



Primagaz

Outsources its telecom infrastructure management to enhance customer service

“ Orange Business Services met all our specifications. Much of our data is now hosted in a data center located in France, which meets the strictest current standards. The availability rate is nearly always perfect at 99.99%. ”

Alexis Bédeneau
Head of Information Systems
Primagaz

Highlights

- Primagaz is a major energy distributor for individuals, businesses and local authorities in France
- With a requirement to provide 24x7 service, it needed to improve its network performance, uptime and security, while enhancing internal communications and collaboration
- Primagaz wanted a SPoC to manage all of its outsourced infrastructure services
- We implemented fully managed infrastructure outsourcing using Business VPN with very high speeds, Business Together as a Service using the Orange cloud and security and hosting at Orange data centers
- Faster service speeds have led to increased satisfaction for Primagaz customers as well as an enhanced end-user experience with almost instant access to data, improving collaboration
- Security has been improved, up-time is 99.99% and management has been simplified for Primagaz



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Issues and challenges

Primagaz is a major energy distributor for individuals, businesses and local authorities across France, focused on the 27,000 municipalities that are not connected to the natural gas network. From its HQ in Paris, it has 750 employees operating from 21 sites who service 2M customers.

Primagaz has a very strong commitment to public safety and customer service. It operates in the highly regulated energy delivery market and takes pride in ensuring that it meets the very highest standards, so that gas delivery is reliable and secure throughout the year, especially in the very busy winter period.

Internal communications and collaboration are key to customer service, and Primagaz recognized that its legacy technology and service structure was not capable of supporting its growth. A step change was needed in its telecommunications infrastructure, so Primagaz sought out a partner to deliver improved network performance, uptime and security with simplified management.

The objective

Increase network performance and enhance employee experience and customer service.

The benefits

Orange has enabled Primagaz to outsource its telecom infrastructure and focus internal resources on key strategic priorities.

Enhanced customer service

- Faster service speeds have increased customer satisfaction
- Improved employee collaboration aids rapid knowledge transfer

Greater capabilities

- SPoC simplifies management via a single global provider
- Platform supports future growth

Improved end-user experience

- Faster speeds also provide almost instant access to data
- Network has high availability and security

The Orange Business Services solution

- Fully managed outsourced infrastructure using Business VPN with very high speeds
- Business Together as a Service using the Orange cloud
- Security and hosting at Orange data centers
- Delivery against the strictest applicable standards with no disruption to users during the migration
- Project Management

The results

- Higher customer satisfaction rates
- 99.99% uptime
- Increased security
- Simplified management

“ The partnership with Orange is a great success, and we are all now benefiting from the latest innovations in telecommunications. ”

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

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