new ways to innovate, increase productivity, save money, and even protect the environment.
- We have one mission: *to differentiate ourselves through a company-wide culture of service excellence and by looking for ways to make business life easier every day.*
- At the 2011 World Communication Awards, Orange Business Services won the Best New Service award for the launch of the Business VPN Galerie cloud service, and the New Shores award for its work with Ministries of Foreign Affairs. Orange Business Services was also highly commended in the Project of the Year (for its Flexible 4 Business cloud partnership) and Best Global Operator categories. We are the only four-time winner of the Best Global Operator award at the World Communication Awards (2006, 2007, 2008 and 2009).
- 2011 revenue for Orange Business Services was €7.1 billion.
- Orange Business Services has the world's largest data network in terms of geographic reach – 220 countries & territories – and in terms of local team presence – 166 countries & territories. We maintain the world's largest IP VPN with 317,000 IP VPN connections in 177 countries including the emerging markets.
- We have four major service centers in Brazil, Egypt, India and Mauritius and offer customers around-the-clock support in 30 languages.
- Within the Orange Labs network, we have access to 5,000 employees, including 3,500 researchers in the Paris Technocenter, Explocenter, Innovocom, and Orange Vallée in France and 15 Orange Labs in 9 countries (China, Egypt, France, Japan, Jordan, Poland, Spain, United Kingdom and United States). With over 300 annual patent requests for new inventions, Orange continues developing its portfolio, which today represents more than 8,000 patents.

geographic reach

- Orange Business Services has the world's largest data network in terms of geographic reach – 220 countries & territories – and in terms of local team presence – 166 countries & territories.
- We maintain the world's largest IP VPN with more than 317,000 IP VPN connections in 177 countries including the emerging markets.
- [Business Everywhere](#)[™] is offered in 150 countries and territories, providing a secure, easy-to-use and cost-effective mobility solution for multinationals to enable new opportunities for working remotely.
- Orange Business Services Business Everywhere v6 offers a unique coverage in the market with the best Wi-Fi coverage worldwide in 104 countries including 247,600+ hotspots.
- [Enterprise Telephony](#) can be deployed in more than 190 countries; [IP Telephony](#) is available in 200 countries, with 350,000 IP phones implemented; [Business Talk](#) and [Telepresence](#) is available in 106 countries.

customer experience

- Ensuring that customers choose Orange Business Services for its outstanding customer experience is one of the top five corporate priorities in our [conquests 2015 five-year strategic plan](#),
- We have one mission: *to differentiate ourselves through a company-wide culture of service excellence and by looking for ways to make business life easier every day.*
- Our 4,700 professional services experts are skilled and focused on delivering the right solutions to meeting our customers' needs, with qualifications and certifications from Avaya, Cisco, Microsoft and other top technology partners as well as recognized process methodology certifications such as ITIL[®] and ISO.
- Orange Business Services is committed to gaining and sustaining customer loyalty by building trustworthy relationships and leveraging best practices that maximize the business value of our services.

corporate priorities

- Solutions from Orange Business Services help businesses improve their productivity, increase agility and flexibility, reduce costs, manage cash flows, gain competitive advantage and contribute to protecting the environment.
- As part of its strategic five-year plan, Orange Business Services is focusing on eight corporate priorities:
 - **cloud computing:** The objective of Orange Business Services is to generate 500 million euros in cloud computing by 2015 by accelerating its developments focusing on four areas: cloud-ready networks, "as a service" infrastructures, "as a service" collaborative solutions and communications, and application stores.

As a worldwide network operator/integrator, Orange Business Services has grown into an exceptional key player within the computing industry. With its expertise in networks and information systems, it is a partner of choice for companies migrating toward cloud computing. We have the ambition of guiding companies through their transformation by capitalizing on our worldwide capabilities to provide and integrate simple, secure, rapid and flexible [cloud computing](#) services including IT infrastructure and applications.

- **customer contact solutions:** Companies are looking for a balance between providing excellent customer service and cost. Orange helps customers reduce contact center costs and improve customer satisfaction metrics by enabling enterprises to communicate efficiently with their customers regardless of language or location. The robust [customer contact solutions](#) portfolio from Orange Business Services includes:
 - call collection (in-bound in 110 countries, outbound in 105 countries);
 - cloud-based network based interactive voice response;
 - contact center infrastructure (including virtualization and available in 190 countries);
 - consulting, design, implementation and management services.

