

# Project and Program Management

powered by people



Business  
Services

orange™



### manage change in a dynamic world

In a world characterized by rapid business and technological development, companies need to be able to change and adapt in a controlled manner. But whether you're faced with compulsory change to meet new regulations or making changes as part of a growth or cost-reduction strategy, change without control means risk.

According to PricewaterhouseCoopers\*, **"97% of respondents agreed that project management is critical to business performance and organizational success, and 94% agreed that project management enables business growth."**

The Project Management Institute (PMI)\*\* says that **"high-performing organizations are doing everything they can to minimize risk by improving their project and program outcomes. Ninety percent of their projects meet original goals and business intent versus thirty-four percent for low performers."**

Our portfolio of project and program management-related services addresses the needs of multinational companies across a broad range of industries. So what value do we bring? Our project and program managers successfully manage change every day.

\* Source: PwC 2012 report: Insights and Trends: Current Portfolio, Programme, and Project Management Practices. The third global survey on the current state of project management. Published on [www.pwc.com](http://www.pwc.com)

\*\* Source: PMI's 2013 Pulse of the Profession™ report. [www.pmi.org](http://www.pmi.org)



# achieve your **ambition**: our service scope

Our world-class services respond to your business-change needs, helping you develop and deliver technology solutions to meet your critical business objectives.

## Project Management

Orange Project Management is all about providing a professional service to ensure effective project delivery while meeting your objectives and critical success factors.

- close collaboration from the start means project requirements are clearly defined and understood and that we build the best team as your partner to secure project success
- effective communication with all stakeholders, including third parties, helps to ensure smooth project operations
- award-winning methodology, tools and quality-control processes enable a consistent global approach with clear visibility and reporting

### visibility and control

From building the project team to defining a comprehensive project plan and managing risk, our project managers are accountable for delivering your agreed solution on time and on budget and for meeting your criteria for quality and satisfaction.

## Program Management

Orange Program Management provides the capabilities to manage strategic investment programs to achieve your business vision.

- manage projects under a program framework to increase efficiency and achieve benefits that cannot be realized individually
- create the right portfolio to ensure projects are relevant to deliver the required capabilities and realize the expected benefits
- apply robust governance and control to complex program portfolios, ensuring effective stakeholder and quality management

### structure and governance

We can help you develop and articulate the program management approach that best supports the successful realization of your strategic vision.

## PMO Services

Orange Project and Program Management Office services support you in the management and control of a portfolio of projects, which can be stand-alone or within a program.

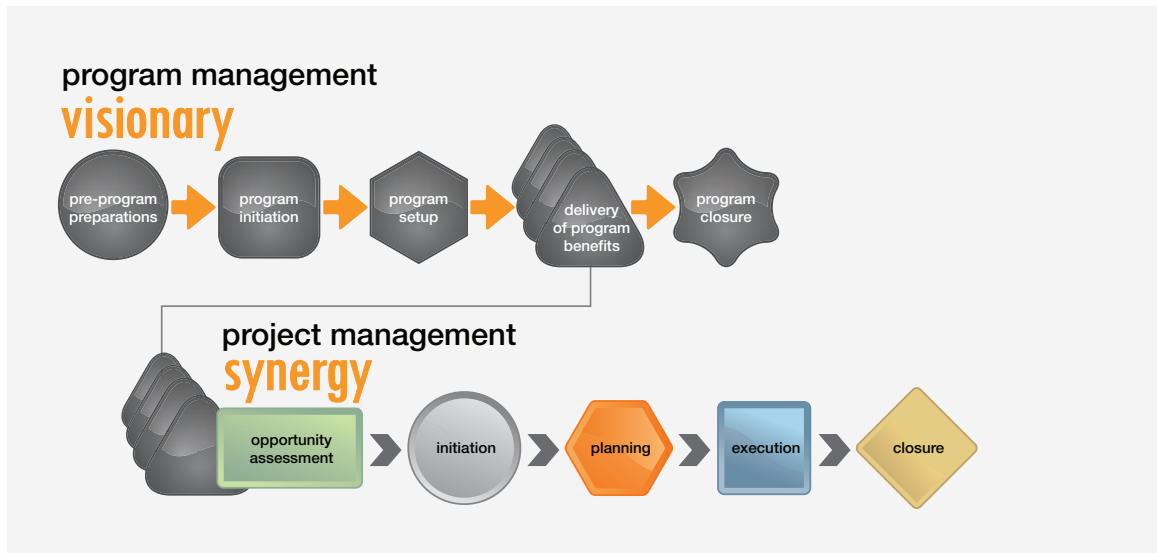
- act as the information hub to provide a holistic view of the portfolio
- coordinate activities centrally for greater efficiency and control
- drive efficiency across the portfolio by maximizing resources and avoiding redundancy and waste

### scalability

All administrative and reporting tasks are handled by a single entity with centralized controls and a consistent approach, sized to meet your business needs.

