



Driving resilience and agility: **cloud is essential to business success**

As business strategies continue to evolve around widespread digitization, enterprises need to prioritize resilience to move ahead, stay competitive and achieve strategic ambitions. In this document, we highlight how we have helped our customers achieve these goals.

To be resilient and agile you need the right resources and skills to respond to continuous changes and disruptions. Cloud is pivotal in helping companies achieve this transformation and reinvent how they create value with operational resiliency.

In fact, cloud is critical for success in the digital economy. It supports new ways of working and can help you achieve fresh business outcomes backed by agile business processes. Cloud also gives you the ability to develop innovative products and services by taking advantage of data insights through AI/ML services or integrating globally available technologies in novel ways.

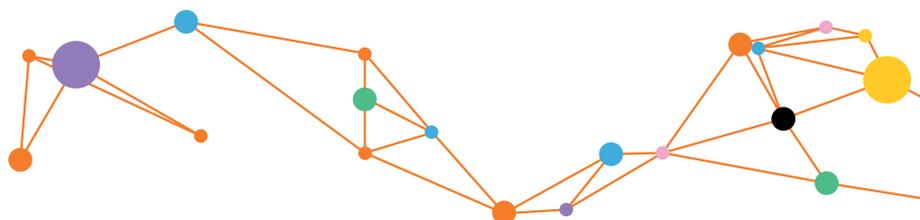
Recent global disruptions have underlined the need for resilience and agility: supply chain issues and the need to enable large-scale working from home programs during the COVID-19 pandemic are good examples. These all reflect businesses' need for cloud, which they can scale up or down in response to fluctuations in demand.

