

# Reassurance in an uncertain world

Communications and  
security solutions for  
Ministries of Foreign Affairs



**Business  
Services**





# Reassurance in an uncertain world

**We live in uncertain times where geo-political situations can change in a heartbeat and relationships across borders, between countries and even 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 at any time in history, 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 that enables the digital workplace.

With Orange Business Services on your side, 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.

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# 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. The COVID-19 pandemic has shown how quickly situations can change and the massive impact unforeseen events can have on citizens all around the world.**

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, as 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? How do you continue to carry out Foreign Affairs' essential duties and what role can new technologies play in this mission?

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

This is where you can depend on Orange Business Services. Our relevant experience, in-depth expertise and a powerful portfolio of proven solutions are ready to help you navigate this increasingly challenging environment.





# Digital: The enabler of great things



**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 globally.**

There is a massive opportunity to increase efficiency and better serve citizens by digitizing paper-based processes, and cloud computing is revolutionizing how IT services are consumed. Mobile services have changed the workplace forever and better data analytics can give 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, and is vital to ensure safe use of cloud services and the Internet. With the network so central to operations, resilient infrastructure and disaster recovery is key to ensuring that your embassies and offices stay 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

Orange Business Services renewed its contract with the Belgian Federal Public Service of Foreign Affairs (FPS FA) in 2020 to transform its global communications infrastructure. Orange is overhauling the ministry's network, security and application infrastructure across 118 locations in 87 countries. The solutions will help deliver the high level of performance, resilience and security required by diplomatic staff to support Belgium's interests and citizens abroad.

### Challenges

- Rapid roll out of network connectivity to all locations
- Delivering a workspace of the future to its diplomats
- Requirement to centralize critical data in Belgium

### Solution

- Flexible SD-WAN will ensure network and cloud connectivity with application optimization
- Managed security at the network level and within the cloud
- Additional network resilience through fully integrated satellite services
- Unified communications solution based on Microsoft Teams and Office 365
- ITIL-based 24x7 trilingual service desk
- Annual innovation fund of €800K for projects

### Benefits



Remote installation and management of network functions using NFV



Increased performance for cloud-based Office 365 services



Refresh of wireless and LAN infrastructures in all locations



Reduced calling costs through use of Direct Routing and Business Talk

**“Our partnership with Orange Business Services is the embodiment of a long-term vision strategy for the Belgian Ministry of Foreign Affairs that is centered around security, agility and innovation. Orange proved to be the perfect partner to modernize our infrastructure, and with the Innovation Fund, we will make sure that our organization is agile and swift enough to serve our organization's needs today and tomorrow.”**

**Philip Dumortier, ICT Director,  
Belgian Federal Public Service of Foreign Affairs.**

# Security to military-level accreditation standard

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

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 with trends like remote working set to continue, your security needs are constantly evolving – our flexible approach ensures you always have the best security posture including right secure remote access tools in place.

Security used to just focus on viruses and denial-of-service attacks, now it also 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 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.

To help you take a strategic approach to security we have a solution suite of professional services, which includes consulting, integration, auditing and on-demand security management. Key facts about our security capabilities include:



**25+ years track record in information security**



**24x7x365 service – open day or night all year round**



**2500+ security focused employees based around the globe**



**250+ researchers & analysts**



**45K rogue sites blocked per year**



**50 billion logs & events ingested daily by threat detection platforms**



**90% of threats identified before they have any business impact**





## Collaboration with New Zealand cybersecurity unit CERT NZ

Orange Cyberdefense works with CERT NZ to collaborate in the sharing of threat intelligence. CERT NZ is the cybersecurity unit in the New Zealand government that supports businesses, organizations and individuals affected by cybersecurity incidents. It aggregates and analyze threat and vulnerability data from Orange with other complementary feeds. In turn, CERT NZ will advise Orange of threats and vulnerabilities that they encounter in the cyber security landscape so Orange can integrate these into its threat intelligence feeds and analysis tools.



# Improving collaboration with digital workplaces

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

A digital workplace empowers employees, allowing them to work together more effectively anywhere, anytime, and on any device. With tools such as unified communications, your employees will be both more productive and have a more attractive working environment.

Recent events have made it imperative that you empower your teams with secure, reliable remote working. This means being able to accommodate virtual events for large numbers of users, give consistent access to business-critical apps to drive productivity, and ensure secure access to corporate resources from remote workers on any device. All while ensuring privacy and security concerns around remote collaboration are managed.

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 Zoom
- Enjoy carrier-grade quality of experience for audio, video and web conferencing services, underpinned by world class secure remote access solutions
- Reduce operational expenses by selecting the business model to suit you





# Reliable worldwide connectivity

**As truly global organizations, Ministry 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 securely – 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. It enables you to conduct essential services like visa applications and passport processing quickly and securely.

Orange Business Services can optimize your network for mission-critical applications, especially when they're running in different locations, some of which where the average bandwidth is very low.

Additionally, in an age of increasing geopolitical risk, standard Internet connections are in danger of being shut down without warning. We build resilience and redundancy into your network design to ensure that connectivity to all sites in any situation.

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:

- A global hybrid (MPLS and internet) network coupled with leading SD-WAN technology
- Integrated, in-house satellite service for hard-to-reach and politically unstable locations
- SD-WAN gateways connect your network to our private secure backbone for performance, reliability and security
- End-to-end visibility and control over cloud application performance from the data center to the end-user







## 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

### Solution

- Fully-managed Orange network for 270 sites using 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





# Get reassurance. Get results.

**Through our experience with governments and public sector bodies around the world, Orange Business Services has the knowledge and in-depth expertise to deliver high value and fast returns on investment.**

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:



## Global and local support

As a global provider with a network of experts, Orange takes a holistic approach to provide end-to-end consistent support everywhere that you have operations, even in the most remote locations.

We have globally consistent service management across different technologies and services based on common processes and tools. This includes an operational presence in 115 countries with qualified field technicians providing on-site support, and global 24/7 Service Desks on three continents. This leads to faster incident resolution, more visibility, high redundancy, and less disruption.



## 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.



## A wealth of experience

Orange has rich experience of supporting multiple MoFA networks for various government agencies across the world, including Europe, Asia, the Middle East and North America – making us a market leader in this area.



## Driving innovation

We are focused on innovation with our MoFA customers to help them stay at the forefront of technology development. This includes innovation forums for our customers to help them share ideas, and setting up specific innovation funds designed to develop new initiatives. For example, we have set up an €800K innovation fund with the Belgian Ministry, and the first co-innovation project is exploring Master Data Management led by the Orange company Business & Decision.



Find out more about Orange Business Services by visiting:

[www.orange-business.com/en/connectivity](http://www.orange-business.com/en/connectivity)

[www.orange-cyberdefense.com/global](http://www.orange-cyberdefense.com/global)



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