

# Multisourcing Service Integration for Mobility

**Centrally manage enterprise mobile connectivity spend and performance**



**Multisourcing Service Integration (MSI) for Mobility allows you to simplify and optimize the management of multiple mobile operators and service providers.**

In today's digital economy, mobility is imperative in building an agile, productive and motivated workforce. It gives employees 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 traditionally 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 mobile fleet and its contracts, which is required to optimize productivity and control costs.

## **MSI: a simple answer to mobility management**

At Orange Business Services we deliver a strong multisourcing service integration (MSI) proposition by acting as your service integrator, providing a single point of responsibility for services and technologies from multiple vendors.

For mobility it means that we manage mobile operators and service providers on your behalf thanks to our mobility experts, automated processes and tools, together with accurate performance measurements.



**Business  
Services**

## **Signs the time has come to adopt MSI for mobility management**

- You are an MNC with many subsidiaries around the world and have an increasing number of mobile providers to manage
- You are considering centralizing or out tasking mobile management activities to improve cost and operational efficiency
- You are facing increasing issues with your mobile providers and find it difficult to track the performance levels of the services they are delivering
- You find it difficult to have overall visibility of your mobile solution landscape and associated contracts, which makes budgeting a problem
- You lack in-house expertise and best-in-breed tools to integrate multiple suppliers globally

# 50%

A black silhouette icon of a multi-story building with a grid of windows.

**of large enterprises will require MSI to manage their network of multi-suppliers by 2022 against 10% today**

(Gartner, 2018)

# MSI: a new way of managing enterprise mobility

Under your authority, we can provide MSI orchestration of all your mobile operator and service provider contracts in an agnostic way.

With MSI for Mobility, we take over the management of your multiple mobile providers through the integration of five main services:



## **Incident and request management** **Improve operational effectiveness** **through coordinated processes**

We analyze your current service management solutions and processes, and recommend the best possible model leveraging your existing ITSM solution, if any. Integrated solutions or manual processes can also be proposed. This allows you to have a centralized procedure for ordering and incident management, regardless of the mobile operator or provider being used, where Orange deals directly with local operators' complexities and specifics on your behalf.



## **Cost management** **Optimize mobility costs** **and increase business value**

Our telecom expense management solution provides reporting on usage and spend, and dedicated mobility experts provide optimization recommendations through regular service reviews, allowing you to have visibility on all costs relating to your mobile service providers. Optional invoice verification checks invoice accuracy against contracts and profiling mechanisms can suggest the most cost-effective bundles according to usage.



## **Contract management** **Centralize contract events** **to improve vendor performance**

You have all your mobile operators and service providers contracts, as well as operational, financial and contractual KPIs in one place. We manage upcoming contract milestones on your behalf and identify any KPI deviations, gaps, duplications and scope for change.



## **Unified endpoint management** **Secure and manage all enterprise** **devices**

UEM by Orange enables employees to securely access corporate data and apps from any device, any OS, any form factor and with any operator, for business productivity while maintaining user privacy. With "UEM expertise as a service" our customers can out task the complexity of a fast evolving world and benefit from proactive service management.



## **Global Service Desk** **Hand over day-to-day mobility management** **to focus on your core business**

The Orange Global Service Desk acts as a central service hub, supporting in particular your mobile incidents and requests and liaising directly with your internal service desks 24/7, anywhere and everywhere. Key performance indicators (KPI) and monitoring solutions ensure that your performance is tracked, resolutions followed up and your business outcomes achieved.

# 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.

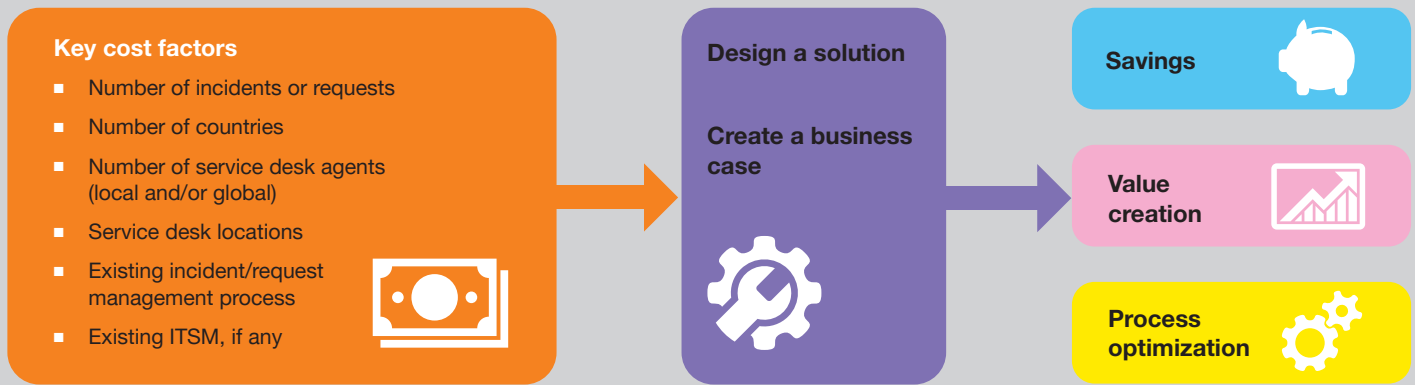


**Simplified mobility management:** providing a single point of contact, ownership and control for mobile services, while retaining the flexibility to choose the best suppliers around the globe.



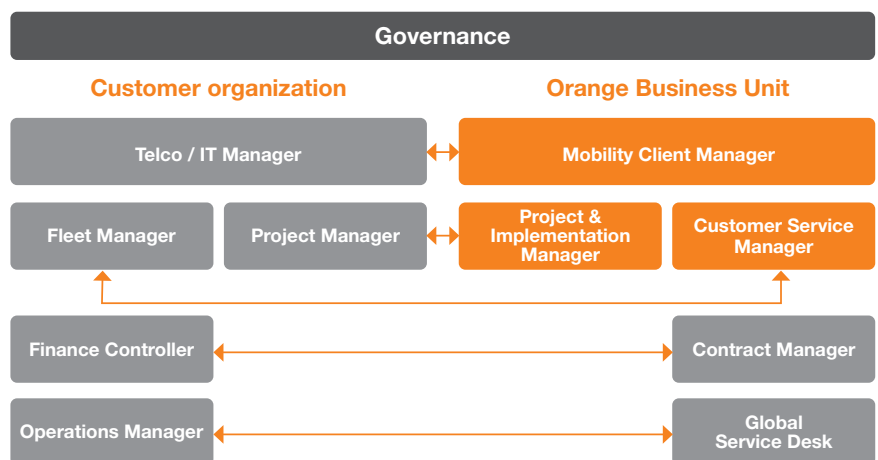


## MSI: business model optimizing your return on investment



## Governance model reflecting your organization

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

MSI is built on trust and proven capabilities and management skills. Managing multiple suppliers and technologies worldwide is our daily business. Our MSI 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.



Unrivalled worldwide presence  
with a presence in 220+ countries



1+ million devices managed daily



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



1,000+ worldwide partners



Five major service centers



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



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



24/7 service desk capability scalable  
to your needs, with multilingual options

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>



**Business  
Services**

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