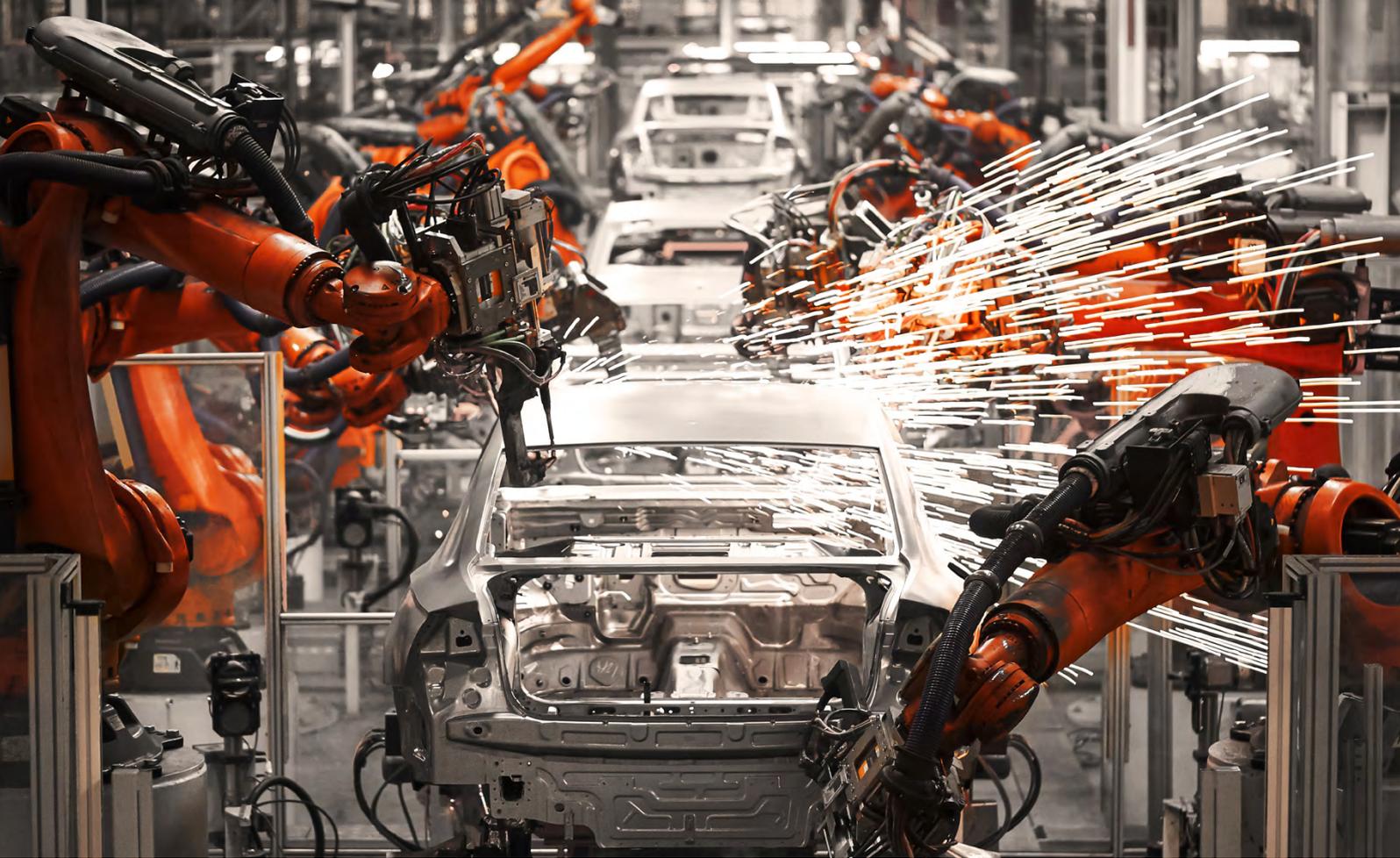
Cloud central to company modernization

Reinventing your digital capabilities helps drive resilience and empowers your organization to keep operating during a crisis. For example, integrating the cloud into your supply chain creates a future-proof platform for your ecosystem. This enables new economies and ways of collaboration through transparency, visibility, and trust in your data. The cloud has also enabled home working, while making you better prepared to absorb radical market changes and adapt to customer needs.



**Business
Services**





EcoOnline reinvents its approach to business

Orange worked with **EcoOnline** to reinvent the way it approached its market and customer value creation. Headquartered in Norway, the organization is a leading health, safety, environment, and quality (EHS) software and services supplier.

EcoOnline wanted to expand into new countries, including the UK and Ireland, and needed a resilient business strategy to operate effectively outside its traditional markets. The company wanted to use the expansion to attract new customers, employees and develop new services. It needed a future-proof digital platform to support its business strategy, while also ensuring compliance with EU data storage and data processing rules.

The solution was a public cloud powered by Amazon Web Services (AWS) and Orange Business Services. This enabled EcoOnline to refactor its applications and adopt a modern development culture to drive innovation. The shift has helped the company develop new features in its applications and become a modern SaaS provider for the chemical industry.

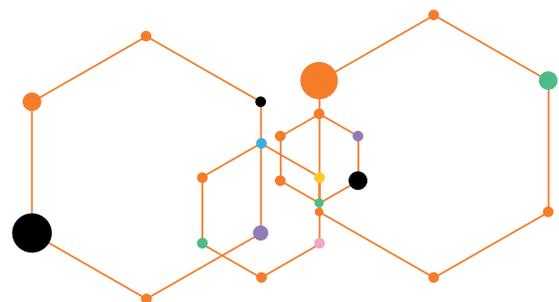
In addition, the Orange and AWS cloud platform supports innovative application development, including machine learning (ML) and artificial intelligence. The result is a resilient operation that can attract new customers, new employees and enable rapid development of new services.

