



press release
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Orange Business Services helps MNCs gain ICT infrastructure control

new Customized Infrastructure Care 2.0 solution manages and monitors third-party networks and wider range of equipment and devices

[Orange Business Services](#) is enhancing its [Customized Infrastructure Care](#) solution to provide a full range of infrastructure monitoring, control and support capabilities across a multi-vendor, multi-technology ICT environment. Customized Infrastructure Care 2.0 from Orange Business Services provides enterprises the unique ability to monitor, control and support their entire infrastructure through a single cloud-based dashboard based on a platform based on technology from [ServiceNow](#), a pioneer in offering IT management software as a service.

three main business benefits

Aligned with IT Infrastructure Library® (ITIL) best practices and supported by ISO 20000 certified teams, the enhanced version of Customized Infrastructure Care provides three main business benefits:

- **increased visibility and control of the ICT environment** – Enterprises benefit from global monitoring, control and support of a wider range of equipment and capabilities including Orange, customer and third party-provided networks and equipment;
- **lower total cost of ownership (TCO) for ICT management** – TCO efficiencies are gained from economies of scale, a predictable opex pricing per device per month and a single point of contact for all account and service issues and one service desk for all incidents and requests. In addition, companies only need to train on and maintain one ICT infrastructure management system; and
- **improved performance** – Customers are looking for ways to make global infrastructure management easier. Enhanced performance monitoring enables proactive capacity management, minimizes potential issues and results in higher up times and faster restore times.

Pierre Gleize, Head of Global Service Management Practice, Orange Business Service, said: “Customized Infrastructure Care 2.0 is unique on the market because it allows us to monitor third-party solutions for our customers. We already have several customers taking advantage of the business benefits of this cloud-based IT management solution. Because our customers’ IT staff can be redeployed away from support and maintenance issues, they can focus on strategic projects to help align IT with the company’s key business objectives.”



Orange Business Services is the Platinum Sponsor for the sold out [ServiceNow Knowledge11 Europe](#) conference being held Dec. 7-8, 2011 in Frankfurt. This ServiceNow User Conference is Europe's premiere IT training and networking event and provides an opportunity for customers to sharpen and expand technical skills and to learn how to get the most out of their ServiceNow investment.

About Orange Business Services

Orange Business Services, the France Telecom-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 is a four-time winner of Best Global Operator at the World Communication Awards. Learn more at www.orange-business.com

France Telecom-Orange is one of the world's leading telecommunications operators with 170,000 employees worldwide and sales of 33.8 billion euros in the first nine months of 2011. Orange is the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates. France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment A) and on the New York Stock Exchange.

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Press Contacts:

Elizabeth Mayeri, Orange Business Services, elizabeth.mayeri@orange-ftgroup.com, +1 212 251 2086
Héloïse Rothenbühler, Orange, service.presse@orange-ftgroup.com, +33 1 44 44 93 93