

secure communications for embassies and consulates

One of the biggest concerns for government agencies, such as Ministries of Foreign Affairs, is maintaining secure and reliable connections to their remote embassies or consulates, many of which may be located in countries with limited infrastructure and IT support. Further challenges to communications, such as local regulations and restrictions, or even political unrest or natural disasters, can add to the enormous responsibility, especially when ICT coordination may not be part of your core business.

Orange has long-term contracts and stringent service level agreements in place with more than 10 ministries around the globe, connecting their mission-critical sites in more than 180 countries. By integrating MPLS IP VPN as a first level of security with satellite services for reliable connectivity in hard-to-reach locations, Orange can help you reduce risk and guarantee high availability and reliability. IT departments can develop a full range of applications, knowing that the wide area network will support them with excellent performance. Back-up services plus bandwidth optimization and application acceleration are available for your media-rich collaboration services.

a secure solution even for unpredictable locations

We take into account the bigger picture that might be driving your core business priorities, such as directives from Central Government, to ensure that your ICT environment works for you, with the resources and capabilities to handle complex deals that may require much forward planning. From initial evaluation, survey and design to delivery, installation, testing, ongoing monitoring, maintenance and service for your equipment and network, we provide a one-stop solution with a clear return on investment. Looking ahead, we support you for the long term, evolving or right-sizing your activities and programs as your needs change.

convergence of terrestrial and satellite capabilities

We design, install, engineer and maintain our own satellite service, fully integrating it into the IP VPN, underpinned by a uniform service level agreement across both terrestrial and satellite networks. Furthermore, we are actively investing in the fiber-based backbone in emerging markets, with a dynamic satellite back-up. We also have the skills and experience to design, implement and manage high-level security solutions.

total global coverage

By using multiple satellite technologies (including dedicated or shared access) with multiple Orange teleports around the world, no other provider can match our broad range of flexible access alternatives to connect remote sites to an enterprise VPN with the service quality that enterprise applications demand.

benefits for local staff

Our reach mirrors widely dispersed embassies and consulates, providing staff with vital local IT support, especially in locations where there is little in-house expertise. We are the only provider with a physical presence in every country in which a ministry operates and, because our service centers are close to airports, our office is often only a short distance from the embassy for prompt support when needed. We also have extensive experience with logistics, import, export, licensing and regulatory issues and know how to apply specific regulations and work with you to use your diplomatic pouch when necessary.

reliable service quality

Orange is protected from network outages due to the reach and redundancy of our global network. We can establish alternate routes very quickly in the event of a cable cut or network disturbance. Satellite service provides a very reliable solution for regions in which local infrastructure is not fully developed; it can be used either as a primary access to the network or as a back-up to terrestrial primary access.

cost savings

Not only will you enjoy a seamless extension of your terrestrial IP VPN to overseas embassies, you can access value-added services like affordable IP telephony, voice over IP, WAN optimization, contact centers and video, all through the same provider. Pricing models are based on a predictable flat rate, regardless of usage, which gives you an accurate view and full control of your telephony consumption.

trusted provider

You can rest assured that we have experience in the sector, especially with the United Nations, the European Commission and European Ministries of Foreign Affairs and French Government Agencies. We know the processes, including legal, regulatory and local customs, and we know the types of applications needed to keep foreign offices and citizens abroad safely in touch with home. We also have a reputation for being flexible and work closely with our customers to find solutions together.



benefits from office to desert, jungle, prairie or glacier

By improving your access to a vast array of applications that you need for the smooth operation of your foreign embassies and consulates, you'll open up new ways to keep operations productive and staff safe.



central ICT coordination

- reduced risk with high availability
- local IT support
- extra bandwidth during special events or disasters
- increased collaboration with other ministries, government and non-government organizations
- security and encryption
- integration with real-time business applications



IP-enabled embassy

- access to corporate network
- IP telephony in 204 countries
- collaboration tools, such as instant messaging and videoconferencing, even over satellite
- corporate VoIP and Wi-Fi and 3G access for mobiles
- flexible IT (including temporary and new locations)
- operational data exchange



staff communications

- Web browsing and email
- mobile service and VoIP
- streaming video and entertainment
- remote laptop access with Business Everywhere
- online training
- telemedicine

why Orange Business Services?

If you're looking to improve productivity and achieve stronger cost control, you can be confident in our position as "Best Global Operator," along with our international network, high standards of service and security, and IT expertise to help you transform your business for the better.

- the largest MPLS IP VPN with 325,000 connections in 172 countries
- local support near your remote embassy
- one uniform, global service level agreement backed with compensation
- availability above 99% depending on region and type of connection
- IT Infrastructure Library®-certified staff and 24/7 troubleshooting with four major service centers to support our global footprint
- World Communication Award winner: Best Global Operator in 2006-2009
- 40+ years of experience in the satellite market
- strong presence in Asia Pacific, EMEA and the Americas
- strong portfolio of value-added services: telephony, messaging, mobility and application acceleration

our customers speak out:

"After a long, multi-phased competitive selection process, we are looking forward to cooperating with Orange Business Services, the provider with clearly the best offering. Orange has proven to be a reliable partner to organizations that are similar to ours with offices in the countries that are very demanding for telecommunications services."

"The Orange offering was superior in several high-importance areas to the Ministry. Out of four qualified candidates, not one could match the technical solution, global coverage or ability to provide local support in all locations, even to remote sites. With the implementation of the new, advanced global infrastructure, we will also have a path for running data, voice and video applications over one single high-performance network. At the same time, it is a necessary step for developing and rolling out key global projects, such as a new document management system and a fingerprint authentication system to validate passports."

"Orange Business Services has the best offer for our embassies and consulates. We are bound by the strict rules that apply to all larger public procurement contracts."

"During the RFP process, Orange offered the added value of more sites with fixed connectivity and more secondary connections via DSL, which ensured critical redundancy within the solution. Overall, the Orange solution gave us highly secure data transmission and reduced risk at an overall more competitive price."

"Worldwide coverage and ability to provide local support to our remote sites was key for the Ministry."