

We're with you the world over



**Business
Services**

Build business in your new markets worldwide

When rolling out your business in emerging or high-growth markets, whether it is building a new factory, opening a new sales office or even off-shoring activities, having a reliable service provider as a partner is key. With local experts in more than 160 countries, Orange Business Services helps companies of all sizes and in all industries navigate new shores and new markets – whenever you're ready and wherever you want to go.





Seamless voice and data network covering
220 countries and regions



24 regional service centers



21,000 people dedicated to business customers



3,000+ multinational customers outside France



Around-the-clock support from
3,400 technicians

Growth markets are now essential core markets

The attraction of high-growth markets is strong, and companies of all sizes are looking to develop in new regions that are full of potential.

However there are regulatory, political, infrastructure and cultural considerations. There are also local players, who can be just as innovative, high-tech, well-branded and service-orientated, and who can also tap the global market for the same talent, capital and technology to win market share.

Whether you have international growth objectives or have off-shored some resources and back-office functions, it has become essential to treat new markets as core markets. Success requires a stronger focus on local capabilities and well-connected partners.

Doing local business ... on a global scale

With over 50 years of operating experience and considerable global, regional and local teams, Orange Business Services delivers high-speed, secure and flexible network connectivity along with integrated solutions tailored to different markets, including new services that enable collaboration with colleagues around the world. We can help you capture business opportunities and respond to the risks and challenges of seasonal cycles, time zone demands, distributed IT systems and diverse geographic requirements.

Helping you grow in new markets

- Taking your business further with unmatched global presence
- Guiding you through unfamiliar territory with our unique global/local model
- Driving your digital transformation with our broad and consistent global solutions portfolio
- Delivering and managing “right first time” complex projects worldwide
- Supporting your entire business with our solid reputation and unrivaled global customer service

Local the world over

Southeast Asia and Asia Pacific

Southeast Asia's economic development and its proximity to India and China offer a wealth of business opportunities to international companies looking to expand beyond their traditional markets. Its strategic location makes it a major hub for MNCs to locate their Asia Pacific headquarters.

We'll help you navigate these new territories with our good understanding of local market conditions and the enduring relationships that we've built with government authorities and local business partners over the past 30 years.

- Greater coverage, capacity, performance and resilience for over 650 large and multinational customers in Southeast Asia
- Solutions that include cloud (infrastructure as a service, unified communications as a service and contact center cloud solutions), voice management, security, telephony, unified communications, telepresence/video collaboration, WAN optimization, M2M fleet management solutions and more
- Flexibility to adapt your solution as your needs change, from an initial consultancy to a fully-managed service

As a testament to our commitment to our customers and our confidence in Southeast Asia as a thriving market, we have more than 160 people located in the region and more than 3,300 highly-qualified employees across Asia Pacific as a whole, including professional services consultants, network specialists, field engineers and customer support staff. In addition to our Asia Pacific headquarters in Singapore, you'll have access to our direct sales and marketing presence in Indonesia, Malaysia and Vietnam.

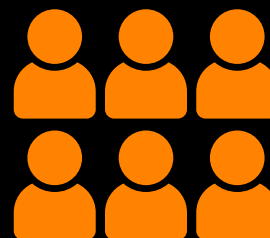
We offer the best converged IP network in the Asia Pacific region with 124 points of presence in 39 countries and territories and dual backbone centers in key cities. We have been placed in the Leaders quadrant in Gartner, Inc.'s Magic Quadrant for Asia/Pacific Network Service Providers: the only company to have achieved this every year since the report's inception in 2003.

Orange Business Services continues to hold a Leader position in the IDC MarketScape for Asia/Pacific Next Generation Telcos: Telecom Services 2015–2016 Vendor Assessment.