# we ensure consistency

Our program and project management methodologies, Visionary and Synergy, have been developed to complement each other: programs picture a vision of a changed organization and projects are then planned so that a clear path forward is visible.



These methodologies are managed centrally and used globally by our project and program management community. Our flexible, modular and scalable framework consists of:

- methodologies
- training
- certifications
- marketing collateral

Visionary and Synergy are based on the globally recognized standards defined by the Project Management Institute (PMI), the world's largest not-for-profit membership association for the project management profession, with more than 700,000 members, credential holders and volunteers in nearly every country in the world.



From PwC 2012 report: Insights and Trends: Current Portfolio, Programme, and Project Management Practices. The third global survey on the current state of project management.

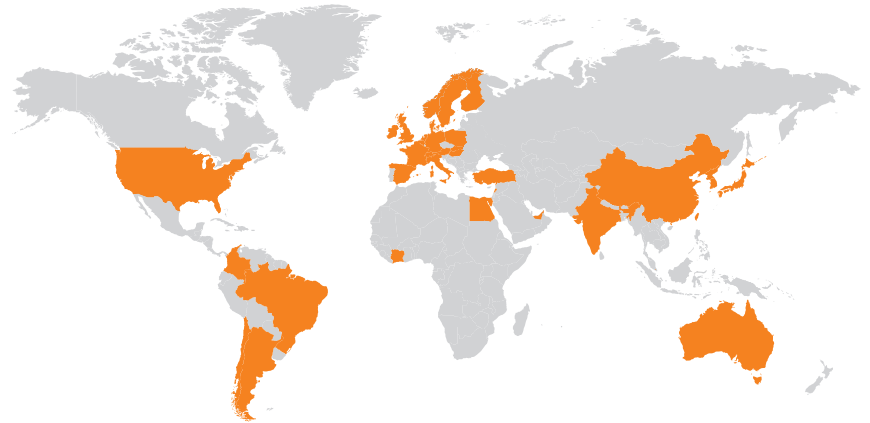
# trust in **our expertise**

PMI's 2013 Pulse of the Profession™ report finds that “high-performing organizations provide consistent and continuous training and development for project managers to enhance organizational success.” The report also states: “Having a clearly defined career path for project managers leads to higher project success.”

With Orange you have access to more than 230 project and program management professionals to help you achieve your business goals. We span all five continents and speak over 30 languages to ensure global and local support.

ICT and project management may not be your core business, so it's good to know that it's ours. We invest heavily in continuous development for our people, so we're ready to go beyond just providing a standard solution and address your specific challenges.

We regularly assess our skills and competencies using an independent partner, which helps us identify opportunities for improving our expertise. This leads to more targeted education and training programs as well as professional certifications, among them PMP® (Project Management Professional), the world-leading project management credential, and PRINCE2®, the structured project management method from the UK Cabinet Office.



# **we care** about quality

We have a comprehensive approach to managing quality, which includes health checks, audits and reviews to ensure that we deliver a world-class project management service and provide an outstanding customer experience.

## **your opinion counts**

So, what do you think? As part of each engagement, we invite our customers to provide feedback on our service and performance. This provides us with vital input and helps us to develop and improve our services.

## **knowledge and best-practice sharing**

We recognize the value of intellectual capital and have the collaboration and knowledge management tools to ensure that this valuable resource is captured, maintained and shared.

### **PMI recognition**

The Project Management Institute awarded us Registered Education Provider (REP) status in February 2010 for the work that we do in terms of training. This is formal recognition of our internal training programs and translates into best-in-class methodology application, reduced risks and a consistent delivery approach for our customers.

In January 2013, the PMI approved our entry into its Registered Consultant Program (RCP), in recognition of our expertise and maturity in consulting practices within the project and program management domain.



# measure **our success**

**We don't seek accolades, but it's good to know that our services are valued by multinational organizations across many sectors. This strengthens our resolve to excel as a trusted business partner now and in the future.**

## **Belgian Federal Public Service of Foreign Affairs, Foreign Trade and Development Cooperation**

This project included providing a fully-managed global IP-based VPN solution utilizing a mix of terrestrial and satellite links to 100+ countries. It was important for the client to find a global provider with the implementation and project management expertise to work in unusual conditions in a huge variety of locations around the world and meet demanding time constraints. Close project management was critical to ensure that the project was implemented within six months of contract signature, especially after the organization reversed the priority of satellite and terrestrial implementations.

