



Ontex

Enhanced collaboration to increase teamwork

“ Our experiences with Orange Business Services have been very positive. We can now benefit from an enhanced end-user collaboration experience via IM, presence and web conferencing on a daily basis. Through this partnership, we expect to have better teamwork across borders, leading to more efficient, happy users and, last but not least, satisfied customers. ”

Jurgen de Wolf
Group ICT Operations Manager
Ontex

Highlights

- Ontex is a leading global producer of disposable personal hygiene solutions
- A key challenge faced by the company was managing rapid growth and the relocation of its headquarters
- The client also wanted to upgrade employee workplaces, increase working flexibility and enhance international collaboration
- We implemented a hosted, managed Business Together solution based on Microsoft Lync for 1,100+ users across 25 sites in 10 countries on a pay-by-use basis
- Ontex now has enhanced end-user collaboration and knowledge transfer capabilities, increased productivity and greater teamwork across borders, as well as reduced costs and robust unified communications and voice services



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Issues and challenges

Ontex is a leading global producer of disposable personal hygiene solutions. From its new headquarters in Belgium, the company has over 4,200 employees with 12 manufacturing facilities.

Rapid growth had produced a series of challenges and, combined with the move to a new headquarters location, prompted a renewed focus on employee productivity. A set of initiatives around upgrading workplaces, flexibility in working from home and hours worked needed to be supported by enhanced communications technology. At its heart, the focus was on better enabling collaboration and teamwork across the international group to continue delivering high-quality customer service.

The objective

Support employee communication in order to enhance productivity, cut costs and meet customer service requirements.

The Orange Business Services solution

- Orange Business Together on the Microsoft Lync platform – a global unified communications solution
- 1,100+ users across 25 sites in 10 countries: Australia, Belgium, Czech Republic, France, Germany, Italy, Russia, Spain, Turkey and UK
- Managed, pay-per-user solution hosted in Orange data center
- Orange WAN services
- Project and partner management – Microsoft

The benefits

Orange delivered a unified communications solution to support new working practices throughout Ontex's global operations.

Greater productivity

- Communication via IM, presence, web conferencing
- Enhanced international collaboration
- Faster knowledge transfer

Financial transparency

- No capex; all "pay-by-user" opex
- Cost visibility, facilitating financial planning
- Reduced travel for time and cost savings

Increased employee engagement

- Improved flexibility of home working and hours worked
- Better work/life balance
- Enhanced customer service

The results

- Greater employee retention
- Simplified management
- Enhanced business agility
- Reduced costs

“ We are always looking for better ways to support our customers' requirements across established countries; the Orange expertise, combination of available technology platforms and solutions and industry-leading service models are exactly what we've been looking for to meet our objectives. ”

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

For more information about Ontex, visit www.ontexglobal.com



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