- **enterprise mobile management:** Mobility is the fastest growing component in the IT & telecom sector. With increasing costs and security risks due to consumerization, enterprises are looking for a global provider to manage their mobile fleet on an international scale. Orange MNC Mobile offers comprehensive, global managed mobility services including global procurement and governance, simplified rate plans and services, and easier zoning and VPN services in the 35 countries where Orange is a mobile operator. In addition to SIM cards and devices, Orange Business Services offers a portfolio of value added services, including: Business Everywhere, Mobile SSL, Secure Authentication and Smartphone Management.

If customers need a global offer outside the 35 Orange countries, they can work with the FreeMove alliance which brings together four of Europe's leading mobile operators – Orange, Telecom Italia, Deutsche Telekom and TeliaSonera. FreeMove also works with the Bridge Alliance that includes mobile operators in Australia, India, Singapore and Taiwan.

- **Internet of Things (M2M):** The corporate objective is to sell 10 million SIM cards by 2015 on the M2M market (or Internet of Things), capitalizing on the development of services beyond connectivity, our dedicated International M2M Center of Excellence (IMC) in Brussels, and our role as the driving force for the standardization of the market.

Orange Business Services has an extensive mobile footprint of 450+ carriers and 200+ experts dedicated to [M2M](#). We have very strong M2M experience in the automotive, health, insurance, shipping and utilities industries. In fact, Orange Business Services created [m2o city](#), a company with Veolia Eau, to address the smart water metering market.

On top of our expertise, our secure data hosting is world class and has won accreditation to hold personal health information. We are unique in that we monitor mobile network performance across roaming partners, preventing failures and network outages and ultimately providing improved quality of service for our customers. Also, customers benefit from flat fee pricing, with one contract for the device, network and application.

- **security services:** Customers face a significant challenge of reconciling business and security priorities. Enterprises need a security expert to help them equip employees with secure productivity tools, manage the introduction of personal devices, comply with laws and regulations, reduce IT costs all while protecting business-critical data. Orange Business Services provides a [complete portfolio of security solutions](#) to secure devices and infrastructure and manage security policies. This security solution portfolio, backed by consulting, integration and management services, is offered in 180 countries.

Orange Business Services has nearly 15 years of experience with managed security services and is the world's first ISO 15408 certified operator for security of its international IP VPN. We have earned 300+ certifications in security technology, ITIL[®] service management and certifications including ISO 20000 for Service Management, ISO 9001 Quality management, and ISO 27001 for Security Management System.

- o **very high broadband:** Orange Business Services recognizes very high-speed broadband as a key growth area. As the leading global provider of Ethernet Services, Orange Business Services offers multiservice Ethernet access through the Integrated Access option to its [International Ethernet Link](#) customers. Integrated Access allows companies to optimize network access costs and complete their architecture with hybrid solutions. According to the Vertical Systems Group's [mid-year Global Provider Leaderboard for Business Ethernet services](#), Orange Business Services is the Ethernet Services global leader for the fourth consecutive time.

Businesses of all sizes are becoming increasingly dependent on Ethernet to provide a high-bandwidth, multipoint network connecting geographically dispersed locations. By mutualizing the Ethernet Local Loop between three network accesses from Orange Business Services – International Ethernet Link, IP VPN and Internet Direct – [Integrated Access](#) provides companies a way to control costs while enabling better, more efficient data sharing and collaboration.

Very high-speed network development is an important factor that will stimulate economic growth and competition in the future. To achieve this ambition, Orange continues investing in [Ethernet Services](#) with a goal of providing 100Mb-10G/s Ethernet access worldwide for strategic customer sites, enabling customers to expand their networks, especially in emerging markets.

Orange Business Services offers [International Ethernet Link](#) in [40 countries](#) and Ethernet access to IP-based VPN in 72 countries, up from 62 countries last year.

- o **video solutions:** Companies reap business benefits from the use of video including a reduction in travel costs and time, increase in productivity, acceleration in decision-making, and an improvement in CO₂ emissions levels. Orange Business Services has the objective of becoming No. 1 for videoconferencing in France and one of the top three worldwide. The guiding principles include interoperability of terminals and networks, development of managed and hosted solutions, as well as simplification of uses through user support.

Orange Business Services has the world's largest Telepresence-enabled network, covering 106 countries. [Telepresence Community](#) enables Orange customers that have invested in [immersive video technology](#) to not only hold Telepresence meetings within their own enterprise, but also with customers, suppliers and partners that are either connected to the [global MPLS platform of Orange Business Services](#) or that of a partner carrier.

Orange has the most telepresence interoperability agreements of any provider which exponentially expands the telepresence ecosystem to include the customers of different providers and their suppliers, partners and vendors.

[Open Videopresence](#) is an open videoconferencing service, compatible with all existing networks and equipment. It makes videoconferencing simple and is fully managed by Orange Business Services with guaranteed quality of service. With a packaged price and no prior equipment investment, Open Videopresence provides quick ROI thanks to the reduction of business trip costs.

