

Your trusted digital transformation partner

As your trusted digital transformation partner and integrator of multi-supplier mobile services, Orange provides end-to-end operational governance, supervision and unified management of all your service providers. This helps you reduce the costs, minimize the risks and improve the performance of your mobile assets across your entire enterprise.

In today's digital economy, mobility is imperative in building an agile, productive and motivated workforce. It gives all employees, from office personnel, to frontline staff, field and factory workers, an on-demand environment, accessible anytime, anywhere and from any device.

But global organizations are faced with the increasingly complex burden of managing multivendor, multi-OS and multipurpose mobile devices. The core issue is that the mobile industry operates with a country-centric approach, which means the terms of contracts, services, offers and billing systems differ in each country.

This results in multiple contracts in many countries from mobile service providers (MSP) such as mobile network operators (MNO), device providers, Telecom Expense Management (TEM) and Unified Endpoint Management (UEM) providers.

Having multiple local vendors often leads to duplication and higher overhead costs, with unclear roles and responsibilities, inadequate performance tracking and poor support response times. This complexity makes it very difficult to have overall visibility of the enterprise-wide mobile fleet and the associated contracts, which is required to optimize productivity and control costs.



Mobile Service Integration: our answer to mobility management

At Orange Business Services we act as your service integrator, providing a single point of responsibility for services and technologies from multiple vendors.

Our enterprise mobility experts, together with automated processes and tools, and guided by accurate performance measurements, manage your mobile operator contracts and service providers on your behalf and ensure that your services are in line with your global business objectives.

The time has come to consider MSI for mobility management if...

- 1** Your company operates subsidiaries around the world and you have multiple mobile connectivity providers to manage across several countries.
- 2** You are considering centralizing or out tasking mobile management activities to improve cost and operational efficiency.
- 3** You find it increasingly difficult to track the performance levels of the services your mobile service providers are delivering.
- 4** You have limited overall visibility of your mobile solution landscape and associated contracts, which makes budgeting a problem.
- 5** You lack in-house expertise and best-in-breed tools to integrate multiple suppliers globally.

50%

of large enterprises will require an MSI approach for their vendor management by 2022

Source: Gartner



Your benefits

You can let our experts take care of the multi-local complexity of your mobile services, and boost your performance.



Reduced cost and increased value

MSI processes remove overhead duplication and tool costs while creating value by identifying any savings opportunities.



Improved operational efficiency

Streamlined management of mobile resources and capacity with a centralized help desk reducing the number of tickets issued and the time for issue resolutions.



Increased visibility and control

Providing central visibility on costs and mobile traffic monitoring so you better understand your usage. Commercial and vendor performance is tracked on your behalf.



Consistent governance and processes

Centralized procedures ensure all your contracts are properly implemented and service levels monitored.



Simplified mobility management

Providing a single point of contact, ownership and control for mobile services, while retaining the flexibility to choose the best suppliers around the globe.

MSI: business model optimizing your return on investment



Key cost factors

- Number of incidents or requests
- Number of countries
- Number of service desk agents (local and/or global)
- Service desk locations
- Existing incident/request management process
- Existing ITSM, if any and continuous improvement



