



**Business
Services**



Reassurance in an uncertain world



We live in uncertain times where political situations can change in a heartbeat and relationships across borders, countries, and continents can alter without warning.

The challenges for today's Foreign Affairs' departments are immense. You need to be able to adapt and respond with agility and diplomacy in an environment where more data is being shared across networks than ever, and cyber-attack is a constant threat.

Through our experience with governments and public sector bodies worldwide, we are uniquely placed to meet these challenges and provide a secure, flexible networking infrastructure and collaboration services that enable the digital workplace.

With Orange Business Services on your side, the existing and emerging challenges of our fast-moving world will feel a lot less daunting.

We'd like to invite you to a free proof-of-concept workshop where we will look at your sites' connections and countries, plot the scale of risk, and visualize how your people can work together securely and effectively.

Foreign Affairs: Offering stability in a changing world

World order is profoundly uncertain now. Even the futures of established institutions such as NATO and the EU are entering uncharted territory.

Unprecedented numbers of refugees from war-stricken countries continue to cause a humanitarian crisis and present a huge challenge for everyone working in Foreign Affairs' departments. And when it comes to trade, the role of Foreign Affairs has become especially critical as the brand representative of the country, while economic forces continue to change.

So, where does this leave today's Foreign Affairs' departments, as demands on your role continue to grow and evolve? How can you continue to support your country's interests and citizens worldwide through political upheaval and economic changes? What role can new technologies play in this mission?

And, importantly, how can you retain valued staff and continue to attract the highest caliber of people for the future?

This is where you can depend on Orange Business Services to provide modern communication tools that support the digital diplomat. Our relevant experience, in-depth expertise, and a powerful portfolio of proven solutions are ready to help you navigate this increasingly challenging environment.



Orange Business Services: enabling a digital MoFA

All organizations are transforming themselves with digital technologies, and Ministries of Foreign Affairs are no different. In fact, 'digital first' thinking has become central to the IT strategies of governments across Europe.

There is a massive opportunity to increase efficiency and better serve citizens by digitizing paper-based processes, while cloud computing is revolutionizing how IT services are consumed. Mobile services have changed the workplace forever, and better data analytics provide insight into many of the challenges that countries face.

These new digital-first services need to be introduced as a priority. But existing networks are buckling under demand – a result of more connections and more data. Because older networks are no longer fit for purpose, there is now an urgent need to upgrade for the digital present *and* future.

At the same time, network security has become one of the hottest political issues of our age, as it is vital in ensuring safe use of cloud services and the Internet. With the network so central to operations, resilient infrastructure and disaster recovery are key to keeping your embassies and offices connected – whatever the situation.

At Orange Business Services, we understand that ensuring flexibility and agility in this environment necessitates re-thinking some of the key principles in your existing infrastructure.





Case Study: The Federal Public Service of Foreign Affairs, Belgium

The Federal Public Service of Foreign Affairs (FPS) is a network of approximately 140 Embassies, Consulates, and Representations abroad, with over 3,000 personnel.




Challenges

- Legacy network using multiple technologies with complex SLAs
- Lack of staff to address issues and budget restrictions on new investment

Our Solution

- Private IP network utilizing a mix of terrestrial and satellite links in 100 countries
- Optimized, converged WAN (voice, video, data) network with security services, WAN optimization, and managed voice
- ITIL-based 24x7 trilingual service desk
- Program and service management

Benefits

-  Rapid rollout, with first sites online in six months
-  Lower total cost of ownership (TCO)
-  Increased security and capacity
-  Simplified management and more flexibility



Military standard security for MoFAs with Orange

From ID theft to shadow IT and state-sponsored cyber-hacking, there's no question that today you're facing a whole new generation of security and data privacy threats through social media, mobile working, and the cloud.

Security used to just focus on viruses and denial-of-service attacks. Now it needs to defend you from a wide range of new threats, including data leakage and unauthorized apps. You require a new approach to ensure network and data integrity, which is why your security needs to be at a military-level accreditation standard.

With multiple levels of user authentication and access authorization, you can stay in control of the flow of information, how it is distributed, and delivered.

