



**Business  
Services**

AVASANT

# Multisourcing Service Integration 2021–2022 RadarView

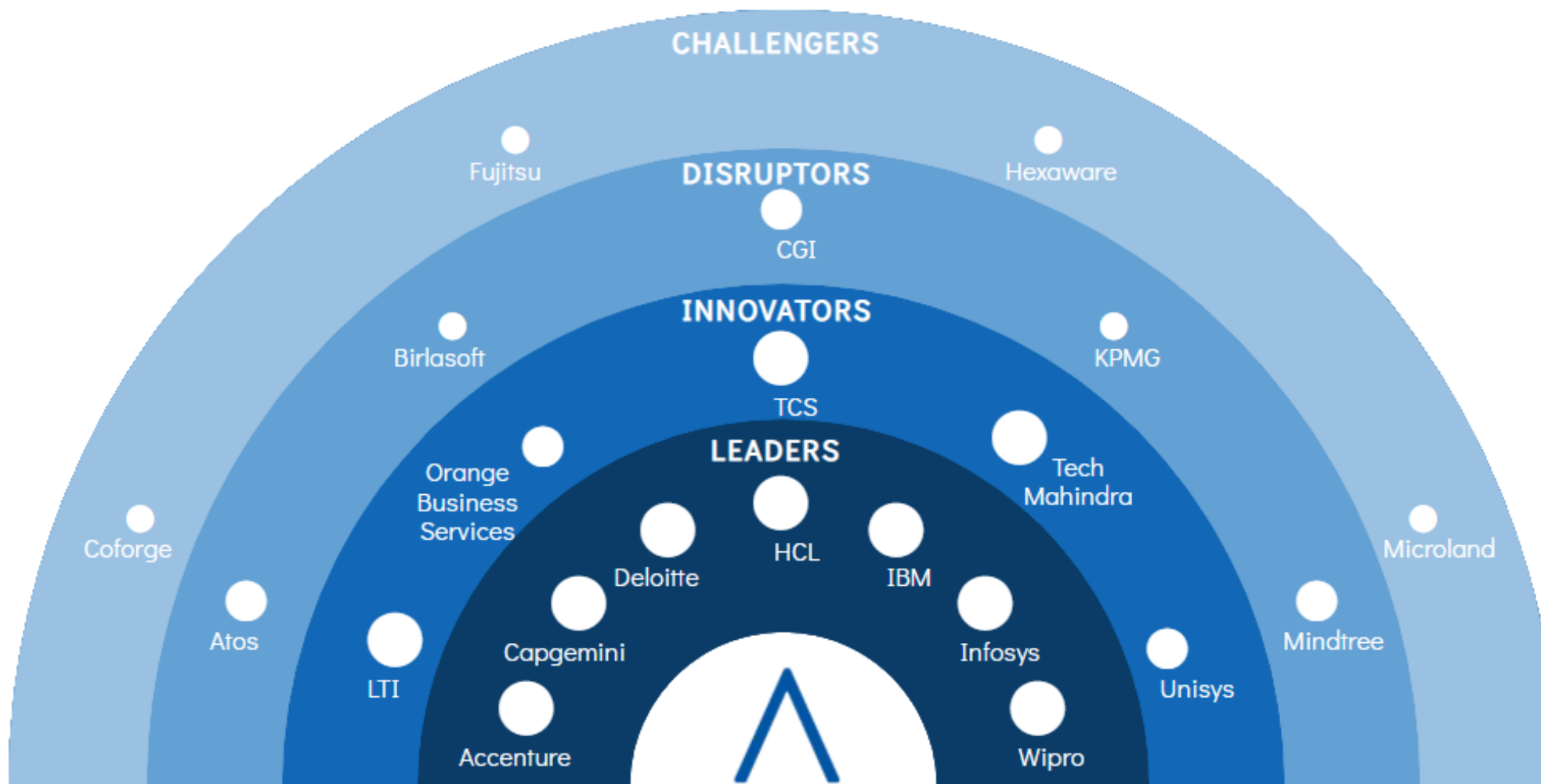
Service provider profile

April 2022



# Avasant recognizes 21 top-tier providers supporting the enterprise adoption of MSI

Practice maturity   



# Orange Business Services: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments and innovation ★★★★★

Uses WITO methodology for incident management and risk mitigation. Leverages partners' AI platform for preventing outages.

