



Flowserve

World-class yet cost-effective network services and customer care

“ We asked each of the vendors to talk us through a monthly report. Orange sat down on a monthly basis with a complete top-down review of the hot points, the cold points, the over-utilized, the under-utilized – the parameters you would expect of a highly customer-focused organization. ”

Mike Wald
Vice President of Operations & IT
Flow Control Division
Flowserve

Highlights

- Award-winning world leader in pumps, valves, seals, automation and related services in the power, oil, gas and chemical sectors
- Specialist in helping customers move volatile gases and liquids safely and securely
- 250 sites in 50 countries around the world, employing 15,000 staff
- Wanted cost-effective network solution to replace poorly-performing legacy supplier
- Required voice, data and wireless services delivered over an MPLS WAN
- Needed enhanced performance of applications, including SAP ERP and Oracle



**Business
Services**



Issues and challenges

Flowserve is the award-winning world leader in the supply of pumps, valves, seals, automation and related services to the power, oil, gas and chemical industries all over the world. The company helps its customers transport the most volatile gases and liquids safely and securely. Headquartered in Irving, Texas, Flowserve employs 15,000 people at 250 sites in over 50 countries, has customers in more than 70 countries and boasts annual revenues in excess of \$4 billion.

The company wanted a new telecom provider because it was experiencing poor network application performance, slow response to problems and delayed reporting. Flowserve had multiple duplicate systems and needed to reduce network costs and increase application performance. They were looking for a provider who could deliver and manage a high-quality MPLS WAN backed with a high standard of customer service.

Inter-company communications were also important, and the network would need to be robust enough to support Flowserve's expansion objectives for emerging markets over the next 3-5 years.

The objective

Implement a cutting-edge WAN, delivering enterprise voice, data and wireless services to more than 250 locations around the world with high-quality customer service.

The benefits

Orange Business Services delivered enhanced network operations and high-standard customer service while helping cut back on costs, backed by strong service level agreements to guarantee performance.

Major bottom-line impact

- Increased bandwidth for substantially less cost
- Inter-cluster dialing, which reduced communications costs
- Markedly lower total cost of network ownership

Enhanced customer service

- Pro-active customer service, rapid issue resolution and timely reporting
- Strong SLAs, ensuring performance and commitment to quality

Improved application performance

- Enhanced performance of SAP ERP and Oracle applications

Centralization and security

- Centralized, simplified management with one sole provider
- Increased security

The Orange Business Services solution

- Global MPLS IP VPN
- More than 250 network connections across 56 countries
- Voice over IP for 5,000 handsets
- Remote device management and access for 500 users
- Managed WAN optimization and LAN management for 1,000 network switches
- Managed wireless network
- Program management

The results

- Reduced network expenses from \$10 million to \$6 million
- Security on 11,000 mailboxes plus firewall and secured gateway
- Reduced communications costs with voice over IP on 5,000 handsets around the world
- Network adaptability and scalability, permitting easy rollout of services to new locations and sites

“ One of the hardest things to do is change a telecom vendor, and you don't take these decisions lightly. But I wasn't sleeping well at night, and I'm hoping I sleep a little better now. ”

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

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0216/CCS-FLO-024(3)