



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

### Secure global network with lower TCO

“ During the RFP process, Orange offered the added value of more sites with a primary fixed connectivity and more secondary lines via DSL, which ensured critical redundancy within the solution. 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  
Belgium Federal Public Service  
Foreign Affairs

### Highlights

- The Federal Public Service (FPS) Foreign Affairs represents Belgium internationally and provides services to its people and visitors
- Its legacy frame relay WAN was not fit for purpose
- The organization needed permanent availability of a global network with secure routing and archiving
- Our solution was a fully-managed, global, IP-based VPN
- Standardized, optimized and converged WAN (voice, video, data) network, NATO/EU secured compliance
- Simple, flexible solution – increased capacity, extended geographical reach, single global provider
- Additional benefits include reduced costs and TCO and secure data transmission
- Deployment to 140 sites in just six months



**Business  
Services**



**KINGDOM OF BELGIUM**  
Federal Public Service  
**Foreign Affairs,  
Foreign Trade and  
Development Cooperation**

## Issues and challenges

In Belgium, each main area of Government is called a Federal Public Service or FPS. The Federal Public Service Foreign Affairs is a network of approximately 140 Embassies, Consulates and Representations abroad with over 3,000 personnel. Its mission covers five main areas: a pivotal role in Belgian policy on the international stage; defender of Belgian interests; services for Belgians abroad and foreigners in Belgium; building block for a stable, peaceful world; and Open House.

Open House underpins everything, and the FPS works hard to ensure good communication and consultation across its geographically dispersed teams and with governments and organizations around the world.

A strategic review identified that the FPS had a legacy frame relay WAN that was no longer fit for purpose. It had a non-standardized network infrastructure with complex SLAs that was unable to support this global Government department. Internally, the FPS did not have the staff, the time or the expertise to address these issues, and it faced budget restrictions on new investment.

The FPS needs permanent high availability of a global network with secure routing to end users and secure data storage/archiving. Of critical importance to the FPS was 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.

### The objective

Deployment of a secure, standardized and seamless global network that is highly reliable and delivers a lower TCO.

## The benefits

Utilizing the Orange Business Services global, IP-based VPN and the company's extensive implementation and project management expertise enabled this complex project to be delivered on time and on budget.

### Significant cost savings

- Controlled network management costs
- Single global provider

### Simple, flexible solution

- Customized operational management processes
- Increased and adjustable capacity
- Ability to define and provide other applications in short timeframes

### Increased security

- Encrypted data transmission
- Global and guaranteed intervention timings

## The Orange Business Services solution

- Fully managed global IP-based VPN utilizing a mix of terrestrial and satellite links – 100 countries
- Optimized, converged WAN (voice, video, data) network with primary line and secondary line (for offloading of non-critical traffic and back-up)
- Advanced services: firewalls, routers, encryption, WAN optimization and managed voice
- ITIL-based 24x7 trilingual service desk
- Secure, NATO and EU compliant network
- Program and service management

## The results

- Reduced costs and TCO
- Implementation to 140 sites in 100 countries in only six months
- Meets NATO/EU network compliance regulations
- Increased capacity and security with extended reach
- Average site availability SLA of +99.9% (January 2010 – August 2012)
- High end-user satisfaction levels

The Federal Service Public Affairs deployment has been praised by the industry and won the prestigious Best Project Management WCA award in 2010.

“ This award is truly deserved. It represents another confirmation that the public tender award to Orange was based on the right criteria. Since it takes two to tango, I also consider it a recognition for the way the project was run on our side and a fine example of how a well-managed project quickly turns into a win-win situation for both parties. ”

For more information about Orange Business Services, visit [www.orange-business.com](http://www.orange-business.com)  
For more information about Belgium Federal Public Service, visit [diplomatie.belgium.be](http://diplomatie.belgium.be)



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