ICRC
Secure network services from Orange supporting vital humanitarian work

> " The ICRC's digital transformation has and will continue to be fundamental because…even when the Internet goes down, we have to remain connected to exchange real-time information. "

Charlotte Lindsey-Curtet
Director, Communication and
Information Management
International Committee of
the Red Cross

Highlights

- The mission of the International Committee of the Red Cross (ICRC) is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance

- A patchwork network of ISPs and satellite specialists was no longer able to meet the ICRC's requirements, and it needed a single provider to deliver coverage in difficult countries such as Afghanistan, Iraq and Somalia

- We delivered a managed network service for 270 sites with 440 connections in 99 countries, the majority being in Africa and the Middle East, through a mix of terrestrial, satellite and Internet-based accesses

- With reliable, secure network coverage at lower cost in more countries than ever, including many that have relatively poor communication infrastructures, the ICRC is better able to support its people in their humanitarian work

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Business Services

ICRC

Issues and challenges

The International Committee of the Red Cross is headquartered in Geneva and employs over 11,000 people worldwide. It is a global charity and an impartial, neutral and independent organization whose mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance.

The ICRC had built a patchwork network of ISPs and satellite specialists that was no longer able to meet its reliability and security requirements. A strategy was developed to centralize applications through a single managed service provider that could deliver coverage in difficult countries such as Afghanistan, Iraq and Somalia, while working to a high class of service and strong SLAs.

The objective

Consolidate global network provision and increase the security and reliability of ICRC communications with a clear focus on countries with poor infrastructure.

The Orange Business Services solution

- Orange fully-managed network service – terrestrial (30%), satellite (40%) and Internet-based access (30%) subject to site criticality
- 270 sites with 440 connections in 99 countries, with the majority in Africa and the Middle East
- Increased network acceleration and security, proactive monitoring, 24x7 global help desk, satellite back-up and rapidly deployable unit
- Customized governance structure

The benefits

The Orange managed network solution is a core part of the digital transformation journey that the ICRC is undertaking to further support its employees in their humanitarian work.

Global support

- Unrivaled terrestrial coverage in high-growth markets
- Integrated solution to meet the situation in any country

Greater collaboration

- Better end-user experience and international team working
- Faster information sharing, facilitating better decision making

Easier management

- Simplified operations through a single global provider
- Class of service, SLA and full reporting

The results

- Secure network
- Increased reliability and availability
- Better application performance
- Lower costs by matching access type by site

> " In a war zone, communication is everything. Good communication helps save lives. "

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For more information about ICRC, visit www.icrc.org

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