



press release
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Orange Business Services repeats in Best Global Operator and Best Cloud Service categories at World Communication Awards 2013

four major awards highlight Orange Business Services unmatched capabilities to support enterprises' needs for network, cloud, customer relationship and machine-to-machine services

[Orange Business Services](#) was recognized as the Best Global Operator at the [2013 World Communications Awards](#) at the ceremony held Tuesday night in London in addition to being recognized for Best Cloud Service, Best Enterprise Service and Best Small Business Service.

Tony Lavender, CEO at Plum Consulting and WCA Chair of Judges, said: "Orange Business Services led all entrants with the number of wins as well as the number of short-listed entries among fierce competition. The winning entries for Best Global Operator, Best Cloud Service, Best Enterprise Service and Best Small Business Service exemplify the breadth and depth of Orange Business Services' expertise in serving its customers – whether they are large or small companies or require managed or cloud-based services. Specifically, the judges praised Orange Business Services for the particularly compelling customer cases and innovative solutions that were highlighted in the entries this year."

This 7th **Best Global Operator** recognition highlights the rich heritage of Orange Business Services and its capacity to constantly evolve its network to provide an unmatched and complete network platform to its customers. With local expertise in 166 countries and a cloud-ready network reaching 220 countries and territories, Orange Business Services offers the world's largest seamless network to companies operating or expanding worldwide. Complemented with mobile networks from Orange and affiliates in 40 countries, Orange Business Services is able to offer the right connectivity at the right location. Its resilient, high-bandwidth, high-quality and secure network is a key enabler for its global solutions portfolio, particularly in strategic areas of companies' business transformation like cloud computing and new workspace.

The **Best Cloud Service** award recognizes Orange Business Services for [Flexible Contact Center](#), a scalable and secure multichannel cloud-based contact center solution. Available in 110 countries and territories and already implemented for 220 customers, Flexible Contact Center helps companies of all sizes manage all of their customer contacts efficiently and enables them to quickly adapt to the evolution of their day-to-day business. It provides a unique flexible workspace that allows agents to handle all inbound and outbound communications in identical ways, whatever the channel (phone calls, e-mail, call-backs or chat) from a customizable desktop using a single interface.



Orange Business Services' machine-to-machine expertise is also celebrated through the attribution of **Best Enterprise Service** to its [Intelligent Apps Enabler](#). Intelligent Apps Enabler is a cloud-based platform that enables building M2M applications that are tailored to customers' specific needs, quickly and efficiently, while providing device management, real-time message management and application management. This platform can collect information from devices and feed it into existing IT systems or display it graphically on purpose-built user interfaces. Applications can be easily developed on predefined APIs so that new functionalities can be added quickly and comprehensive libraries of codecs from numerous device manufacturers make it simple to add new devices. The versatility, scalability and richness of its functionalities make Intelligent Apps Enabler unique in the market.

[Le cloud pro](#) from Orange Business Services was recognized with the **Best Small Business Service** award. Le cloud pro is a selection of 20-plus cloud-based applications and outsourced services, selected and integrated by Orange Business Services into a coherent services catalog. The applications and services, provided by Software as a Service partners, can be used on the go, from any connected device through the Le cloud pro portal. Le cloud pro is an easy-to-use integrated suite of small business applications and services, with a single sign-on, bill and customer support. Today, more than 100,000 customers use Le cloud pro in France. The solution is launched in Poland today and will be available soon in many other European and African countries where Orange operates.

Thierry Bonhomme, CEO, Orange Business Services, said: "Winning Best Global Operator, Best Cloud Service, Best Enterprise Service and Best Small Business Service is an incredible validation of the unrelenting effort from the Orange Business Services team again this year. Customer testimonials are an integral part of the World Communication Awards judging process and we warmly thank our customers for their continued trust and support. Our goal is to deliver real value to enterprises by providing ways for them to be agile, flexible and innovative in order to succeed in their markets. These four prestigious awards are a great incentive for us to continue on our quest of being the digital transformation partner for enterprises. We are looking forward to working hand-in-hand with our customers, helping them innovate and invent new business models thanks to our ICT solutions."

Now in its 15th year, the [World Communication Awards](#) celebrates the organizations and individuals responsible for the innovations that underpin the global telecoms industry. The entries are evaluated by a panel of independent judges from the telecoms and ICT industry.

For more information on Orange Business Services' award-winning entries, visit: <http://www.orange-business.com/en/world-communication-awards-2013-supplemental-information>



About Orange Business Services

Orange Business Services, the 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 was awarded four of the telecom industry's highest accolades at the annual World Communication Awards 2013 – Best Global Operator, Best Cloud Service, Best Enterprise Service and Best Small Business Service. Orange Business Services is a seven-time winner of Best Global Operator. Learn more at www.orange-business.com or follow us on [LinkedIn](#), [Twitter](#) or [Facebook](#).

Orange is one of the world's leading telecommunications operators with annual sales of €43.5 billion in 2012 and has 166,000 employees worldwide at Sept. 30, 2013. Orange is listed on the NYSE Euronext Paris (symbol ORA) and on the New York Stock Exchange (symbol ORAN).

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