



International SOS

Network transformation enables better customer experience with lower costs

“ Our network of assistance centers are the lifeline of our business where every call is an emergency and every response can be life saving. A robust, secure and reliable infrastructure is the centerpiece for effectively reaching the ones who need us. The Orange partnership in transforming our network and making it secure through redesign and consolidation will ensure a reliable and optimized service to our members. With global risks of civil unrest and terrorism, our assistance centers need to be available 24x7x365 to provide assistance, safety and security to members. ”

Richard Davies
Group CIO
International SOS

Highlights

- International SOS, a leading integrated medical, clinical and security services organization needed an enhanced network to support its rapid global growth
- It had a distributed IT architecture with variable security standards, and management of its multiple network and security service providers was complex and costly
- We provided an end-to-end, fully-managed WAN on the Orange Business VPN in 118+ locations across 80 countries
- 30+ suppliers were consolidated to a single global provider with standardized SLAs
- The solution included a fully-managed security service, customized help desk and a Security Operation Center
- Benefits include increased end-user productivity and enhanced customer experience, lower IT and telephony costs and a robust, reliable and secure global network with simplified management



**Business
Services**



Issues and challenges

International SOS is the world's leading integrated medical, clinical and security services organization. Its head office is in Singapore, and over 10,000 employees in 80 countries operate 27 assistance centers and 35 international SOS clinics. ISOS works in partnership with businesses, governments and NGOs and offers local expertise, preventative advice and emergency assistance during periods of critical illness, accident or civil unrest.

Significant growth meant the IT and telephony infrastructure was unable to fully support the organization. The legacy heterogeneous network that relied on the best effort of multiple suppliers was proving time-consuming and costly to manage. Limited visibility and control over network and application performance was impacting end-user productivity. ISOS's geographical reach also increased, and it needed a reliable and secure communications network.

The objective

Transform the global network, enhance end-user productivity, deliver a better customer experience and cut costs.

The benefits

Orange has transformed the global network infrastructure that International SOS relies on to support its complex emergency and life-saving global operations.

Greater productivity

- Improved network uptime and service reliability
- Enhanced end-user experience

Improved management

- Optimized network infrastructure design
- Increased visibility and control of IT infrastructure

Secure operations

- Global business continuity capability
- Central governance with strong security policy

Lower costs

- Fully-managed service freeing up internal resources
- Simplified management via a single global provider

The Orange Business Services solution

- End-to-end, fully-managed WAN leveraging Orange Business VPN in 118+ locations across 80 countries
- Network consolidation from 30+ suppliers to a single global provider with standardized SLAs
- Distributed PBX consolidated into highly resilient cores with geographical redundancy
- Fully-managed global WAN optimization and security service
- Seven secure Internet gateways with auto failover
- Customized service help desk and 24x7 Security Operation Center

The results

- Lower costs
- Increased end-user productivity
- Enhanced application performance
- Reduced online security incidents

“ Reliable contact center operations and state-of-the-art telephony infrastructure are critical components of our services. We have entrusted Orange to manage this infrastructure and ensure the best user experience with dependable technology. ”

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

For more information about International SOS, visit www.internationalsos.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/CCS-ISOS-050(2)