

# Business Talk and Telephony

voice services that get people talking



Business  
Services





**Orange Business Services** is here to help multinational businesses like yours transform telephony to lower costs and introduce new capabilities. We bring together high performing and secure solutions that are easy to implement and use in your local office and around the world.



## ready for **the future**?

**Telephony is critical to all companies, particularly if you operate internationally. IP telephony is no longer a matter of “when should I make the move?” but rather “what is the business case, and how do I get the most out of it?”**

Orange Business Services has the answer. We have the experience and resources to help you exploit the full potential of your network and telephony investments. And we don't just mean reducing your costs, but also helping your company work smarter with flexible and feature-rich voice services that you can deploy across the world and manage centrally.

“Orange Business Services worked in partnership with us to create a Cisco-based IP telephony solution that meets our needs perfectly and opens the door to collaborative communication that can increase productivity for our employees.”

**Sam Tan**

Vice President  
Asia Systems & Technology  
Liz Claiborne, Inc.



# small investment, **big payoff**

**Orange Business Services can help you unlock the benefits of IP telephony and voice over IP without a large capital investment or worries about ongoing management.**

## **savings**

You'll immediately see the benefits of moving to voice over IP: it is an ideal way to eliminate usage charges for calls between corporate offices and cut costs for calls everywhere else. With IP telephony, the time and resources you spend changing the configurations of your phones is minimal through centralized, web-based management. What's more, you can do it all through a single provider, simplifying vendor management and reducing administrative costs.

## **flexibility**

The flexibility of IP telephony and voice over IP far surpasses that of traditional telephony systems. From an architecture and cost perspective, IP PBXs can support IP telephones anywhere on the network, unlike traditional telephony, which requires PBXs and telephones to be located close to one another.

The Internet model for telephony is revolutionizing the provision of telephony applications as well. With IP telephony, services can be hosted anywhere on the network, and users can access those services from wherever they are. From voicemail to advanced services like rich presence, extension mobility and fast approaching unified communications, the IP telephony model is far superior to traditional telephony models.

## **control**

Gain the global visibility you need of your voice and video services to control your costs, with consistent reporting, billing and support across all your sites. And get a clear understanding of call usage to identify savings opportunities or even telephone abuse, fraud or other unnecessary expenses.



To continue its growth into emerging markets, aircraft manufacturer Airbus uses a centralized IT and communications strategy that is implemented locally. With Orange offering strong local knowledge, expertise and experience in key markets, such as China, Airbus can expand its IP telephony rollout to meet scale demands, implement collaborative solutions and deliver consistent voice services with reduced costs yet greater mobility and flexibility.



### end-to-end assessment

As a multinational company you need to feel confident that the telephony decisions you make today achieve your business objectives over both the short and the long term.

That's why we can provide a complete assessment, starting with an evaluation of your current environment and supplier relationships to help us identify where you have needs that are not being met and where you can save money – everything from handsets to PBX management, to mobility, to business travel expenses.

We take your existing local and wide area network assets into account and consider the potential barriers you may have to change, such as legacy systems or financial and even organizational constraints. This ensures we develop a migration plan that makes total sense for you and addresses any concerns you may have about integrating with your corporate business processes. Our assessment gives you more than a piece of paper, it gives you peace of mind.

### industry-leading services

Unlike other consultancies we can provide a full business case and deliver against it.

- **Enterprise Telephony** is a ready-to-go IP telephony service that provides your people with all their telephony needs. Choose the phone model and service based on job function, then add features, such as voicemail, unified messaging, conferencing and other productivity services. You can also pick the service model to suit your enterprise, right up to fully managed by Orange, to help you benefit from the latest technologies without significant investment.
- **Business Talk\*** is a feature-rich, converged voice VPN service that exceeds the capabilities of traditional voice VPNs by combining features like private dial plans and best-choice routing with the latest voice-over-IP capabilities, helping you reduce your costs and improve service globally. What's more, Business Talk supports analog, digital and IP-based phone systems, ensuring a smooth migration.
- **Contact Center** services offer call collection in over 85 countries plus sophisticated call routing and network-based services like Interactive Voice Response. Enhance your customer relationship management strategy to take advantage of improved service features and the flexibility of IP-based call delivery, all through a single provider.
- **Conferencing and Collaboration** bring you audio, video and web conferencing services that are globally available and feature rich. Our conferencing services integrate with our networking services to lower your costs and provide a consistent, high quality environment to help your employees, customers and partners do business more efficiently.

\*available as Business Voice Services in Australia

# one company for all your needs

**Whether you're migrating to a unified network or simply updating your existing voice and video services, working with a single, global solutions provider puts you back in control of your costs, while facilitating your move to IP telephony.**

Our professional expertise and decades of experience will guide you through the complex transition occurring in business communications today.

- We lead the market for voice over IP and IP telephony, having implemented these converged services for more than 500 customers at over 6,500 sites in more than 100 countries. Plus, we've delivered over 300,000 IP telephony handsets to date.
- We offer local support in 166 countries and territories so we are where you need us.
- We have a global support team of consultants, project managers, customer service managers and field engineers to ensure your deployment is a success and for ongoing support.
- Our experience in full telephony outsourcing, including partnerships with leading technology vendors such as Alcatel-Lucent, Avaya, Cisco and Nortel, means we are ready to manage your suppliers efficiently to reduce costs and ensure consistent services.
- Our voice network service protects your legacy assets and makes migration to new technology simple. That's because we designed it to support analog, digital and IP-based phone systems and ensure interoperability among them.



## advantages that span the world

- unmatched global coverage with voice-over-IP network service in over 100 countries
- full IP telephony support worldwide
- one-stop shopping and single-carrier accountability
- full-time proactive monitoring of your solution
- globally consistent pricing structure
- new services and applications
- simplification of system administration and network management
- quality-of-service agreements designed to match your specific needs and objectives



# success through experience

- **BearingPoint:** Orange Business Services implemented a fully managed IP telephony solution for BearingPoint consultancy that today serves more than 10,000 users worldwide. The solution has delivered a 35% reduction in annual IT expenses. The benefits of IP telephony mean BearingPoint has also accelerated its deployment of high value collaboration and decision support tools, increasing productivity across the organization.
- **European Space Agency:** By deploying a 33-site, pan-European voice-over-IP network, the European Space Agency (ESA) now benefits from higher bandwidth, lower unit costs and free long distance calling between its locations. The network also ensures that the ESA has greater capabilities for future services to support its highly collaborative work environment.

Orange Business Services has been providing fully managed telephony and IP-based services to multinational companies for longer and in more countries than anyone else. Talk to us about how our telephony solutions can provide your business with reduced costs, increased manageability and advanced services around the world.

Contact Orange Business Services today, or visit us at [www.orange-business.com](http://www.orange-business.com) to find out more about any of our global communications solutions.





for more information, visit  
[www.orange-business.com](http://www.orange-business.com)

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