

Business Together with Zoom



**Business
Services**



The state of remote collaboration

Remote working needs intuitive, simple solutions. Zoom fits the bill, but are businesses fully aware of what they can achieve when they integrate the service into their organization?

Zoom's global popularity has boomed, driven by enterprises' need for an easy-to-use means of collaborating and communicating. Enterprises have been facing challenges, including the added complexity of multiple solutions, overlapping licensing costs as lines of business have acquired services outside of central IT, along with security concerns.

Yet it would be shortsighted to banish Zoom – thanks to its pervasiveness, doing so would only push usage and spending out of sight and into shadow IT. It is time to bring Zoom into the light – and consolidate your meeting solution, along with calling, messaging, and much more.

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Better meetings with Zoom

From internal communication and engagement, to external collaboration and connection, Zoom can help enterprises reach whoever they need, no matter where they are.



1

Zoom Chat – keep in touch with text, image, and audio files, start meetings instantly, check if someone is busy, and create groups for easy collaboration.

2

Team meetings and training – manage attendees, share hosting and screens, create breakout rooms for smaller group collaboration.

3

Zoom Phone – includes all modern cloud PBX features that enable employees to talk without the need for a full Zoom Meeting in a secure, reliable, and centrally managed service.

4

Zoom Rooms – provide an integrated experience for audio conferencing, wireless screen sharing, and video conferencing with Zoom Rooms. Use it for room-only attendees or remote attendees joining from another room, their desktop, or their mobile device. Plus, Scheduling Display means that you can integrate meeting room displays with Office 365, Exchange, and Google Calendar to help optimize, improve, and streamline meeting room bookings.

5

Zoom Webinars – town halls, internal announcements, and CEO communications. You can have multiple speakers and thousands of attendees, control who can talk, and measure feedback with polls, rapid results, and Q&A to facilitate internal engagement.

6

Digital signage – Share images, videos, or websites on your Zoom Rooms screen when not used in a Zoom meeting to improve employee and customer engagement.

7

Integration – combine Zoom with your day-to-day apps, whether calendars and scheduling, simplified logins, CRM tools, transcription, collaboration, all through the Zoom Apps Marketplace

8

Quarterly earnings and investor relations calls – meet reporting obligations, share results, and manage Q&As no matter where your spokespeople, or investors, are based.

9

Customer presentations and demonstrations – build relationships, share opportunities, and keep engaging with customers.

10

Product launches, press conferences, and webinars – control attendees and registrations, track engagement, run it live or on-demand, and integrate with Facebook Live and YouTube to reach your target audience with your key announcements.

Why you need Zoom and Orange together

We reduce complexity and deliver the unified collaboration experience that enterprises need.

The key to successfully moving Zoom from shadow IT to an approved enterprise tool is recognizing how to avoid the increased complexity in your conferencing and collaboration software. It might be easy to use, but there is a difference between using something and having it connect seamlessly with your existing systems, apps, and workflows. With so many challenges on the horizon, integrating a solution that has not been procured via the appropriate channels will not be high on IT's priority list.

That is why our services remove complexity. With a managed Zoom service provided by Orange, you get Zoom's user experience, backed by our global network, transformation, and management experience. It is the easiest way to acquire the unified collaboration experience enterprises are looking for.

The Orange partnership with Zoom works end-to-end, from service transition and integration to user training, success management, local billing, consolidated contracts, and 24-7 service desk support.



Quality calling

- Orange SIP connections in 142 countries and call termination to anywhere

Cost-effectiveness

- Competitive voice access and bridging rates
- A usage-based model or a flat fee model
- On-net toll bypass options

Contract consolidation

- No more separate bills for conferencing, web, audio and video
- Bundle all your Zoom services with your Orange bill to reduce complexity
- Includes Zoom hardware vendors and Orange global partners such as Poly, DTEN, and AudioCodes

Local billing

- Choose your preferred way to bill and build flexible bill groups
- Identify high or low usage areas within your organization, but you can also manage licenses and distribution more effectively

Simplicity, with service transition and integration

- One point of administrative contact to simplify management
- Transition and integration with existing systems, including your Orange network, as well as Outlook, Calendar, and Microsoft Teams

Professional end-to-end support:

- User training for employees
- Expert service desk support at any time of the day, wherever you are in the world

Where to start

To help you experience what Business Together with Zoom could do for you, we offer a free Proof-of-Concept. In it, you will receive:

- Full feature licenses of Zoom Meetings, Zoom Phone and Zoom Webinars
- Connectivity to PSTN for outbound and inbound calls from Orange
- Customer Success Management
- Up to 10 users for 30 days

Optional extras (available at additional cost) include:

- Zoom Rooms
- Additional licenses
- PSTN on-net via SIP Trunking (requires an Orange Business VPN connection)



Case
Study

Catering for collaboration: customer success with Orange and Zoom

A catering equipment and supplies company needed to pivot its business quickly when the COVID-19 pandemic impacted operations. It started to offer a new supply line of hygiene and personal protection equipment (PPE) products to key workers.

The retailer initially used whatever communication and conferencing tools it could quickly get hold of to support the new product lines. However, the lack of a standard collaboration platform led to spiraling costs, a particular concern at a time when being able to project revenue was becoming increasingly difficult. It deployed Orange Cloud Collaboration by Zoom, integrated with Contact Center Access and Business Talk. Covering 200 users, the catering supplier was able to become more agile, both with internal communications and with attracting customers to its new offering. It is now scaling easily the solution to 750 users to meet increased demand across the business for a unified collaboration experience.

Don't delay your move to better meetings

Contact our experts at go.zoom@orange.com to show you solutions that best suit your needs.



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