## Practice overview

- Practice size: 1,200+
- Active clients: 70+
- Certified/trained resources: 110+ SIAM certified employees
- Delivery highlights: 5,000+ service desk agents across five service centers

>€3B  
IT & integration services revenue, 2021

>6.4%  
IT & integration services YOY growth, 2021

## Key IP and assets

- Walk-in Take-over (WITO): A methodology for accelerating deployment of MSI services
- DevOps: A framework used for digital integration between IT and operations for creating a unified and consistent IT structure

## Client case studies

- Built an Multisourcing Service Integration (MSI) model for Mars connecting more than 1,25,000 associates to offer a scalable platform for hosting applications. The transition streamlined WAN/LAN management and enabled easier onboarding of new service providers.
- Used an MSI model to restructure the IT environment of a US-based elevator manufacturer to support its strategic disintegration. It managed the customer's network operations center (NOC) services of more than 300 routers and met the contractual deadline.
- Managed nine telco providers and created global network service nodes for an Australian engineering company using the MSI model. This helped support cloud-centric strategy managed by provider and unified vendor management operations.
- Provided a service desk and a single CMDB across providers for a global aircraft manufacturer to improve its efficiency. It reduced incidents by about 14% and improved services through root cause analysis.

## Partnerships/alliances

Technology partner

Solution providers

## Sample clients

- A global aircraft manufacturer
- A multinational professional services network
- An enterprise software company
- A France-based home improvement retailer
- Mars Inc.
- A US-based elevator manufacturer
- Siemens
- An Australian engineering company

## Industry coverage

Aerospace & defense
Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
<b>Manufacturing</b>
Nonprofits
Retail & CPG
<b>Telecom, media &amp; entertainment</b>
Travel & transportation
Utilities & resources

Darker color indicates higher industry coverage through digital services ●●●●●

## Analyst insights

### Practice maturity



- Orange Business Services' (OBS) Multisourcing Service Integration (MSI) offerings include performing MSI maturity assessment, integrating technologies and applications through e-bonding and APIs, and updating SLAs and KPIs based on customer requirements.
- It helps in implementing a service desk for end-to-end performance monitoring and analytics for continual service improvement.
- Its WITO methodology provides transition and transformation support which consists of steps including project scope and schedule, planning workshop, risk management plan and mitigation, audit document readiness on current operations, analyzing incidents, and transfer roles and responsibilities.
- It provides security services within its MSI model for security assessment on all tiers and implementation of regulations. It also helps in performing security monitoring to improve threat detection capabilities and compliance management.
- Its unified communication and collaboration services within its MSI offering include video conferencing, fax, and SMS services.

### Partnership ecosystem



- OBS has developed a partnership with ServiceNow for over 10 years to leverage its software-as-a-service solutions. The solutions enable integration across business tools, including customer relationship management, IT applications, and employee management. The integration helps standardize IT processes, improve service availability, and reduce risk.
- It has built a virtual NOC solution using Moogsoft's AIOps platform for helping customers perform root cause analysis of incidents and prevent outages. It is leveraging ThousandEyes' platform and using its digital analytics services to improve digital experiences delivered across cloud service providers and content providers.

### Investments and innovation



- OBS has launched multiple solutions in the last 12 months to enhance its MSI capabilities. Its MSI for Mobility solution has been introduced to expand its MSI capabilities for mobile service providers. It has also developed a platform for providing ITSM integration.
- It has launched an MSI essential service to manage multiple third-party internet service providers in SD-WAN and collaboration projects. Its AI/ML service offering, Watch, correlates multiple events using monitoring tools, automation, and predictive maintenance.
- It acquired Basefarm Holding and its subsidiaries in July 2019 for augmenting its data management, application management, big data, and multicloud services capabilities.

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