

integration services



managing your communications infrastructure worldwide

Trends in IP conversion and innovation are driving a new era of business-critical systems, applications and processes. When you combine these trends with an extended global infrastructure, communications can become complicated. You need to ensure the smooth operation of your business activities but can't be pre-occupied with the complexity of IT. We can help put you back in control while implementing the latest supporting technologies, site by site, country by country. The result? Improved productivity and a lower cost of ownership, so you can focus on growing your bottom line.

the solution

Orange Business Services offers deployment, operational support and comprehensive management of communications equipment from the WAN to your users' desktops, wherever they may be. With our flexible portfolio, we can help you overcome the hurdles caused by telephony migration and IP transformation and optimize your business applications.



bring **simplicity** and **quality** to your entire infrastructure

first things first: consultancy

Understanding the situation is the first step to successful change. Let us bring our years of experience to your table where we can discuss various approaches and recommend the best solution for your goals. We can help you:

- > assess the state and utilization of your network
- > transform business needs into technical solutions
- > increase connectivity and collaborative capabilities
- > improve quality of service
- > ensure continuity and consistency from your LAN to your WAN
- > maximize the performance of your corporate applications

We can help you migrate from your current environment using a phased implementation and a design that complements your business strategy, fiscal priorities, local requirements and resources. You choose the right approach – company-wide and at each location.

worry-free implementation

Simplify the complicated process of building globally consistent LANs. Our certified experts have years of experience in providing efficient and up-to-date international WAN-to-LAN-to-desktop solutions.

We have a proven track record of deployment for customers in manufacturing, finance, air transport and other industry sectors. With local, professional field organizations, we're ready to assist even your most remote locations.

"In addition to designing and installing the solution, Orange Business Services manages it around the clock and provides maintenance services, freeing our IT staff to concentrate on our core business."

Jose Villegas
CFO, Cementos Bio Bio





leave the management to us

Complete management – fast, global, onsite and online. Centralized control of your infrastructure couldn't be easier. And you can measure performance anytime via our own customized customer care portal.

Our managed services for LAN, IP telephony and application management are comprehensive yet flexible enough to deliver the features and functionality that you expect while fitting both your budget and your balance sheet.

if you need help...

Our powerful service level agreements add service assurance. But if you need assistance, around-the-clock support is available in 14 languages. And up to 30 languages during business hours.

When a helping "hand" is your preference, a technician can be on location within four hours in most cases. You can count on us to be there when you need us most.



the options

- > integrated global design incorporating the WAN with your LAN, PBX and IP telephony
- > application performance optimization and SLAs
- > equipment purchase from the world's leading vendors
- > staging and installation by certified experts
- > onsite testing and assurance
- > ongoing infrastructure management
- > remote monitoring for global visibility and control
- > 24/7 help desk support

we have the resources behind us

An operational team of consultants, project managers, customer service managers and specialized engineers are ready to maximize your network's availability, improve application performance and generate a better overall experience for your end users.

Through our commitment to innovation, thousands of researchers, engineers and technicians are hard at work bringing tomorrow's technology to work for you today.

good to know

we are the only provider who can purchase, stage, install, maintain and monitor communications equipment in over 220 countries and territories



For more information, contact your local account team or visit our web site at **www.orange-business.com**

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**Business
Services**