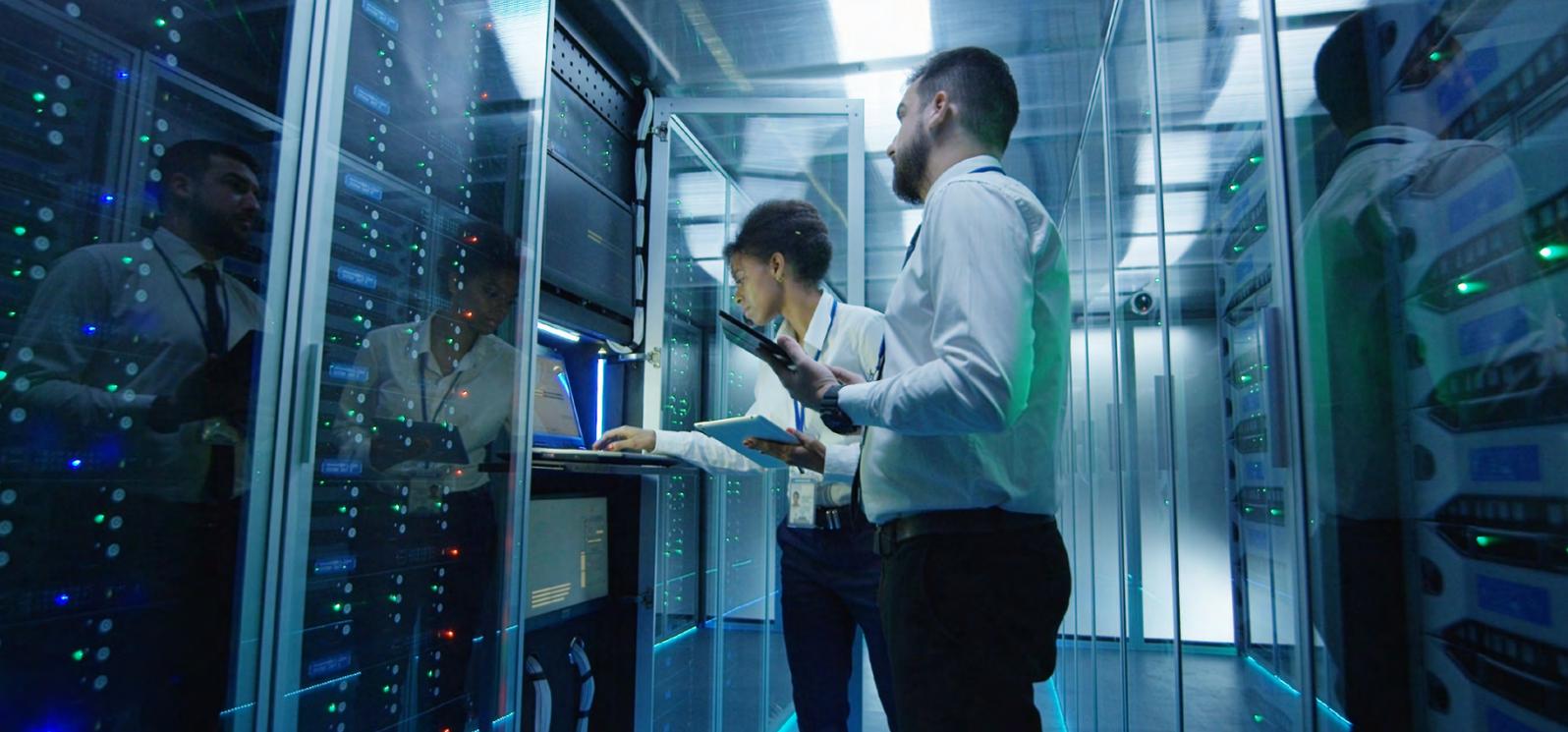


Automotive company strengthens data analytics

Another Orange customer, one of the world's largest automotive companies, also benefited from modernizing its IT using the cloud to achieve greater resilience. The company wanted to overhaul its reporting and data analysis systems to enhance overall flexibility, scalability, and cost optimization. It was looking for a business intelligence solution with a highly scalable architecture to deal with the increasing amount of data required for business reporting.

Orange delivered a big data platform built on Microsoft Azure to simplify existing reporting processes. Using a tailor-made approach, the organization can still access its legacy data and architecture through the new solution. At the same time, the platform offers unlimited scalability combined with low operating costs and high operational stability.





Cloud powers continuity planning

The global health crisis has highlighted the need for continuity planning. Having a continuity plan in place makes it much faster for an enterprise to rebound from interruption. Cloud has revolutionized business continuity and implemented correctly, helps you increase operational efficiency by as much as 95%.

But there are continuity hurdles to overcome when using cloud innovations such as microservices. Because microservices are broken down into components and fragmented, they can be more challenging to manage than monolithic applications. For example, it can be hard to locate the source of an issue. This makes incident management tools with alerting capabilities essential in ensuring microservice applications stay running and perform well.



Amcor improves business continuity

Orange worked with **Amcor** to help the company enable business continuity. Amcor is a manufacturing industry company and cannot afford any downtime: it needs to be hyper-resilient. We deployed Orange Flexible Engine, based on Openstack technology, to give Amcor a fully-managed, end-to-end hybrid cloud solution, incorporating operating system, database, disaster recovery, and backup.

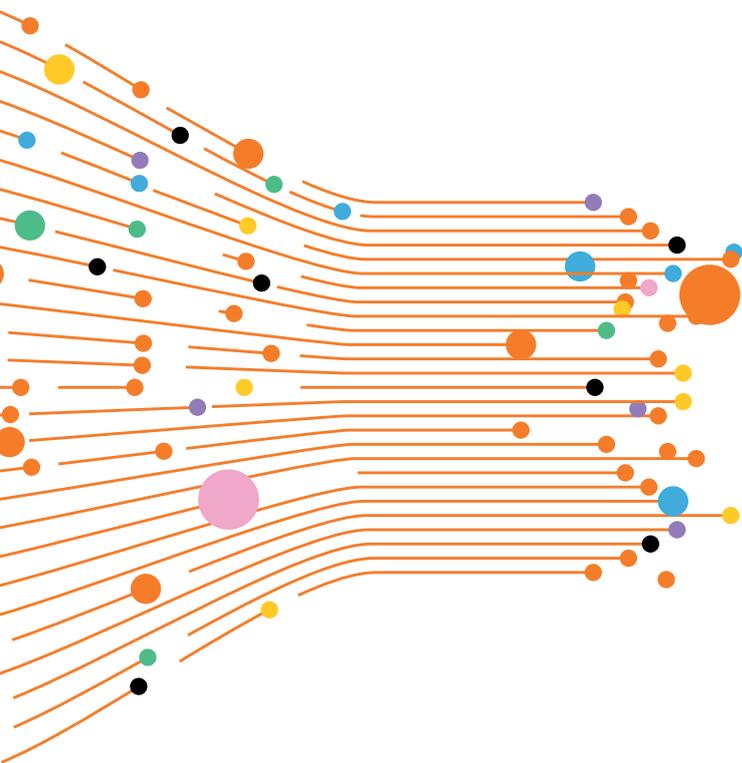
Orange also worked with Amcor to upgrade and combine its existing data center environment by integrating legacy ERP workloads, including SAP HANA. Amcor's business outcomes include lower operating costs, improved connectivity performance, and increased productivity.



