



Moogsoft partners with Orange Business Services in the Americas to help global enterprises innovate and automate IT operations

Orange customers benefit from artificial intelligence for IT Operations (AIOps) with new virtual network operations center (NOC) solution

ATLANTA and SAN FRANCISCO – September 8, 2020 – [Moogsoft](#), the pioneer and leading provider of artificial intelligence for IT Operations (AIOps), and [Orange Business Services](#), a network-native digital services company, today announced a new partnership in the Americas to streamline incident management and help prevent outages for Orange enterprise customers. A new virtual network operations center (NOC) solution based on the Moogsoft AIOps Platform allows IT teams within Orange customers' organizations to operate virtually and collaboratively. AIOps helps customers proactively understand incidents and their root causes, and ensure uptime. This virtual option is paramount with the shift to extensive remote working.

“The pandemic has driven a near-complete reliance on digital services to keep enterprises thriving, at the same time disrupting the ways in which IT operations teams work together to maintain these services and build new ones,” said Rob Willcock, President of the Americas, Orange Business Services. “The Moogsoft AIOps Platform’s unique virtual NOC gives our customers advanced collaboration capabilities to allow their remote IT workforce to address situations quickly, ensure business continuity and optimize operational efficiency.”

Orange Business Services will combine the Moogsoft AIOps Platform with both its IT transformation and Digital and Data expertise to deliver its global customers a single-pane-of-glass from which to efficiently identify, understand and address incidents from across multiple sources, including metrics, alerts, traces and logs. By applying deep knowledge of its customers' operational needs, Orange Business Services can quickly help virtualize its customers' global NOCs using the patented Moogsoft algorithms and collaboration tools, ultimately providing an even better user experience.

“Orange Business Services has created an impressive IT Transformation practice that aligns its intimate knowledge of clients’ IT environments and business needs with the very best in IT operations and service management technology,” said Moogsoft founder and CEO Phil Tee. “Through the Moogsoft AIOps Platform, Orange adds a layer of advanced automation for solving potential problems with remote IT operations.”

Learn more by attending a [live webinar](#) on September 9 at 1pm EDT about the combined solution from Orange Business Services and Moogsoft.

Moogsoft Enterprise 8.0 Enables the Virtual NOC

Built on the Moogsoft AIOps Platform, Moogsoft Enterprise 8.0 delivers unprecedented automation and user experience, allowing IT Ops and DevOps teams to virtualize their NOC and work more effectively — from anywhere. The Moogsoft Situation Room expands collaboration capabilities throughout the incident management process, so these teams can diagnose and resolve problems quickly, before they impact user experience. More details at moogsoft.com/VNOC.

Additional Resources

- More information on the [Moogsoft AIOps Platform](#) and [Moogsoft Enterprise](#)
- Read the [Moogsoft Blog](#)
- Follow Moogsoft on [Twitter](#), [LinkedIn](#) and [Facebook](#)

About Moogsoft

Moogsoft is a pioneer and leading provider of AIOps solutions that help IT teams work faster and smarter. With patented AI analyzing billions of events daily across the world’s most complex IT environments, the Moogsoft AIOps Platform helps the world’s top enterprises avoid outages, automate service assurance, and accelerate digital transformation initiatives. Founded in 2012, Moogsoft has more than 140 customers worldwide including American Airlines, Fannie Mae, Fiserv, HCL Technologies, SAP SuccessFactors, and Verizon Media. It has established strategic partnerships with leading managed service providers and outsourcing organizations including AWS, Cisco, HCL Technologies, TCS and Wipro.

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For more information about Moogsoft’s AIOps platform and its customers’ success, visit www.moogsoft.com.

About Orange Business Services

Orange Business Services is a network-native digital services company and the global enterprise division of the Orange Group. It connects, protects and innovates for enterprises around the world to support sustainable business growth. Leveraging its connectivity and system integration expertise throughout the digital value chain, Orange Business Services is well placed to support global businesses in areas such as software-defined networks, multi-cloud services, Data and AI, smart mobility services, and cybersecurity. It securely accompanies enterprises across every stage of the data lifecycle end-to-end, from collection, transport, storage and processing to analysis and sharing.

With companies thriving on innovation, Orange Business Services places its customers at the heart of an open collaborative ecosystem. This includes its 27,000 employees, the assets and expertise of the Orange Group, its technology and business partners, and a pool of finely selected start-ups. More than 3,000 multinational enterprises, as well as two million professionals, companies and local communities in France, put their trust in Orange Business Services.

For more information, visit www.orange-business.com or follow us on [LinkedIn](#), [Twitter](#) and our [blogs](#).

Orange is one of the world's leading telecommunications operators with revenues of 42 billion euros in 2019 and 253 million customers worldwide at 30 June 2020. Orange is listed on the Euronext Paris (ORA) and on the New York Stock Exchange (ORAN). In December 2019, Orange presented its new "Engage 2025" strategic plan, guided by social and environmental accountability. While accelerating in growth areas, such as B-to-B services and placing data and AI at the heart of innovation, the entire Orange Group will be an attractive and responsible employer.

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