Orange Business Services offers an impressive portfolio of security solutions designed to help you enjoy all the benefits of increased digital services, while protecting you from its risks. Because your security needs are constantly evolving, our flexible approach ensures you always have the right security in place.

To help you take a strategic approach to security, we have a solution suite of professional services, including consulting, integration, auditing, and on-demand security management.



Our security products deliver:



In excess of
500 global
security customers



Security support
provided in over 166
countries



More than fifteen
years' **experience and**
expertise in enterprise
security provision



24/7 emergency
deployment of specialists
with Europe's #1 private
sector CERT – drawing on
10 years of experience in
CSIRT interventions



Expert service on
hand from 400 security
consultants, eight Security
Operations Centers (SOC)
and fifteen Research and
Development Centers

Effective collaboration tools for MoFAs

Modern workers use on average 5.7 communications tools and can waste up to 75 minutes each day trying to track down their colleagues.



When MoFA employees need to communicate with third parties like other governmental institutes, NGO's and commercial companies, a digital workplace can empower them – letting them collaborate more effectively anywhere, anytime, and on any device. With tools such as unified communications, your employees will be able to enjoy the freedoms of a more productive, more attractive working environment.

However, deploying digital workspaces can be a challenge for many organizations. We can help you select and integrate communication tools from numerous suppliers, and provide training to drive the adoption of the digital workplace by end users.

Orange Business Services offers a wide range of collaboration tools ranging from communications and collaboration through social networking, to mobility and deployment. Our digital workspace solutions include:

- Customized and easy-to-manage end-to-end solutions for each level of digital maturity
- Technology-agnostic provider with a range of best-of-breed partners, including Microsoft, Cisco and Google
- Enjoy carrier-grade quality of experience for voice and video
- Reduce operational expenses by selecting the business model to suit you

Reliable Worldwide Connectivity from Orange Business Services

As truly global organizations, Ministries of Foreign Affairs (MoFA) need networks that reach every location, and support data, voice, and video.

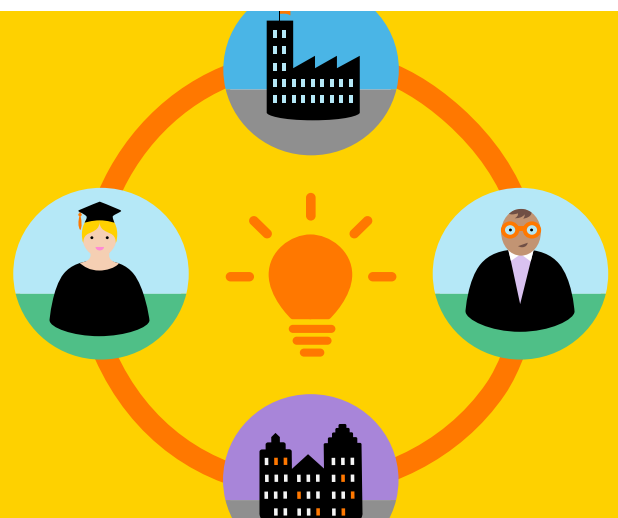
Without reliable network connectivity, your embassy and consulate staff won't be able to collaborate, share essential information or access centralized applications – whether in your data center or in the cloud. Increasing use of the Internet as both a destination and a transport mechanism means that it is vital to integrate it into your network strategy.

Orange Business Services can optimize your network for mission-critical applications, especially when they're running in difficult locations, where the average bandwidth and infrastructure reliability is very low.

We can help you get safely connected anytime, anywhere with centralized end-to-end visibility and control over connectivity on a global basis. Our experienced team can assess your current network maturity, identify potential risks, and choose the right option for your connectivity.