Medical services company strengthens contact center resilience

Another Orange customer, a medical, security, and travel-related services provider, needed to transform its contact center operations to ensure customer service agents are reachable quickly and efficiently. Its role as a provider of emergency services in various countries requires resilience. The organization must ensure that its customers can contact agents in a hurry at any time and location.

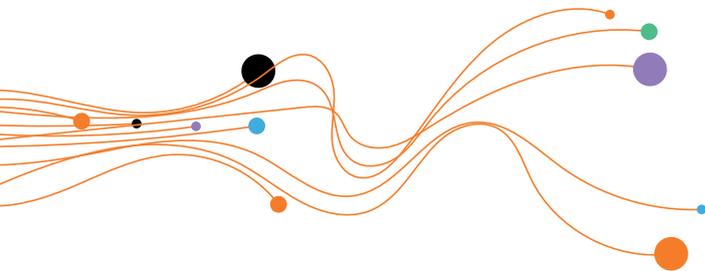
Orange provided the Flexible Engine public cloud offering to give the customer the continuity planning capabilities it needed. Running a contact center in the cloud reduces operational risk, improves efficiency, enables evolution and scalability of services, and delivers an enhanced customer experience.



Ensuring regulatory compliance in the cloud

Concerns over data privacy have made regulatory compliance more significant than ever. You could lose customers if they don't feel they can trust you to protect their data. When deploying cloud, you mustn't breach data sovereignty regulations or give customers the perception that you are not a safe harbor for their data.

AI's ability to process enormous amounts of data quickly and accurately is also set to transform compliance. Enterprise software applications in the cloud that integrate AI can enhance the efficiency of regulatory compliance programs. Benefits include reduced human error, lower costs, and reduced false positives.



Cecurity.com minimizes compliance risk

Orange worked with **Cecurity.com**, a software publisher offering electronic vault and archiving, billing, and payslip solutions, to help it drive resilience and trust. The company acts as a secure exchange and archive for billions of electronic documents and is a significant player in the digitization and digital trust sector.

The company was looking for a cloud in which to host its archiving and virtualization solutions. It chose Orange Flexible Engine for its enhanced security, scalability, flexibility, and global availability.

Cecurity.com manages more than 10 million digital safes to store payslips and invoices securely, and counts leading companies in banking, technology and other highly regulated fields, among its business customers. Due to the nature of its business, the company attaches huge importance to digital sovereignty and the security and data protection certification of its partners. Flexible Engine fulfills these demands.

Orange has worked closely with Cecurity.com on its transformation. Together the companies have developed a strategy that provides cloud resources that are resilient, secure and scalable to meet Cecurity.com's requirements.

Why Orange

Resilience and agility are essential to business success, but they require the right partner to deliver them. Orange understands that different companies have different needs and priorities. With that in mind, we offer a cloud-centric approach supported by an ecosystem of market-leading vendors and suppliers. Whether you plan to use one cloud initially or have embarked on a multicloud strategy, we can help you derive maximum value from your investment, while minimizing risk. IDC predicts that by 2022, over 90% of enterprises worldwide will employ a mix of different cloud offerings to support their business needs.¹

Leading partners

Orange works with market-leading partners to ensure you have the best possible cloud solution tailored to your requirements. We have relationships with all the leading hyperscalers, including Amazon Web Services (AWS), Microsoft Azure and Google Cloud. This will help your company drive resilience and agility, whether you need one cloud or a multi-cloud approach. We believe that IT modernization and a high degree of automation is required to increase resiliency in a rapidly-changing environment.

Orange has 8,900 global experts available to help you deliver an agile cloud strategy. Our focus on integration and operational capabilities helps increase the sustainability of your business.

For more details visit: <https://www.orange-business.com/>



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1. <https://www.idc.com/getdoc.jsp?containerId=US44640719>

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