Multisourcing Service Integration
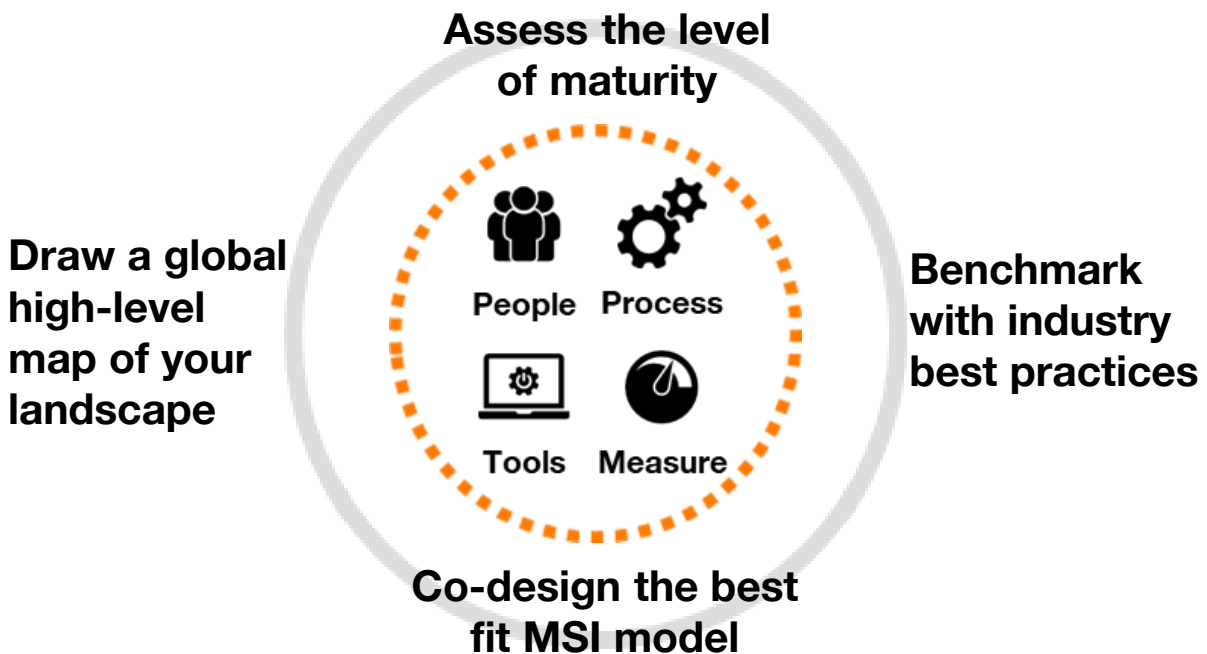
Joint Opportunity Assessment

Multisourcing Service Integration (MSI) allows you to achieve seamless governance, unification, standardization and end to end management of your services. Our Consultants assist you with the Joint Opportunity Assessment (JOA) to identify the business needs and added value for MSI implementation.

Challenges

1

Budget
- Shift from Capex to Opex
- Shift from infrastructure commodity to software

2

Complexity and consistency
- Optimize legacy
- Onboard new tech services and providers

3

Continuous improvement
- Prevent complacency
- Healthy competition amongst suppliers

4

Transformation
- Integrate new services without disruption
- End-user adhesion

Start your MSI journey with the JOA

Assess the level of maturity

Draw a global high-level map of your landscape

People Process

Tools Measure

Benchmark with industry best practices

Co-design the best fit MSI model

Joint Opportunity Assessment

Consulting methodology

Analyse --------→ **Assess** ----------→ **Recommend**

Business & IT strategy **Suppliers ecosystem**	**Operational analysis** **Quantitative analysis** **Maturity assessment**	**Co-design MSI models** **MSI global roadmap**

Deliverables

360 view on various domains and suppliers ecosystem	Identification of 'quick win' opportunities	Overview of the transformation project and its complexity
Global assessment and MSI adoption maturity	Proposal for operational changes & improvements	MSI model co-designed to fit your business needs the best

Why Orange Business Services MSI?

Orange unique positioning as both

Service Provider

220 countries served

32 supported languages

Americas | Middle East Africa Russia | Europe | Asia Pacific

4 regional operations

Rio | Cairo | Paris | New Delhi | Mauritius

5 major Service Centers

5 000+ service desk experts
350+ PMI certified project managers
1 million+ devices managed daily

Service Integrator

MSI global capability

- 500+ consultants
- 90 Service Now experts
- 800+ ITIL certified employees
- 100,000 changes per month
- 500+ managed Service Providers

1 One partner for complex environment of multiple ICT providers

2 integration of your suppliers and your IT services under a single platform with unified governance and management

3 KPIs and contractual obligations mapping via usage of benchmarking tools like Service Now to track the performance of service delivery

orange™

Business Services