



Siemens

Accelerating WAN incident resolution and enhancing end-user productivity

“ Managing global incidents for WAN is quite a challenge. As WAN incidents impact many other services, fast and comprehensive communication within our organization is key. To integrate the incident workflow from Orange to our Siemens integrated incident management system, the Orange SIAM help desk solution provided the right ratio of standard solution and customization. Validated information from the Orange experts at the help desk is now made available in seconds to the right target groups within our global organization. This guarantees maximum efficiency of the incident management process and, therefore, minimum impact on our business in case of incidents. ”

Norbert Wieland
Global Service Manager for Siemens WAN
Siemens

Highlights

- Siemens is a global leader in electrical engineering and electronics
- Siemens had worked with two separate WAN providers for years but now wanted to consolidate to one central help desk for better coordination of incident management
- We consolidated all help desk requirements into the Orange Service Integration and Management (SIAM) help desk using the ServiceNow cloud solution
- Siemens now has a single global provider working to metrics defined by Siemens Central SMX Service, with simplified WAN incident management and resolution that is delivering a more effective service to end users worldwide



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Issues and challenges

Siemens is a global powerhouse in electrical engineering and electronics. The company has 343,000 employees working to develop and manufacture products, design and install complex systems and projects, and tailor a wide range of services for individual client requirements.

Siemens had worked with two WAN providers for many years. However, in order to improve incident management processes and, therefore, end-user productivity, they made a strategic decision to consolidate to one worldwide help desk provider for their global WAN.

The objective

Consolidate help desk provision into a single company that can meet the high standards Siemens expects for WAN incident management and deliver a better end-user experience.

The Orange Business Services solution

- Orange Service Integration and Management (SIAM) help desk leveraging the ServiceNow cloud solution and Orange know-how in managing multiple service providers in a complex environment
- Integration with the Siemens Service Management process
- Key performance indicators defined by Siemens Central SMX Service
- Program management

The benefits

The Orange global WAN help desk solution is delivering a more efficient incident management service to Siemens for better end-user support and enhanced productivity.

High quality support

- Dedicated Orange SIAM personnel
- Service team working to ITIL® best practice

Greater clarity

- Clearer lines of communication
- More responsibility and accountability of global team

Better system

- Seamless integration of Orange processes into the Siemens process landscape
- More reliable service to end users

Easier management

- Simplified operations through a single global provider
- Reduced time and cost of managing incidents

The results

- Faster, better incident resolution
- Enhanced end-user experience
- Lower costs
- Simplified communications
- Global scalable solution

“ Orange Business Services is a trusted partner, and they are helping us to support our end users worldwide and minimize the impact of WAN incidents. ”

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

For more information about Siemens, visit www.siemens.com



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