



press release  
Paris, Dec. 6, 2012

## **Orange Business Services leads global enterprise market for unified communications, according to Current Analysis**

**extensive global resources, portfolio and customer support help multinationals enable their unified communications strategies**

Orange Business Services achieved the only Leader rating in the global enterprise market for IP telephony and unified communications services for the second consecutive year, according to a recent report from Current Analysis.

“Orange Business Services (Orange) is a leader in the global enterprise market for IP telephony and UC services, because it has the global resources, portfolio and customer support organization to deliver these solutions on a consistent basis to MNC customers,” said Sandra O’Boyle, Current Analysis Research Director, Business Network and IT Services. “Orange has a focus on delivering complete IPT and UC solutions across leading vendors under the banner of its Business Together portfolio. Its goal is to offer flexible solutions as premise-based, cloud-based or hybrid.”

“Orange Business Services offers a complete range of UC&C solutions and services that can be adapted to the specific environment and eco-system of each multinational customer and has the unique capacity to deliver those solutions in a consistent way on a global basis,” said Paul Molinier, vice president, Unified Communications & Collaboration (UC&C), Orange Business Services. “Indeed, all large companies have specific constraints when implementing a unified communications strategy, and Orange Business Services provides all of the UC&C services which will make the implementation successful whether it is a customer-premise or cloud-based solution.”

As a leader in the global unified communications enterprise market, Orange Business Services supports multinational companies on their unified communications journeys through:

- **global reach** – Orange Business Services provides a robust portfolio of unified communications and collaboration solutions in over 100 countries.
- **clarity of strategy** – Unlike other providers, Orange Business Services plans new solutions for global rollout from the outset. Orange has strategically organized its unified communications portfolio based on user profiles that incorporate IM, presence, telephony, unified messaging, conferencing, and mobility. It all works together to provide a global synchronized unified communications solution that is easy for companies to understand and end users to adopt.



- **depth of portfolio** – Industry analysts report that Orange Business Services offers the broadest range of fully-managed solutions, with premise-based solutions based on leading vendor technology; flexible cloud-based solutions such as [Business Together as a Service which was recently named Best Cloud Service](#) at the 2012 World Communication Awards (WCA); and hybrid models. Orange Business Services can support enterprises that are transitioning from a traditional PBX solution to a full unified communications solution.
- **service wrap** – Orange Business Services offers an unmatched service wrap to support its unified communications portfolio. Life cycle services encompass consulting, project management, global deployment, equipment resale, integration, and migration. Orange supports customers 24x7 through an ITIL<sup>®</sup> based service management framework. Its people, processes and state-of-the-art tools are ISO certified. Orange Business Services won the WCA User's Choice Award based on extensive end user research carried out by Total Telecom in conjunction with Ocean82. Orange received the highest customer satisfaction index from an assessment of survey responses reflecting outstanding customer experience.

Supporting 300 unified communications and VoIP customers with more than 1.2 million IP phones, Orange Business Services has 10 years of experience helping organizations tailor the best unified communication strategy to meet their specific goals.

#### **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 was awarded three of the telecom industry's highest accolades at the annual World Communication Awards 2012 – Best Global Operator, Best Cloud Service and the User's Choice Award. Orange Business Services is a five-time winner of Best Global Operator. Learn more at [www.orange-business.com](http://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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