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## **Flowserve migrates to Orange Business Services to connect worldwide operations**

### **multimillion dollar win based on customer care and next generation network services**

Flowserve Corporation, a leading provider of flow control products and services for the global infrastructure markets and headquartered in the U.S., has chosen Orange Business Services to manage its global MPLS network, connecting more than 250 locations across six continents. Flowserve chose to migrate its network to Orange Business Services for greater customer care and the ability of Orange to provide next generation services on top of the global network. The multimillion dollar engagement encompasses enterprise voice, data and wireless services.

The managed Orange network removes the burden from Flowserve of running an expansive IT infrastructure, enables the company's worldwide employee base to communicate efficiently, and will leverage cutting-edge technology within Flowserve's daily operations. Inter-cluster dialing within the IP network which will significantly reduce communications costs and turnkey remote device management are some of the key innovations Orange Business Services is bringing to the Flowserve engagement.

"Customer service was a paramount concern to us, and Orange Business Services impressed us with their commitment and attention at every level throughout the organization," said Mike Wald, vice president, Flow Control Division and Flowserve IT operations. "Supported by some top-notch references, we are confident that our new network infrastructure can elevate Flowserve above our industry peers. Thanks to Orange Business Services, we can now look to make advanced technologies, such as software-as-a-service, a reality within our enterprise."

The Flowserve engagement involves a comprehensive set of managed network services, including:

- more than 250 network connections for all Flowserve facilities across 56 countries;
- local area network (LAN) management for 1,000 network switches;
- managed VoIP service to 5,000 handsets, covering 35 percent of all Flowserve employees;
- enhanced messaging protection services for 11,000 mailboxes and security services, such as firewall and secured gateway;
- remote network access for 5,000 users via Business Everywhere from Orange; and
- server hosting and network based Internet gateways.





Full migration to the Orange Business VPN will be completed by March 2011. The full network will support Flowserve's critical applications, such as Oracle and SAP, at a lower cost threshold.

"Our global capabilities in managed network services let enterprises enhance the performance and reach of their IT services," said Diana Einterz, senior vice president, Americas, Orange Business Services. "Flowserve's decision to choose Orange illustrates the superiority of our customer care and why it still remains an important differentiator in managed services."

Orange Business Services was recently recognized in the Telemark dataVPN Customer Service Experience report, achieving the highest Customer Satisfaction Index Overall and Diamond Awards for three categories: Indispensable to Customers; Meeting Requirements; and Network Operation.

### **About Flowserve**

Flowserve Corp. is one of the world's leading providers of fluid motion and control products and services. Operating in more than 55 countries, the company produces engineered and industrial pumps, seals and valves, as well as a range of related flow management services. More information about Flowserve can be obtained by visiting the company's Web site at [www.flowserve.com](http://www.flowserve.com).

### **About Orange**

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. With almost 131 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 45.9 billion euros (10.9 billion euros for the first quarter 2010) and at March 31, 2010, the Group had a customer base of 183.3 million customers in 32 countries. These include 123.7 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](http://www.orange.com), [www.orange-business.com](http://www.orange-business.com), [www.orange-innovation.tv](http://www.orange-innovation.tv)*

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