



Saipem

Clear and reliable voice service that cuts costs

“ We have worked with Orange Business Services since 2004 and consider them to be a strategic partner. We needed to reduce our voice costs significantly and improve voice quality and reliability. Orange presented an innovative solution that helped us to develop a compelling business case. The cost savings have been good and are growing year on year. ”

Marco Carini
TLC Manager
Saipem

Highlights

- Global engineering & construction and drilling operator in oil and gas “hotspots” and emerging regions
- Need to cut voice costs (fixed and mobile) with focus on international calls
- Business Talk SIP trunking solution with migration to Orange voice network
- International Business Talk off-net from remote sites
- Major savings on international telephone costs, growing year on year
- Improved voice quality and reliability
- Increased cost control and transparency with detailed billing



**Business
Services**



saipem

Issues and challenges

Saipem, a subsidiary of ENI, is a leading global oil and gas operator in tough and technologically challenging projects in deepwater, remote areas and “difficult” oil. From its headquarters in Milan, Saipem’s 40,000 employees operate in 70 countries. The company has two business units – engineering & construction and drilling – and has a strong local presence in oil and gas “hotspots” and emerging regions.

Operating in a variety of difficult environments worldwide, the company had acquired a mix of legacy network providers with undependable service level agreements as well as poor voice quality and reliability. In addition, managing multiple providers was time consuming and costly, and they were unable to provide detailed billing information down to site level for efficient and accurate internal cost allocation.

Saipem decided that a new approach was needed to meet its voice requirements, with a very strong focus on enhancing voice quality and service reliability while reducing international telephony costs.

The objective

Improve voice quality and reliability and significantly cut costs.

The benefits

Our Business Talk SIP trunking solution is actively supporting Saipem’s growing worldwide operations.

Lower costs

- Reduced international telephony costs
- Savings growing year on year in line with increased traffic

Enhanced service

- Improved voice quality and reliability
- Scalable solution in line with Saipem’s business plan

Greater control

- Cost transparency
- Detailed billing allowing internal cost allocation

Easier management

- Simplified supplier relations
- Quicker issue resolution

The Orange Business Services solution

- Orange Business Talk SIP trunking with migration to the Orange voice network
- International Business Talk off-net from remote sites
- Comprehensive service level agreements
- Full reporting per entity, site and user
- Built-in capacity flexibility in line with Saipem’s business plan
- Program management

The results

- Lower costs
- Cost savings growing year on year
- Reliable service for remote sites
- Easier internal cross-charging
- Quicker issue resolution
- Enhanced global communication

“ On top of excellent cost savings, the service from Orange Business Services is very good and actively supports our business worldwide. ”

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

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