



press release
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Merck renews global network contract with Orange Business Services

decision based on business continuity success and superior global services

The global pharmaceutical and chemical company [Merck](#) has signed a contract extension with Orange Business Services for the delivery of an IP VPN to facilitate secure, efficient connectivity at 180 locations in 60 countries.

Merck sites use a range of access solutions based on business requirements from Small Office Solutions using an xDSL-based, 2 Mbps connection for small to medium-sized locations up to Gigabit Ethernet for its mission-critical sites.

Along with a global network, Orange Business Services provides Merck [video collaboration services](#), enabling efficient cross-functional decision-making, and [Business Acceleration](#), a suite of business services that improves visibility, management and performance of applications through an optimized communications infrastructure.

Dr. Peter Emele, Director of Global eWorkplace and Communications, Merck in Darmstadt, explains the main rationale for the contract extension: "In order to ensure optimal support for our business activities, we expect the best possible service – both in network or collaboration services – from our strategic service provider. Orange Business Services was first choice for us. In addition, amidst the political upheaval in Egypt and the nuclear reactor catastrophe in Japan, Orange proved itself a reliable partner capable of securing our global production and business processes through tailored business continuity solutions."

In addition to ensuring global business continuity, the ability for Orange Business Services to integrate sites of acquired companies seamlessly, such as the 30 sites of Millipore, the U.S. biotech company that Merck acquired in 2010, was important to Merck. Also, the global orientation of Orange Business Services and its flexibility in terms of contractual conditions and service level agreements were key criteria in the Merck decision.

"We are delighted by Merck's vote of confidence in us," said Dr. Helmut Reisinger, senior vice president for Europe, Orange Business Services. "As a single source provider, we offer our customers a dependable and stable network with seamless network coverage, coupled with our strong track record in critical circumstances, such as natural disasters, for proven [business continuity on a global level](#)."



About Merck

Merck is a global pharmaceutical and chemical company with total revenues of € 10.3 billion in 2011, a history that began in 1668, and a future shaped by more than 40,000 employees in 67 countries. Its success is characterized by innovations from entrepreneurial employees. Merck's operating activities come under the umbrella of Merck KGaA, in which the Merck family holds an approximately 70% interest and shareholders own the remaining approximately 30%. In 1917 the U.S. subsidiary Merck & Co. was expropriated and has been an independent company ever since.

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 sales of 45.3 billion euros for 2011 and has 170,000 employees worldwide at Sept. 30, 2012. 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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