

## **SAGEMCOM HANDS OVER ITS ENTIRE INFORMATION SYSTEM TO ORANGE BUSINESS SERVICES FOR €40 MILLION**

Sagemcom, the worldwide French high-technology group, has handed over its migration, hosting, and all of its global IT infrastructure operations to Orange Business Services, including hosting and third-party application maintenance, user support, telephony services, and its data network

Sagemcom aims to align its IT infrastructure with its industry strategy and to improve employee comfort.

### **Outsourcing brings many benefits**

Under the revolutionary plan, the entire information system will be outsourced under a 4-year contract. All of Sagemcom's data and applications will be hosted and supported in a secure environment in two of Orange Business Services data centers in the Paris area.

Under this contract, Orange Business Services will manage high availability solutions, SAP ERP Application Maintenance and business suite solutions. Moreover, a team of Orange Business Services consultants will assist clients in developing their business applications.

With Orange Business Services, Sagemcom benefits from the expertise of a unique global service provider capable of tackling the issues of system availability.

"At a time when Sagemcom had a crucial need to gain independence in terms of its IT solutions, we were delighted to discover Orange Business Services, a competitive partner capable of offering a full range of services; a partner who can take over not only the information system itself, but also site maintenance, Web hosting and user support as well as providing innovative solutions to telecoms issues. Sagemcom is delighted to be working with Orange Business Services. The first few months of our collaboration have proved that our chosen partner is capable of meeting the tough demands of the Sagemcom group," confirmed Patrick Sevia, CEO of Sagemcom.

### **An outsourcing solution including user support**

The service also includes the outsourcing of user support and the entire working environment, comprising 5,000 PCs and 200 applications spread over 30 sites worldwide.

Orange Business Services has set up a user support service especially for Sagemcom. It will be the unique contact point for all support requests. The Help Desk will enable Sagemcom to reduce the time taken to resolve incidents, thus improving employee comfort and productivity.

"The contract signed with Sagemcom underscores our strategy and our ability to take on significant IT challenges for large international groups, and we are pleased to count Sagemcom amongst our largest clients," stated Barbara Dalibard, president and CEO of Orange Business Services.

### **A customized "Large Projects" governance**

To successfully carry out this global project, Orange Business Services draws upon the resources of a specialized Service Management solution which is standardized at the world level and meets the highest industry standards (ITIL, ISO 20K).

During the conversion phase, the management commits to industrializing the processes so that Sagemcom can continue to focus on its core business and benefit from reduced costs.

The governance has been adapted to support Sagemcom in its industry challenges — from early requirement studies, to delivering solutions, right through to facilities management for the roll-out of applications.

## **ABOUT SAGEMCOM**

Sagemcom is a French high-technology group operating worldwide. We aim to become a market leader in offering communication terminals with real added value. We operate in broadband, telecoms and energy markets, and provide document management solutions. Products and services include printing terminals designed for personal and professional use, set-top boxes, broadband and residential terminals, M2M communication, energy management solutions and systems, and telecoms and convergence partnerships.

With over €1.3 billion in revenue, Sagemcom employs 6,030 people on every continent. Our headquarters are located in Rueil-Malmaison. Our sustainable development policy begins at the product design stage. This applies in particular to all industrial processes, ecodesign conforming to ISO standards, a reduction in our products' energy consumption and, in line with our ethics charter, we also make our suppliers aware of their responsibilities. Sagemcom was awarded the Customer Service Award of the Year 2009 in the Telecommunications Products category.

For further information: [www.sagemcom.com](http://www.sagemcom.com)

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## **About Orange**

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. With 124.5 million customers, the Orange brand now covers Internet, television and mobile services in the majority of countries where the Group operates. At the end of 2008, France Telecom had consolidated sales of 53.5 billion euros (25.5 billion euros for the first half of 2009) and at June 30, 2009, the Group had a customer base of 186 million customers in 32 countries. These include 125.5 million mobile customers and 13.4 million broadband Internet (ADSL) customers worldwide. Orange is the number three mobile operator and the number two provider of broadband Internet services in Europe and, under the brand Orange Business Services, is one of the world leaders in providing telecommunication services to multinational companies.

The Group's strategy, which is characterized by a strong focus on innovation, convergence and effective cost management, aims to establish Orange as an integrated operator and benchmark for new telecommunications services in Europe. Today the Group remains focused on its core activities as a network operator, while working to develop its position in new growth activities. To meet customer expectations, the Group strives to provide products and services that are simple and user-friendly, while maintaining a sustainable and responsible business model that can be adapted to the requirements of a fast-paced and changing eco-system.

France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment A) and on the New York Stock Exchange.

For more information: [www.orange.com](http://www.orange.com), [www.francetelecom.com](http://www.francetelecom.com), [www.orange-business.com](http://www.orange-business.com)

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