



press release
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Orange Business Services supports Bhutan's national healthcare project

citizens gain access to real-time healthcare services

Orange Business Services, the enterprise communications arm of France Telecom, has entered into a partnership with the Royal Government of Bhutan and Regal Information Technology to deliver real time healthcare services to the people of Bhutan. The services will include real-time health advice and 24X7 emergency response facility to the citizens of the country. The project is designed to integrate new services to be offered by the existing Bhutanese healthcare system.

Undertaken by the Bhutanese Ministry of Health, the project aims to provide quality and reliable healthcare to all its citizens. Toward the same objective, Orange Business Services has set up a Health Help Center (HHC) that will address Health Line Call Center needs and Emergency Management with an anytime-anywhere approach. This is similar to the 911 emergency services offered in the USA.

At the opening ceremony His Excellency Lyonpo Yeshey Zimba, Deputy Prime Minister and also the Minister for Works and Human Settlements said that Bhutan has a well established primary health care system. Being a nation dedicated to the benefit of our citizens, it is our endeavour to enable efficient and effective delivery of healthcare in the remotest part of the country through the utilization of information technology. He urged the citizens and visitors of Bhutan to take advantage of this benefit and ensure responsible and wise use of this service.

The new communication infrastructure set-up will enable citizens to have access to a variety of services including a Health Advice Solution, Emergency Response System and a Health Help Line Call Center for Emergency Management. Orange Business Services has provided similar solutions to large healthcare projects in India and around the world. The solution is provided on a build-operate-transfer model and is being currently managed by Orange Business Services.

Elaborating further, Mr. Bala Mahadevan, CEO, Orange Business Services India, said, "Our association with the Bhutanese government is a privilege, and we are glad that they chose us to contribute to a project as important as their national healthcare infrastructure. Our strong domain [expertise in healthcare](#) was instrumental in winning this project. Our strong partnership with Regal Information Technology and expertise in managing complex PBX, IP



voice based solutions and unified communications & collaboration solutions gave us the unique edge and ability to deliver the best solution.”

There are three companies involved in this national project, including Regal Information Technology (RIT) from Bhutan, which is front-ending the Health Ministry, Orange Business Services, who is setting up the HHC, and Procreate, a Hyderabad-based company for healthcare and Emergency Management expertise.

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 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 169,000 employees worldwide, and sales of 45.5 billion euros in 2010. 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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Editor's note

As a worldwide supplier of services, Orange has gained significant experience in the last 10 years in health. Orange has contributed to the emergence of e-health, successful combination of health care and information and communication technologies.

Drawing on its position of integrated operator, Orange arranges all the technological know-how to propose simple, reliable, effective and innovative solutions addressing the expectations of patients and health professionals. Help the transmission of medical information, improve the follow-up of the patient, optimize and personalize the patient's management of the disease, allow vulnerable populations to stay home safely and on their own... are some of the stakes addressed by Orange Healthcare by providing new services and creating innovative products for the hospital and the patient.

For more information on Orange Healthcare and e-Health initiatives, please [visit our Web site](#).

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