orange™ Business Services

FROST & SULLIVAN

2015 BEST PRACTICES AWARD

ANALYST QUOTE

"Orange grew its UCaaS portfolio faster than other service providers winning various large multinational enterprises accounts.

Its comprehensive offering, unmatched geographical reach and ability to help enterprise in all phases of UC deployment stood as a clear differentiator. Frost & Sullivan recognize Orange as the 2015 APAC Hosted Telephony and UC Applications Service Provider of the Year."

Shailendra Soni
Industry Principal
Unified Communications & Collaboration,
APAC ICT,
Frost & Sullivan

2015 Frost & Sullivan Asia Pacific
Hosted Telephony and UC applications Service Provider of the Year

The hosted telephony and Unified Communications (UC) applications market in Asia Pacific is experiencing high growth. The market is estimated to have grown by 14.6 percent in 2014 driven by transition of on-premises telephony solution to hosted telephony. Although cloud computing is encouraging most enterprises to adopt telephony and UC as a service from public/private cloud, enterprises are constrained by existing investment in legacy telephony system.

Additionally, enterprises have been buying different solutions such as conferencing service hosted on a public/ private cloud and are left with the challenge of integrating these together while purchasing hosted telephony and UC applications.

These market constraints created the need to have a service provider that would help enterprises in their journey of on-premises to cloud, by offering solution for each stage of migration that is on-premises to hybrid to cloud deployment. This would enable enterprise to adopted hosted telephony at their own pace without having to move the entire telephony/UC to cloud.

Orange fulfilled the dreams of these enterprise who were keen to adopt telephony over the cloud by offering solution for all the 3 stages and wrapped that around by offering single user interface across different UC vendor solutions. Features such as single dash board for IT manager helped it win customer delight.

Orange has more than 14 years of experience in providing telephony and unified communications. One of the key differentiators of its "Business Together" offerings is self-provision end-user portal. The portal ability to support 31 different languages, makes Orange an ideal choice for enterprise that have offices in different parts of the global or enterprise that aspire to be global in future.

In addition to excellent end-user portal, Orange has the most extensive portfolio and offers UC solution from the leading vendors such as Microsoft, Cisco and Avaya. To top it up, it encompasses vendors that provider video, session border controllers, conference phones and solution from software giants. It brings all of these together to help enterprise in their digital transformation journey. The capability to deliver all-inclusive solution helped it achieved high double digit growth for it UC as-a-Services portfolio. In doing so its acquired big enterprise clients such as EMAS and many other enterprises in the region.

Orange achieved fastest growth among all the leading service providers by offering a solution that brings together multi-vendor telephony/UC solution with unmatched reach across the region. Owing to these reasons Frost is delighted to award Orange as "2015 APAC Hosted Telephony and UC Applications Service Provider of the year".

We Accelerate Growth