Aurecon
Enhancing global customer service and lowering costs

> " Aligning our services and network to enable our customers to win and collaboratively deliver projects is a key cornerstone of our IS strategy. Global access to specialized skill sets and local expertise is critical for Aurecon to provide world-class engineering services. The Orange network reach, technology platforms and industry-leading service model align well with our objectives and, through this partnership, we expect to "give back time" to the business through tangible network improvements and service efficiencies. "

Sean Elwick
Head of IS
Aurecon

Highlights

- Aurecon, a leader in engineering, management and specialist technical services, was interested in aligning its network to support global collaboration and productivity

- Aurecon also wanted to enhance its access to local skills and expertise and support its business strategy by improving service delivery to end users

- We implemented a Business VPN with VPN Internet to 80 sites and 7,500 users worldwide

- We also designed an ITIL-aligned service management model, along with Web protection service and application performance optimization

- Aurecon now has enhanced global collaboration and increased application performance over a robust, reliable, secure network with improved service delivery and lower costs

orange™ **Business Services**

aurecon

Issues and challenges

Aurecon is a global leader in engineering, management and specialist technical services to both public and private sector organizations. It has around 7,500 employees working in 11 industrial groups and an office network in 26 countries and is managing over 10,000 projects in 80+ countries.

The Aurecon global network had been built on a series of regional networks interconnected by gateways. Following significant growth, the communications infrastructure needed to be realigned to improve access to the local skills and expertise that enable delivery of Aurecon's world-class services. The company established a program to enhance its global communications management and application performance in order to fulfill its business strategy.

The objective

Increase network and application performance to enable greater global collaboration and productivity and to cut costs.

The Orange Business Services solution

- Orange Business VPN with VPN Internet
- Robust, global, ITIL-aligned service management model
- Fully managed, secure, high-speed global WAN on the Orange MPLS network
- 80 sites and 7,500 users across Asia Pacific, Africa and the Middle East
- Secure cloud Internet gateways
- Web protection service for proxy and anti-virus
- Application performance optimization
- Project management

The benefits

Orange is enabling Aurecon to transform the global communications infrastructure that it relies on to support its worldwide customer base. Going forward, the solution will deliver significant benefits to the business.

Greater productivity

- Increased collaboration, knowledge sharing and productivity
- Consistent and better end-user experience

Improved service

- Enhanced service delivery to the business
- Increased visibility and control of network infrastructure

Better management

- Reduced total cost of ownership
- Fully managed service, freeing up internal resources

The results

- Lower costs
- Increased online security
- Prioritization of business-critical applications
- Reduced management time

" We expect significant productivity gains through collaboration and service improvements, while providing world-class service to our customers. "

For more information about Orange Business Services, visit www.orange-business.com
For more information about Aurecon, visit www.aurecongroup.com

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