



press release
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New e-mail environment improves communication between all Renault sites

Orange Business Services has successfully migrated all of Renault's e-mail accounts – 80,000 employee accounts in 118 countries. The objective of this 36-month global project was to set up a shared group e-mail service and improved calendar management tools in a complex international environment.

Thanks to the successful deployment of the new e-mail service on all the Group's sites, Renault now has a global ergonomic communication and collaboration tool that allows it to:

- **provide secure access to the work environment – anytime and anywhere**
- **a calendar sharing application accessible to all employees**

Orange Business Services completely managed this 36-month international project from the design phase through to its implementation in all of the countries involved. The Orange Business Services teams migrated close to 80,000 users to the new Microsoft Exchange environment, averaging around 2,000 users per week. To successfully face this technical challenge, Orange Business Services used the Refresh IT solution, which made it possible to carry out the project in an industrial manner in an international context covering a large number of sites that use 17 languages.

Orange Business Services also took part in managing this change by helping all users to learn how to manage their new working environment. The satisfaction rate was over 95 percent.

“E-mail is a strategic application for Renault,” declared Jean-François Loche, Head of Alliance IT Services at Renault-Nissan. “If it is not working or not working effectively, that negatively impacts intellectual production and the company's services, so it was imperative for us to have a tool which was shared by all our users, which could be upgraded and which met international market standards. In a complex global situation, Orange Business Services acted as a real IT partner. The Orange Business Services teams supported us through each stage of this ambitious project to help us reach our objective.”

“We are delighted with the results of this major Renault project,” added Benoît Eymard, Head of Major Accounts, Orange Business Services. “It was critical that we fully supported this transition. The success of this international project came thanks to our technical expertise but also to our teams who helped Renault employees learn how to use their new environment. The extremely close collaboration between our two teams was also a key success factor of the project and helped to instil a climate of trust. This new e-mail service will enable Renault



to benefit from a highly effective collaboration tool, which in turn benefits from the security and reliability of our network. This project confirms Orange Business Services' position as a major international telecoms and IT player. Today, its strategy is focused on developing its offers in the messaging and collaborative tools domain and more broadly on facilities management and the cloud."

About Renault

Renault was founded in France more than 110 years ago and has since developed internationally. Today it has over 30 production sites and 18,000 business sites (subsidiaries, dealerships and agents) in 118 countries. Renault designs, produces and sells a broad range of vehicles, including from 2011 a range of electric vehicles accessible to all that embodies the company's commitment to the environment. With its zero-emission* range and new generation of internal-combustion engines, Energy, Renault is aiming for leadership in low CO₂ emissions, which it plans to reduce from 135 g/km today to less than 120 g/km in 2013 and under 100 g/km in 2016. Renault is also characterized by innovation for all, top-level product and service quality, and renewed vehicle design. The company is pursuing its strategy of profitable growth with associate brands Dacia and Renault Samsung Motors and strategic partner AvtoVAZ. Renault has a workforce of 121,000 worldwide. In 2010 it reported revenues of €38,971 million and sold over 2.6 million vehicles.

Renault also relies on its partner Nissan as part of the Renault-Nissan Alliance to respond to the challenges stemming from the internationalization of markets. The Alliance is based on major synergies in product strategy, platforms, powertrain components and purchasing and takes advantage of the complementary geographical fit between the two manufacturers. The Renault-Nissan Alliance signed a strategic cooperation agreement with Daimler in April 2010 notably concerning A segment and powertrain projects.

* in use, excluding wear parts

About Orange Business Services

Orange Business Services, the France Telecom-Orange branch dedicated to B2B services, is a leading global integrator of communications solutions for multinational corporations. With the world's largest, seamless network for voice and data, Orange Business Services reaches 220 countries and territories with local support in 166. Offering a comprehensive package of communication services covering cloud computing, enterprise mobility, M2M, security, unified communications, videoconferencing, and broadband, Orange Business Services delivers a best-in-class customer experience across a global landscape. Thousands of enterprise customers and 1.4 million mobile data users rely on an Orange Business Services international platform for communicating and conducting business. Orange Business Services is a four-time winner of Best Global Operator at the World Communication Awards. Learn more at www.orange-business.com

France Telecom-Orange is one of the world's leading telecommunications operators with 170,000 employees worldwide and sales of 11.2 billion euros in the first quarter 2011. Orange is the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates. France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment A) and on the New York Stock Exchange.

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