



# Amcor

## Fixed Mobile Convergence enhances cost management and enables business agility

### Highlights

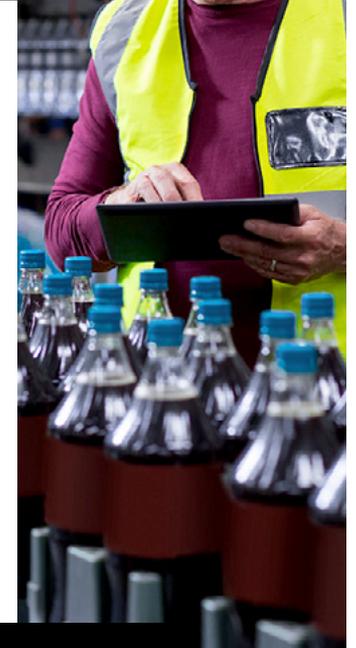
- 1** Amcor, a global leader in developing and producing responsible packaging, decided to use the transfer from Blackberry to Apple IOS as an opportunity to address cost management and security concerns.
- 2** We deployed a global WAN and integrated network security in a fixed and mobile convergence solution across 43 countries that included 7,500 Business Together as a Service users and was supported by Fixed and Mobile Convergence.
- 3** We also coordinated the centralized procurement of mobile connectivity with mobile network providers across Europe and Asia-Pacific and provide carrier-agnostic Telecom Expense Management and Contract Management services from our Multisourcing Service Integration (MSI) for Mobility solution suite.
- 4** Amcor now has greater visibility and cost control, which is enabling better and simplified management of its mobile and fixed network resources.



### Issues and challenges

Amcor is the world's leading packaging company and specializes in high-quality, innovative and sustainable packaging that enhances the products people use in everyday life. From its headquarters in Melbourne, Australia, the company has around 47,000 co-workers at over 230 sites in 40+ countries worldwide.

The strategic decision to transfer from Blackberry to Apple IOS created an opportunity to fully leverage its global buying power and address key challenges. The legacy decentralized mobile connectivity management model was not providing overall control, or visibility into mobile and fixed services costs. Concerns around global security had also been raised, together with complex management processes and a poor end-user experience.



## The objective

Increase cost control and security of fixed and mobile services.

## The Orange Business Services solution

- Orange global WAN and network security services
- Integrated fixed and mobile solution across 43 countries including 7,500+ Business Together as a Service users, Business Talk connectivity
- Fixed Mobile Convergence, mobile expense reporting and centralized inventory of mobile contracts across multiple operators
- Designated Customer Service Manager for mobility services
- Program and partner management – Cisco

## The benefits

The Orange digital transformation solution is supporting the Amcor core values of delivering the highest quality products and customer service.

### Enhanced service

-  Increased business agility and flexibility
-  Better end-user experience
-  Increased security
-  Ability to meet ever-changing security threats
-  Commitment to staff, customers and partners

### Improved management

-  Simplified operations via centralized model with a single global provider
-  Clear, accurate cost visibility and greater control

### Optimized spend

-  Mobile expense reporting with dashboards on usage and spend in a customized and harmonized format
-  Profile management to recommend cost-effective bundles according to voice and data usage
-  Performance measurement for continuous improvement across all mobile service providers

## The Results

- Lower operating costs
- Improved connectivity performance
- Increased productivity



**We know Orange Business Services is a reliable partner with a proven delivery track record. In addition to having an unmatched global presence in both mobile and fixed connectivity, Orange tells a real end-to-end story around IT and digital transformation.**

**Joel Ranchin**  
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Amcor