160+

people in
Southeast Asia



3,300

employees
across APAC



Industry recognition

Cloud Contact Center Service Provider of the Year, Frost & Sullivan (2014, 2015)

Leader for mobile workspace services, Ovum 2015 Decision Matrix Asia Pacific (2015-16)

Best Cloud Service Provider, Communication World Magazine, 2014

Best International IP VPN Service Provider and Best Cloud Computing Operator, China Enterprise Networking & Communications Award (CENA) and China Cloud Computing Award (CCCA), 2013

Helping customers win in APAC

“As a global operation, it is vital for us to have a fully-connected and digitally-transformed workspace that enables mobility for employees and allows them to collaborate remotely and seamlessly. We chose to partner with Orange Business Services because they can deliver quality global solutions for cloud-based collaboration.”

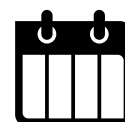
Alex Ang
General Manager of IT
EMAS

Spotlight: China

The entry bar to this competitive, dense and highly-regulated market is high. Many of today's most powerful companies are also homegrown, so to be taken seriously here, you need to offer responsiveness, flexibility and service quality.

To help, we operate a fully dedicated Orange-engineered network with 26 nodes across 20 cities with China Unicom, and offer advanced MPLS-based IP VPN services across 200+ cities with China Telecom, so that our customers can take advantage of state-of-the-art network services without major investment.

- 26 years of in-country experience serving more than 475 customers in China
- 190+ staff in Beijing, Shanghai, Guangzhou and Hong Kong
- New xDSL and mobile capabilities through local partners
- WOFE License to resell 61 categories of telecom equipment in China
- Best practices for consulting, project and service management
- Positioned in the Leaders quadrant in Gartner, Inc.'s Magic Quadrant for Asia/Pacific Network Service Providers
- Certified and skilled teams of IT specialists, professional services consultants and consulting practice experts, supporting your business from our local offices in the region
- Cisco Gold certification in China and Hong Kong and the first company to be certified in Microsoft Lync; other partnerships include Alcatel-Lucent, Avaya, Check Point, EMC, Fortinet, Huawei, Juniper, NetApp, Palo Alto, Riverbed and VMware
- Expert, ITIL® certified support team, offering a 24-hour technical service desk in English and Mandarin
- Orange Labs Beijing, one of our 15 R&D labs, and more than 100 R&D experts (including highly-qualified researchers) in Beijing and Taiwan



26 years
in-country



24-hr
technical
service desk

Emerging Markets

Spotlight: India

India is established globally as a high-growth engine and a key market for international expansion. We have significantly accelerated our operations in India over the last few years to meet growing demand from local and foreign enterprises.

More than 600 customers in India rely on our domestic experience and robust network to help them overcome regulatory challenges and meet their objectives in terms of cost, infrastructure and service levels. We are the only provider to offer a full range of services from desktop integration to international networks, along with our full portfolio of communications solutions.

- We own our network, including international and national long distance licenses, and offer 17 points of presence in all metro areas, a full service portfolio, a resilient domestic backbone and partnerships with all major Indian telcos
- We are the only international communications provider to have built integration services into our core business, which means we deliver your services from our own (not outsourced) Indian operations
- Our ITIL-certified Major Service Center in Gurgaon is home to 1,500+ highly-skilled employees, vital in the smooth running of customer services operations, backbone infrastructure and security management
- Through our 200 people-strong Center of Excellence based in Mumbai, you can count on integration services in the field of PBX management, remote infrastructure monitoring and application management
- We are ISO/IEC 20000 certified for IT Service Management, ISO/IEC 27001 certified for Information Security Management and ISO 9001 certified for Quality Management



