



# Manage your Orange solutions with **My Service Space**

## A multi-featured service portal

My Service Space gives you the access you need with online services and tools to manage your Orange solutions. Designed for multinational companies whatever your industry sector or location.



Ordering



Billing



Management  
Inventory, reporting...



Incidents

Enhance productivity with online tools that put you in control of your solutions, 24/7:

- Take advantage of self-service with automated transactions that deliver near-real time results
- Stay informed about a wide range of activities such as ordering, inventory, billing or incident status
- Manage quotes, orders and control invoices to stay within your budget
- Give every user the appropriate level of access to the information they need



**Business  
Services**

# Quickly and easily manage your Orange solutions with more control and better efficiency



## Order autonomously

- Post your quote requests, track quote status and turn quotes into orders
- Review and track your orders for additions, cancellations and modifications



## Keep control on your budget

- Benefit from e-invoicing, view and download invoices, credit notes and billing reports
- Submit billing queries online directly to the billing team
- Receive email notifications when reports are available



## Simply manage all your solutions

- Use detailed reports to maximize usage, quality and performance of your solutions
- Consult inventory of your solutions: components, status, devices details
- Request changes when you need to adapt your solutions



## Report and track incidents

- Create and track trouble tickets for service issues
- Manage entire lifecycle of incidents
- Easily track resolutions with dashboard and email notifications

## Need information or support?

- Find all your service management documents in one convenient and secure place
- Access tutorials, videos for online help or contact our support team

## Good to know

To access My Service Space complete the online form at:

[www.orange-business.com/en/my-service-space-account-request](http://www.orange-business.com/en/my-service-space-account-request)



**Business  
Services**