- o **workspace of the future:** The workspace of the future is by nature always under development. Today, Orange Business Services offers [Business Together](#), a suite of collaborative services that exploit the benefits of unified communications to enhance individual, workgroup and organizational productivity. Business Together integrates tools such as telephony, messaging, IM with presence, conferencing (audio, Web and video), and support for mobile devices through a presence-enabled end user client. Business Together as a Service provides a rich range of telephony and collaboration applications through a fully managed cloud solution. Orange Business Services is working with best-in-class partners such as Avaya, Cisco and Microsoft to support unified communications tools.

emerging markets

- Under conquests 2015, Orange Business Services aims globally to generate 1 billion euros in revenues in emerging countries around the globe by supporting international customers with their development in these countries as well as strengthening its own presence with local multinationals in each country.
- Orange Business Services understands the challenges multinationals face in emerging markets including lack of international network connections; native regulatory and licensing rules; nascent regional networks unable to handle IP traffic requirements.
- With nearly 60 years of local market legal and regulatory insight, Orange Business Services is a strategic partner for companies operating in a high-growth country.
- Orange Business Services operates the world's largest seamless network for voice and data in 220 countries and territories and has more than doubled capacity of its regional IP network in anticipation of emerging market growth.
- Operating four major service centers in emerging market countries (Brazil, Egypt, India and Mauritius), Orange Business Services offers [24/7 customer support](#) and redundancy along with the most extensive SLAs in the industry and a robust business continuity plan proactively addresses potential issues.
- To achieve its overall emerging markets target, Orange Business Services is adding dedicated sales and support personnel in 2011 to focus on key areas including: Argentina, ASEAN, Brazil, Chile, China, Colombia, Egypt, India, North Africa, Russia, Saudi Arabia and South Africa.

innovation

- Orange Business Services benefits from [industry-leading innovation](#) and strategic advantage from FT's pool of R&D capabilities to help bring new services to market.
- France Telecom Group has transformed its business in order to offer customers innovation, technological excellence and the best quality of service. The Orange Labs network plays a major role in this innovation policy.
- Within the Orange Labs network, we have access to 5,000 employees, including 3,500 researchers in the Paris Technocenter, Explocenter, Innovocom, and Orange Vallée in France and 15 Orange Labs in 9 countries (China, Egypt, France, Japan, Jordan, Poland, Spain, United Kingdom and United States).
- Intellectual property is an integral part of the Orange innovation strategy. With over 300 annual patent requests for new inventions, Orange continues developing its portfolio, which today represents more than 8,000 patents.
- Being a responsible corporate citizen also means tackling environmental challenges head-on. It means innovating to better control our energy consumption, despite rocketing data volumes, through initiatives such as the optimization of our data centers and the deployment of solar-powered base stations in Africa.
- With the Ecocenter program, Orange is massively using virtualization for its own needs. By 2010, over 15,000 virtualized servers were deployed in the Group, more than 13,000 of which were in France. This means that the number of physical servers had been reduced by 90% since 2007 and nearly 60 GWh of electricity had been saved, thereby avoiding almost 2,500 tons of CO₂ emissions. The Ecocenter virtualization program is deployed in several countries including France, Poland, Spain, Belgium, Romania, Switzerland and Slovakia.

2012 accomplishments

- [Orange Business Services signs five-year, over \\$100 million telecoms outsourcing contract renewal with JTI](#)
- [Orange Business Services provides 132-site global network for Aggreko](#)
- [Orange Business Services becomes first global ICT provider to achieve new ISO and ISAE audit and assurance standards](#)
- [Orange Business Services ranks in Top 5 of global managed security services providers](#)
- [Orange Business Services positioned in Leaders quadrant for Communications Outsourcing and Professional Services, Worldwide](#)
- [Orange Business Services renews next-generation telecoms service contract in Lebanon](#)
- [Qualcomm Life and Orange Business Services Announce Collaboration to Accelerate Growth of Wireless Health Services in Europe](#)
- [Nespresso revolutionizes its Business Solutions after-sales services with Machine-to-Machine solution from Orange](#)
- [Sprint Partners with Orange Business Services to Extend Global M2M Reach](#)
- [AT&T and Orange Business Services Expand Telepresence Community](#)
- [Consilium and Orange launch Current At Sea, a paperless maritime navigation and communication solution](#)
- [Orange confirms leadership in French cloud computing market with over 3,600 customers to date](#)
- [Orange Business Services positioned as a Leader among Asia Pacific Network Service Providers](#)
- [France Telecom-Orange's Enterprise Services receive "Strong Positive" rating from leading industry analyst firm](#)