"Overall, Orange Business Services has helped us to cut our costs and to improve our global effectiveness, and I think they are delivering real value to our organization. We are totally confident in their capability to support us going forward."

**Jorg Leenaards**

ICT Director - CIO, The Belgian Federal Public Service of Foreign Affairs

## **Cirque du Soleil**

During our 11-year partnership, we have supported 25 global sites and touring companies with high-performance IP-based VPN access to Cirque du Soleil's primary data center in Montreal, as well as network optimization and acceleration of key applications. The Global PMO coordinates connections for static and touring shows to enhance global collaboration while cutting costs.

"Thanks to the vast global network of Orange Business Services, the artistry and uniqueness of a Cirque du Soleil performance can be delivered to audiences anywhere in the world, without compromise."

**Bernard Hébert**

Chief Information Officer, Cirque du Soleil

## **Avago**

In order to dramatically cut travel costs for this global semiconductor company, we were chosen to implement a Telepresence solution in Germany, Japan, Korea, Malaysia, Singapore and the U.S. – while taking responsibility for project delivery.

"The team worked incredibly hard and have delivered an exceptional result, which is already making a difference to the way we run our business – travel costs are down, and the collaboration between the offices has improved. This outstanding result is not just about Telepresence itself, but about the professional way in which Orange delivered the project."

**Robert J. Rudy**

Vice President & Chief Information Officer, Avago Technologies

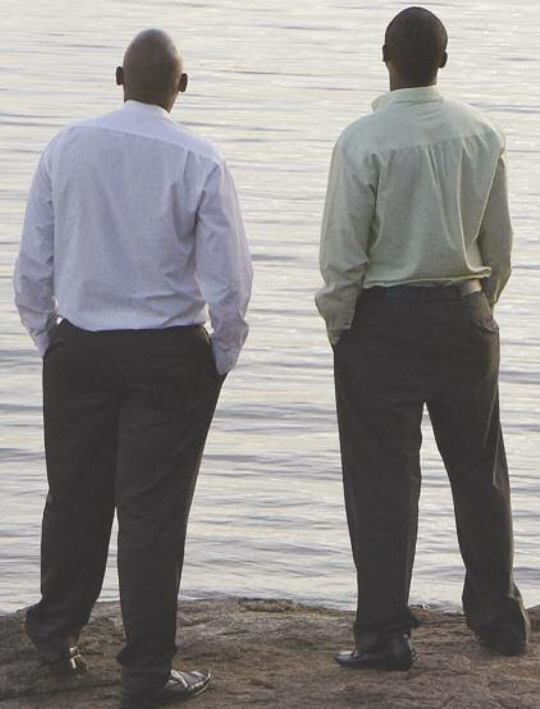
**Orange Business Services has been awarded Best Project Management at the prestigious World Communication Awards twice in four years, recognizing the consistent efforts made by our employees all around the world to ensure an outstanding customer experience.**



# why Orange Business Services?

With our program and project managers at your side, you'll be working with experienced professionals supporting you every step of the way. In partnership with you, we build a team with common goals and ambitions to ensure your success.

- **global presence:** we have four major service centers and 24 regional service centers, plus around-the-clock service desk support is available locally in more than 160 countries
- **local knowledge:** 234 project managers are dedicated to enterprises in 33 countries, speaking 22 different languages, with a full understanding of local languages, culture, regulatory and political landscapes
- **global teaming:** working across multiple geographies is one of our key strengths
- **customer satisfaction:** we use an independent agency to measure our performance against specific project management criteria
- **communication:** it sounds simple, but it's often overlooked – our certified professionals take a realistic and practical approach to make sure all stakeholders have the right information at the right time



## about Orange Business Services

Orange Business Services, the Orange branch dedicated to B2B services, is a leading global integrator of communications solutions for multinational corporations. With the world's largest, seamless network for voice and data, Orange Business Services reaches 220 countries and territories with local support in over 160. Offering a comprehensive package of communications services covering cloud computing, enterprise mobility, M2M, security, unified communications, videoconferencing and broadband, Orange Business Services delivers a best-in-class customer experience across a global landscape. Thousands of enterprise customers rely on an Orange Business Services international platform for communicating and conducting business. Orange Business Services is a five-time winner of Best Global Operator at the World Communication Awards.

Orange is one of the world's leading telecommunications operators with annual sales of 43.5 billion Euros and 170,000 employees worldwide at December 31, 2012. Orange is the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates.