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## **Orange Business Services has achieved Global Avaya Service Certification**

Orange Business Services is the first EMEA-based global provider to complete Avaya's Global Remote Operations assessment.

This means that multinational companies can rely on Orange Business Services for global ITIL-based Day-2 support for the complete line of Avaya products including IP Telephony, Contact Center, and Unified Communications.

Orange Business Services is a Global Avaya partner and has already achieved Avaya Platinum partner status in EMEA and India and Gold in North America, Latin America and Asia Pacific, this means that Orange can design, and deploy Avaya-based solutions in over 190 countries. The Global Operations Support assessment ensures that the necessary infrastructure, process and systems are in place to provide effective Implementation and Support Services to customers.

This new global certification benefits customers because it means they can look to Orange as a single source for maintenance and operations of their Avaya infrastructure. Without a single source, customers must either split day-2 support among multiple vendors, or provide the support themselves. Orange Business Services is one of the few providers that can offer one-stop Avaya support around the globe. A single-source provider is important because:

- It allows customers to rationalize their providers for Avaya based IPT, UC, and Contact Center. This provides cost savings, streamlines operational support and ensures a consistent global deployment
- It enables a virtualized infrastructure. Consistent global capabilities are important to ensure that advanced Unified Communications and Contact Center services will work reliably.

In order to complete its Global Operations Support assessment, Orange was required to pass a series of audits on their operations. These audits verified that Orange has the skill set, the processes, and the proper interlocks with Avaya to ensure customers receive top-notch support for Avaya products.

Overall, the certification shows that customers can have confidence in Orange Avaya-based solutions throughout service lifecycle including design, implementation, and ongoing





maintenance and operations. It also means companies can benefit from Avaya technology without needing to invest in mastering the technology themselves.

Karl Heinzelmann, senior vice president, Consulting and Solutions Integration, Orange Business Services, said: “We are pleased that Avaya has given us this certification. It shows that our customers can have confidence trusting their global Avaya deployments to Orange Business Services.”

“In a fast-moving, global business environment, more and more companies are looking to standardize their infrastructure to get benefits like cost reduction and faster deployment of new capabilities.” said Mark Mitchell, head of service providers – EMEA, Avaya. “With this certification, Orange has proven its ability to manage Avaya products globally and help customers achieve their business objectives.”

### **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](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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