600
customers
in India

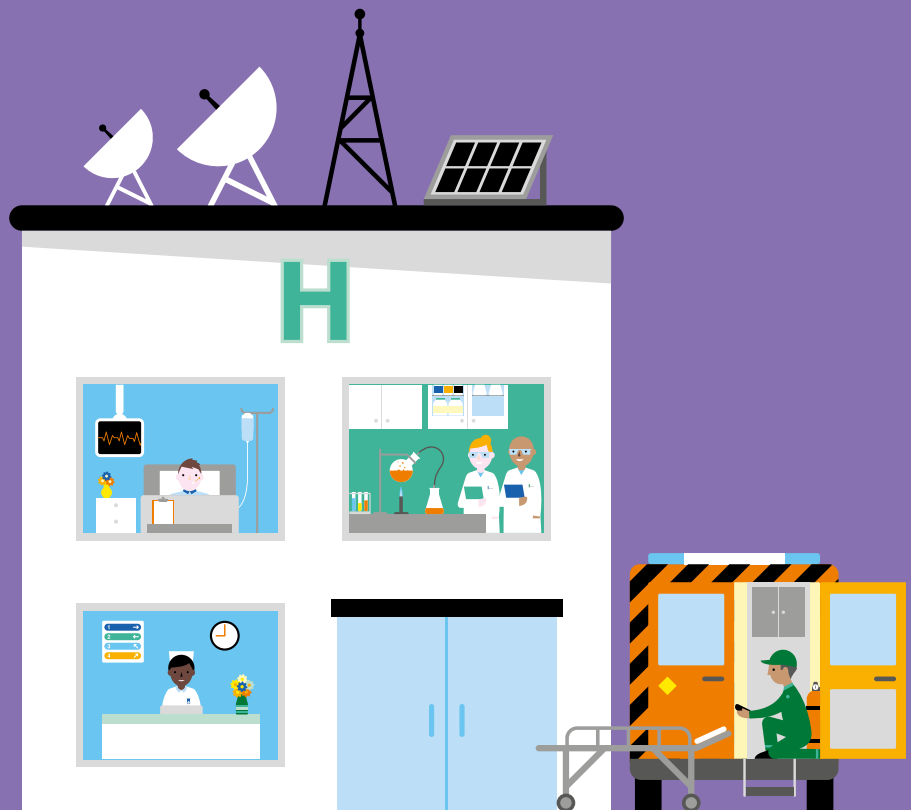
“Akzo Nobel is connecting its main offices to sites in emerging markets such as Brazil, China and India using Cisco TelePresence. “In line with our strategy, this focused investment will help us further sharpen our competitive edge, enhance our front-runner role in innovation and contribute to our talent management program. Over the past years, Orange Business Services has proven to be a reliable and innovative partner and is best positioned to implement this highly-visible project and manage the ongoing service.”

Pieter Schoehuijs
CIO
Akzo Nobel



“In the hospital’s quest to be one of the most important digital institutions in Latin America, its challenge was to select the right technological partner to both fit our needs and provide a good level of service that supports high-quality medical care. With its unique blend of healthcare technology integration and consulting expertise, Orange Business Services was the best partner for this important project.”

Dr. Guillermo León Valencia
Director
Hospital San Vicente de Paúl



Latin America

Local and global companies are looking to Latin America for business opportunities. Growth in the region has been bolstered by technology: network infrastructure keeps remotely-located sites in mining and agriculture connected to the world, while IT solutions help service industries satisfy consumers in Latin America where mobile penetration now exceeds 100 percent.

Our experience in Latin America can play a key role in your success. We deliver the latest network technologies across the region, including IPv6 support in Argentina, Brazil, Chile and Mexico, integrated IT solutions, fast connectivity and support in local languages. And the unrivaled local knowledge of our experts on the ground can help you meet your operational business challenges.

Most of our 600+ regional staff are directly involved with customers via our sales offices in Argentina, Brazil, Chile, Colombia and Mexico. We manage more than 6,600 customer connections in Latin America and have operational support personnel in 40 countries.

