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Orange Business Services achieves Cisco UCCE certification in the Americas

The Unified Contact Center Enterprise (UCCE) certification from Cisco allows Orange Business Services to sell and support complex contact center needs of our global customers and puts Orange Business Services in an elite category as one of the few Cisco Global Gold partners certified to deliver this solution. Companies considering a Cisco Contact Center solution can look to Orange as their global partner to design, implement, and support these solutions.

This certification further bolsters Orange Business Services robust global capabilities. Orange provides inbound services for multinationals supporting callers in more than 109 countries, and delivers those calls to contact centers anywhere in the world. Orange can also provide contact center infrastructure, including Cisco UCCE in more than 190 countries. Orange also has a robust portfolio of multimedia contact center services such as Interactive Voice Response and services to enable contact center virtualization.

Orange is one of a few vendors in the world that can offer turnkey Cisco contact center deployments across the globe, bundling call transport services, data network services, Cisco UCCE product and Day 2 managed services into one comprehensive solution.

Frank Dale, head of Contact Center business development for Americas, Orange Business Services, said: "Cisco has been a key partner of Orange for many years. This certification further strengthens that relationship and gives customers what they are looking for: a global partner to deliver and maintain their global contact center strategy."

Increasingly, companies are seeking to implement a global contact center strategy to take advantage of lower cost, high skill workforces anywhere in the world. They also want a contact center strategy that is capable of supporting virtualization and multimedia contact center strategies. Knowing that Orange can provide a full portfolio of consistent and leading edge contact center services in more places than most other providers enables companies to react quickly to new opportunities, and to focus on their core business, knowing Orange can deliver their network and infrastructure requirements anywhere they need it.

Jeffrey Spagnola, vice president of worldwide managed services, Cisco, said: "The contact center market is experiencing increased attention with many developments, both on the technology side and in the rapidly evolving markets. It is truly an exciting time and opportunity





for Orange to capitalize on the possibilities. With Orange and Cisco working together, enterprise customers can benefit from developments like unified communications and collaboration technologies enabled by Cisco and respond to changing market conditions faster than ever.”

About Orange

Orange is the key brand of France Telecom, one of the world’s leading telecommunications operators. With 131.8 million customers, the Orange brand now covers Internet, television and mobile services in the majority of countries where the Group operates. At the end of 2009, France Telecom had consolidated sales of 50.9 billion euros, including its activities in the United Kingdom, and at 31 December 2009, the Group had a customer base of almost 193 million customers in 32 countries. These include 132.6 million mobile customers and 13.5 million broadband Internet (ADSL) customers worldwide. Orange is the number three mobile operator and the number two provider of broadband Internet services in Europe and, under the brand Orange Business Services, is one of the world leaders in providing telecommunication services to multinational companies.

The Group's strategy, which is characterized by a strong focus on innovation, convergence and effective cost management, aims to establish Orange as an integrated operator and benchmark for new telecommunications services in Europe. Today the Group remains focused on its core activities as a network operator, while working to develop its position in new growth activities. To meet customer expectations, the Group strives to provide products and services that are simple and user-friendly, while maintaining a sustainable and responsible business model that can be adapted to the requirements of a fast-paced and changing eco-system.

France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment A) and on the New York Stock Exchange.

For more information (on the Internet and on your mobile): www.orange.com, www.orange-business.com, www.orange-innovation.tv

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