



Danone

Cut costs, improved collaboration and lowered its carbon footprint

“ Orange Business Services, through a combination of its technology and people, are delivering an excellent service that is generating great feedback from the increasing number of employees around the world using videoconferencing. ”

Jean-Marc Lagoutte
CIO
Danone

Highlights

- Producer of healthy foods built on sustainability principles
- 20,000 employees, 200 locations worldwide
- Focus on reducing carbon footprint
- Needed quality of service and reliability for effective videoconferencing
- Orange IP VPN with classes of service allows application prioritization
- Connectivity SLAs to guarantee service quality
- Enhanced global collaboration and improved employee work/life balance
- Network application performance monitored/controlled by simple Web-based management tools



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DANONE

Issues and challenges

Danone is a global leader in the production, distribution and sales of healthy foods with 20,000 employees at 200+ locations and sales of just under €15B in 2009.

With sustainability being a key part of Danone's DNA, a key initiative was launched in 2008 to make sustainability part of employees' everyday lives. A specific measure that focused attention was that the General Managers of the 150 associate companies had their bonuses based, in part, on the reduction of their company's carbon footprint.

This prompted calls from senior managers for technology that would help them achieve their targets. A videoconferencing solution was selected, but it was then discovered that the legacy network was unable to support this application, and the quality of sound and vision was poor and discouraged people from using videoconferencing.

The objective

Identify a global network provider able to deliver high-quality videoconferencing services to cut costs and carbon footprint while enhancing global collaboration.

The benefits

The Orange Business Services videoconferencing-enabled network has allowed Danone to fully deploy this solution, which is delivering significant benefits on a global scale.

Enhanced collaboration

- Improved quality of sound and vision making videoconferencing a business-critical tool

Significant savings

- Over 30% savings on travel and expenses

Better network control

- Application performance on the network monitored and controlled by simple Web-based tools

Increased productivity

- Enhanced work/life balance for senior executives

The Orange Business Services solution

- Global IP VPN with five classes of service of voice and video channels for application prioritization
- Connectivity service level agreements on round trip delay, jitter and guaranteed time to restore
- Real-time reporting and service level agreements by class of service
- Program and partner management

The results

- Enhanced global communication and collaboration
- Over 30% savings on travel and expenses
- Better work/life balance for senior executives
- Improved control and management of application performance

“ Videoconferencing is now a core tool in helping us to enhance global collaboration, cut costs and reduce our carbon footprint. ”

For more information about Orange Business Services, visit www.orange-business.com

For more information about Danone, visit www.danone.com



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