- More than 50 years of experience in Latin America to help you navigate compliance, regulation, security and service levels
- 122 points of presence in 31 countries and a ten-fold network capacity increase to improve services in the USA and to support growing requirements from Asia Pacific
- Business VPN in 31 countries, xDSL in 14 countries, International Ethernet Link in four countries
- Avaya, Blue Coat, Cisco, ITIL, Microsoft, PMP and Riverbed certifications



10x
increase
in network
capacity



Major Service Center located in Rio

“A reduction in TCO with noticeable quality improvement and alignment to the business requirements was only possible thanks to the consultative approach demonstrated by Orange in partnership with our IT team.”

Alan Brito
Regional IT Security Compliance Manager, Americas
Souza Cruz

Spotlight: Brazil

Brazil's economic and business growth is being driven in part by its ICT sector – now the fifth largest in the world. But Brazil is highly domestic, so it helps foreign companies wanting to trade in or with this market to know people there.

Reduce the cost and complexity of managing numerous service providers and in-country commercial agreements and increase speed and delivery times, while providing assurances on service quality via global SLAs. With strong network presence across Brazil as well as local support teams who can provide detailed knowledge of imports, taxes and regulations, we act as your single point of contact and use our economies of scale when it comes to purchasing your telecommunications services.

- Flexibility of local and global billing and equipment procurement to dramatically reduce costs
- One-stop shop for your communications along with a consultative approach to planning network and IT services
- More than 400 employees on the ground
- Major Service Center located in Rio de Janeiro, with 250 customer service and operations professionals supporting domestic, USA and global customers worldwide in English, Portuguese and Spanish on a 24/7 basis
- Points of presence distributed across all regions

Middle East & Africa

Two characteristics stand out in this region: its geographic size and its diversity, defying a generalized strategy.

As the Middle East region undergoes accelerated economic and infrastructure changes, digital transformation is taking hold and governments are focused on strategies for delivering services that bring new ways of working and living. For example, Orange is working with leading organizations and government departments providing advanced ICT technology and digital coaching expertise on some of the most high-profile Smart City projects. As a trusted partner to many businesses in the region, we are developing our presence through investments (30% of our total investments in network capacity are in the Middle East and Africa), partnerships and initiatives, both in terms of network infrastructure and value-added services.

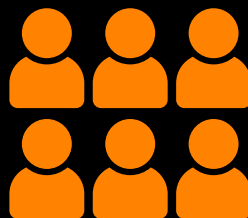
- Exciting strategy in the region – Orange has created a local presence with new entities in key markets including KSA, Qatar and the UAE
- Broad solutions portfolio including networks, unified communications as a service, video, contact centers, data center solutions, security, Smart Cities and more
- Increased backbone capacity via new investments and upgrades to the LION, IMEWE and ACE cable routes and SEACOM cable landings
- Major Service Center in Cairo and regional sales offices in Beirut, Cairo, Casablanca, Dakar, Doha, Dubai, Istanbul and Riyadh
- Orange Labs R&D facilities in Amman and Cairo and a Technocentre team dedicated to emerging markets in Amman

In Africa, where many markets are experiencing rapid economic growth, new democracies and urbanization, you can count on our reliable connectivity reaching remote locations with global standards and SLAs, effective business continuity measures that minimize service downtime and our local in-country experience and solid understanding of local infrastructure, political and regulatory limitations. A key network investment is the African Coast to Europe (ACE) cable, connecting 20 African countries to Europe and improving connectivity between local subsidiaries and global networks.

- Broadband transmission deployed on a massive scale, providing global connectivity to the continent while also developing intra-domestic connectivity
- Focus on our network-to-network rollout and industrialization of our partnerships with Orange affiliates and third parties
- Major Service Center in Mauritius, supporting network, IT, 66 telepresence rooms, telephony infrastructure and mobility services
- Professional services experts and consultants with certifications in ITIL, PMI (PMP), PRINCE2 and Six Sigma
- Major certifications and specializations with Avaya, Blue Coat, Cisco, ISO, Microsoft, Nortel and Riverbed

We have over 2,000 employees dedicated to business services across the Middle East and Africa in addition to 18 Orange operator companies offering local fixed, mobile and Internet services. Our fully managed, seamless MPLS and satellite network offers 136 points of presence (40 countries with Business VPN terrestrial coverage). We can also power your business with support for IPv6 migration as well as real-time video and telepresence in many locations.