Our network solutions include:

- Largest MPLS VPN in the world
- Integrated, in-house satellite service for hard-to-reach and politically unstable locations
- New SDN/NFV deployment in 75 countries in 2016
- End-to-end visibility and control over cloud application performance from the data center to the end user



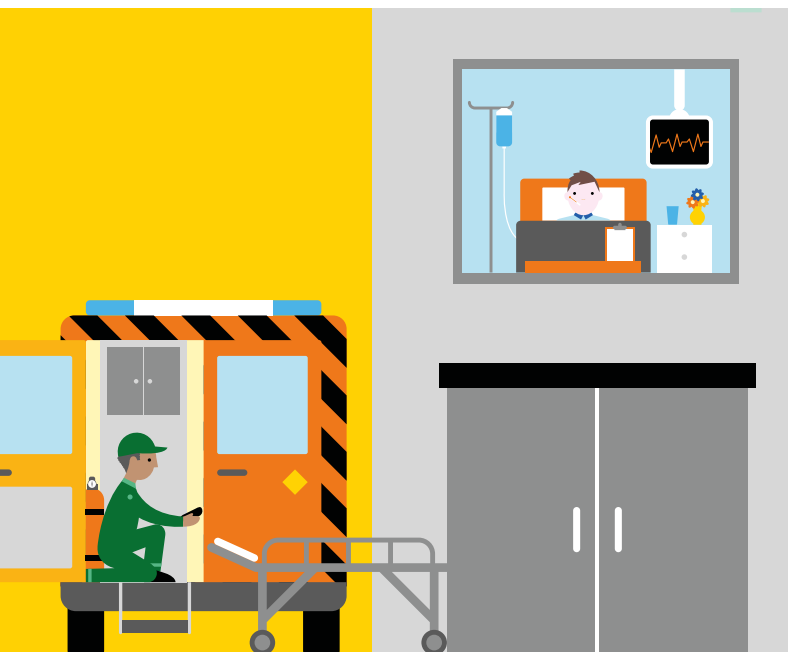


Case Study: The International Committee of the Red Cross, Geneva

Headquartered in Geneva, and employing over 11,000 people worldwide, the International Committee of the Red Cross (ICRC) is committed to protecting and assisting victims of armed conflict and violence.

Challenges

- Legacy network made up of an unreliable and insecure patchwork of ISPs and satellite services
- Operating in challenging locations such as Afghanistan, Iraq, and Somalia



Our Solution

- Fully-managed Orange network for 270 sites using a combination of terrestrial, satellite, and Internet-based accesses
- Network delivered in 99 countries, with the majority in Africa and the Middle East

Benefits



Integrated solution to meet the situation in any country



Better end-user experience



Improved collaboration with faster information sharing for better decision-making



Simplified operations offering class of service, SLAs, and full reporting

Secure solutions for a risk-free workplace

Through our experience with governments and public sector bodies around the world, Orange Business Services have the knowledge and in-depth expertise to deliver high value at the best value. We have a strong track record and provide a powerful portfolio of proven solutions that you can depend on, from the rapid modernization of network infrastructures that enable the digital workplace, to incremental risk-free adoption of cloud services.

As our Case Studies for The Federal Public Service of Foreign Affairs in Belgium and the International Committee of the Red Cross have shown, we are uniquely placed to help you meet the challenges of a fast-moving and uncertain world. Working with Orange Business Services delivers a customized approach that provides you with the right solutions for your needs.

We offer:

1) Local support

The fact that we're local is one of the key components of our offering, delivering our own on-the-ground support with field services in 166 countries. What's also local is our understanding of how to adhere to specific local regulations, logistical limitations, and potential import restrictions. In countries where telecommunication services are heavily regulated, our extensive experience in these matters is what sets us apart.

2) Consulting and integration

Consulting services from Orange Business Services incorporate the best technologies, people, and skills to suit your requirements. We aim to keep you up to date with any new solutions ahead of time, making sure that you keep a competitive edge through the most appropriate solutions. Our teams also work to actively help improve business performance by giving you a better understanding of your environment. We'll enable you to set clear, reachable goals, make informed long-term buying decisions, and keep costs under control.

3) A wealth of experience

Orange currently supports 14 MoFA networks for various government agencies across the world, including Europe, Asia, the Middle East, and North America – making us a market leader.

4) Events and more

Because we currently work with so many MoFA's, we host shared innovation forums to bring them together and allow them to share ideas and experiences. These gatherings usually include a number of like-minded CIO and IT Director professionals, who often have a diplomatic background, discussing key topics, sharing opinions, and making recommendations on specific areas to focus on.





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If you want to find out more about how Orange helps eGovernment, please visit:

<http://www.orange-business.com/en/egovernment> or **contact us on: <http://www.orange-business.com/en/contact-us>**