



press release  
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## **KONE to enrich customer experience with Orange Business Services contact center solutions**

- **mix of dedicated and cloud-based contact center solutions provide high quality and efficient multi-channel customer support**

KONE, a global leader in the elevator and escalator industry, has chosen Orange Business Services to provide two contact center solutions covering 25 sites in 22 countries. This two-part solution helps KONE achieve greater customer satisfaction while improving operational efficiency of its customer service and sales support.

Headquartered in Finland, KONE has more than 1 million elevators and escalators in its maintenance base in close to 60 countries, resulting in efficient and reliable customer support being a business imperative. In order to meet KONE's precise needs at various locations Orange Business Services tailored its offer.

KONE has deployed Managed Contact Center, based on Avaya EMC technology, at its large service and business support centers and the award-winning Flexible Contact Center, a cloud-based solution, at its Singapore and Eastern European support centers. In addition to achieving greater customer satisfaction, these contact center solutions enable KONE to have a more efficient customer support organization with faster turn-around times for product information, customer quotes, invoices and customer requests.

### **Tailored solutions for different market requirements**

The multi-channel Managed Contact Center solution, including e-mail, chat and voice serves KONE large sites in Europe, the Middle-East and North America. This contact center application is business-critical because it is used to support entrapment rescue, and it is integrated into both KONE's remote monitoring platform and its Salesforce CRM software.

The cloud based Flexible Contact Center solution meets the needs of KONE's smaller sites. This flexible cloud solution provides the ability to mix channels easily, such as voice and email, and is quick to set up. Integrating the solution with its CRM software, Salesforce, allows KONE's contact center agents to have the same user interface, regardless of the communication channel used.

"Providing an outstanding customer experience to our customers is one of our strategic cornerstones. Orange Business Services will play an important role in helping KONE with our digital transformation by upgrading our contact center solutions to the next-generation and adding multimedia services to customer interaction. With a tailored approach from Orange Business Services, we will be able to offer the exact customer interaction expected by our customers, wherever they are and whatever



communication channel they favor,” said **Antti Koskelin, CIO, KONE Corporation.**

“We are honored to be KONE’s partner in their digital transformation and provide them with a unique way to serve their customers better and improve their business efficiency, while differentiating from their competitors. By consulting with KONE and truly understanding their business requirements, Orange Business Services was able to demonstrate a true business partnership and provide KONE with innovative contact center solutions. In addition, we have the global expertise and experience to ensure smooth deployments while providing on-the-ground support with our own local field operation staff in more than 160 countries,” said **Anne-Sophie Lotgering, senior vice president, Europe, Russia & CIS at Orange Business Services.**

#### **About KONE**

KONE is one of the global leaders in the elevator and escalator industry. KONE's objective is to offer the best People Flow® experience by developing and delivering solutions that enable people to move smoothly, safely, comfortably and without waiting in buildings in an increasingly urbanizing environment. KONE provides industry-leading elevators, escalators, automatic building doors and integrated solutions to enhance the People Flow in and between buildings. KONE's services cover the entire lifetime of a building, from the design phase to maintenance, repairs and modernization solutions. In 2014, KONE had annual net sales of EUR 7.3 billion, and at the end of the year over 47,000 employees. KONE class B shares are listed on the NASDAQ OMX Helsinki Ltd. in Finland. [www.kone.com](http://www.kone.com)

#### **About Orange Business Services**

Orange Business Services, the Orange branch dedicated to B2B services, is not only a telecom operator, but also an IT solutions integrator and applications developer in France and around the world. Its 20,000 employees support companies in all areas of their digital transformation: mobile and collaborative workspaces; IT/cloud infrastructure; fixed and mobile connectivity; private and hybrid networks; applications for Internet of Things, 360° customer experience and Big Data analytics; and cybersecurity thanks to dedicated experts and infrastructure to protect information systems. More than 3,000 multinational organizations and 2 million SOHOs, enterprises and local authorities in France rely on Orange Business Services as their trusted partner.

Learn more at [www.orange-business.com](http://www.orange-business.com) or follow us on [LinkedIn](#), [Twitter](#) and our [blogs](#).

Orange is one of the world's leading telecommunications operators with annual sales of 39 billion euros in 2014 and has 155,000 employees worldwide at 31 March 2015. Orange is listed on the NYSE Euronext Paris (symbol ORA) and on the New York Stock Exchange (symbol ORAN).

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