More than
1,000
employees
in **36** cities

Russia

With its rapidly growing ICT services market, Russia provides a world-class business platform, and we're in a strong position to help foreign and Russian companies across the region. We are the only international telecommunications and integration services provider with state-of-the-art network infrastructure that is fully licensed, including long distance voice.

As one of Russia's leading telecommunications companies, we operate our own IP MPLS network, which has 1,300 access points covering the largest cities in Russia and the Commonwealth of Independent States (CIS) and is seamlessly integrated into our global network. We also offer a network of data centers across Russia, including a major data center in Moscow that supports cloud initiatives, 1,000 satellite access points, 42 local and 12 zonal fixed telephony networks, and five teleports in Moscow, Ryazan, Novosibirsk, Irkutsk and Khabarovsk.

You can be assured of the highest levels of reliability and business continuity from our network management centers in Moscow, Nizhny Novgorod and Novosibirsk, which provide around-the-clock network monitoring and management.

We employ 1,000+ ICT specialists in 36 major cities in Russia to deliver our full range of IP transformation, unified communications, customer relationship management, video, voice and data services and integration solutions.

As well as enabling foreign companies to enter the region successfully, we have a successful track record helping Russian companies reach out to global markets.

- More than 5,000 direct customers
- More than 1,000 employees in 36 cities
- Operations in Russia since 1958
- Two 10G circuits to Frankfurt and Stockholm, essential backbone resiliency and bandwidth upgrade
- Full set of licenses, including long distance, data center and Business VPN SLA, two network monitoring centers and 24/7 service
- CIS offices in Ukraine, Kazakhstan and Belarus
- 1,000 satellite access points

“We were pleasantly surprised by the functions on the IVR platform that Orange proposed. Together we built a solution, which has delivered significant savings on the time and money we used to spend on monitoring our large number of consultants. The results are inspiring, and we keep improving the IVR system so that it delivers even more value to our business. During the implementation, we worked closely with Orange specialists. As a result, we now have an integrated solution that is customized specifically for our requirements.”

Boris Kulakhmetov
Business Planning Manager
L'Oreal



Why Orange Business Services?

A value proposition that answers your needs in new markets

Needs	Orange solutions
<ul style="list-style-type: none"> ■ Redesign IT with more flexible and scalable solutions ■ Bring communications to remote locations ■ Implement or expand collaboration ■ Store and manage data and information ■ Plan for and minimize the impacts of critical events or disasters 	<ul style="list-style-type: none"> ■ Infrastructure management ■ Mobile workspace ■ Seamless collaboration ■ Communication-enabled applications ■ 360° customer relationship ■ Secured infrastructure ■ Business continuity planning and proven execution



About Orange Business Services

Orange Business Services, the Orange branch dedicated to B2B services, is not only a telecom operator, but also an IT solutions integrator and applications developer in France and around the world. Its 20,000 employees support companies in all areas of their digital transformation: mobile and collaborative workspaces; IT/cloud infrastructure; fixed and mobile connectivity; private and hybrid networks; applications for Internet of Things, 360° customer experience and Big Data analytics; and cybersecurity thanks to dedicated experts and infrastructure to protect information systems. More than 3,000 multinational organizations and 2 million SOHOs, enterprises and local authorities in France rely on Orange Business Services as their trusted partner.

Learn more at www.orange-business.com, or follow us on LinkedIn, Twitter and our blogs.



For more information about how we can help you build business in your new markets worldwide, please visit

www.orange-business.com



**Business
Services**

Copyright © Orange Business Services 2016.

All rights reserved. Orange Business Services is a trading name of the Orange Group and is a trademark of Orange Brand Services Limited. Product information, including specifications, is subject to change without prior notice.

0216/EMKT-001(5)