Design a solution



Create a business case



Savings



Value creation

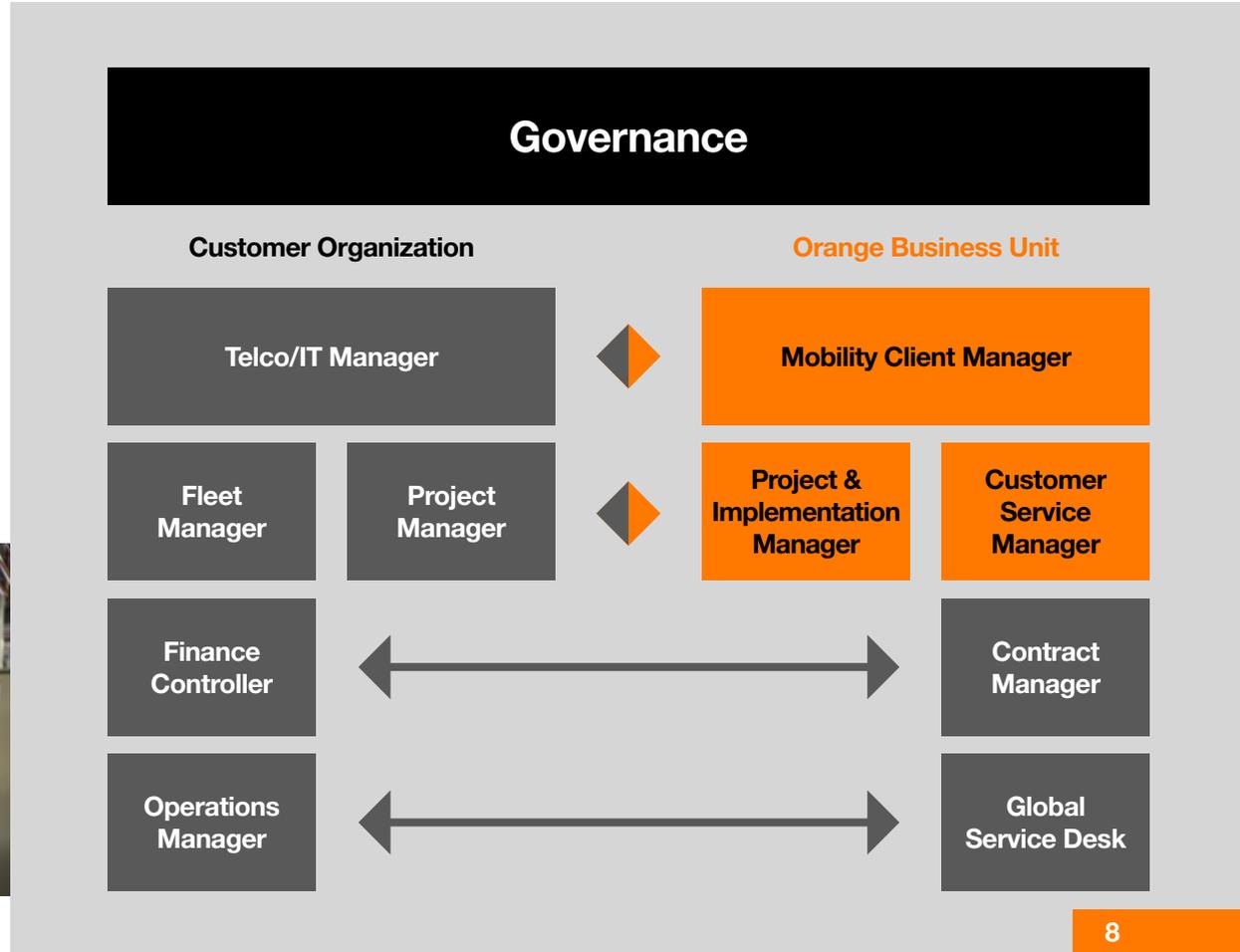


Process optimization



MSI: business model optimizing your return on investment

Our governance model integrates your multi-sourcing ecosystem and is fully aligned with your structure. This enhances cooperation between all service providers and ensures that all processes are designed, implemented, and executed in a consistent way across all services in scope.



Case studies



A global producer and marketer of fast-moving customer goods with 170,000 employees and a presence in 190 countries was looking to better manage and understand its mobile usage as part of its digital transformation roadmap.

Challenge

The company needed a trusted provider to accompany its digital transformation by integrating our solutions into its IT environment.

Solution

As part of an MSI approach, Orange Business Services integrated the customer ITSM and HR tools into Orange reporting and incident management processes.

Benefits

As a result of MSI, the MNC has benefited from an enhanced visibility into the incidents and requests per country, reduction of the number of tickets and continuous improvement.



One of the world's leading packaging companies with 29,000 employees in 40+ countries was looking to take back control of its mobile estate at a central level.

Challenge

The company had no overall control or visibility of its mobile spend at local level.

Solution

As part of an MSI approach, invoice verification against contract, profile optimization and reporting were put in place together with homogenous mobility contracts, delivery and operational support via the Orange service management hub.

Benefits

The solution provided a centralized model and increased visibility and cost control to simplify global management.

Why Orange?

Our unique positioning as an operator-integrator provides us with key insights and capabilities that are essential to understanding and addressing our customers' need to manage enterprise mobility on a global scale. Our MSI for Mobility offering provides a wide set of functions and processes designed to solve an MNC's mobile integration and management issues, backed up by a team of global mobile experts.

Business demands on mobility continue to become more complex and demanding. With Orange MSI you get an end-to-end solution that reduces complexity, increases flexibility and allows you to remain in control.

 Worldwide presence with a local service teams in 100+ countries

 2+ million devices managed daily

 3,400 dedicated experts around the globe
90+ ServiceNow experts

 3,000+ multinational customers worldwide

 Five major service centers

 Mobility experts certified with ISO 27001, ISO 20000 and ISO 9001

 Dedicated and ITIL® certified service desk based in Orange Major Service Center in Mauritius

 24/7 service desk capability scalable to your needs

To find out more about how you can maximize global mobile connectivity across your enterprise, visit <https://www.orange-business.com/en/solutions/mobile-connectivity> or contact:

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