



Business
Services

Be Resilient at All Times

Best practices to optimize
your ICT infrastructure



Adapting to the new normal

Operational resilience is an important agenda for businesses to respond swiftly and effectively during times of crisis. Now, as companies navigate the rising uncertainty and prepare for the new normal, the need for flexibility and agility has only amplified.

To minimize business disruption and adapt to new operating environments, organizations need to build greater flexibility into their end-to-end value chains and confidently migrate to Cloud-based platforms for continuous service availability.

IT leaders have a critical role to play in bolstering a company's digital capabilities and maintain resilience. It requires the ability to proactively monitor the performance of business-critical applications, quickly scale up Internet and network bandwidth, plus expand hybrid multi-cloud environment capacity when needed.



According to [KPMG](#), Cloud and modern infrastructure solutions will be an essential part of a path towards a new reality.

Consider these questions:



Are your cloud and network strategies delivering the speed and flexibility you require?



Is your environment enabling the secure, connected and seamless experience your users demand?



Is your architecture built to take advantage of a much broader digital ecosystem within the next year?



How confident are you that you have optimized the spend on your current infrastructure environment?

Common ICT challenges faced during disruptions



IT teams unable to cope with growing demands of newly remote workforces



Business operations plagued by inconsistent end-user experience while accessing business applications impacting user productivity



Lack of visibility to monitor and manage data and applications performance effectively across diverse network and Cloud native environments



Inability to spin up Cloud resources and upgrade network and Internet bandwidth securely on demand to support flexible business needs

Maintaining flexible and resilient business operations

Two tips for optimized ICT infrastructure

1

Maintaining a high level of application performance



Identify and troubleshoot potential remote working problems by proactively monitoring end-user experience of your employees worldwide



Utilize network monitoring tools to allow your IT teams to track and improve the performance of mission-critical applications



Leverage in-depth network insights to optimize the use of IT resources and redeploy them to emerging areas of need

2

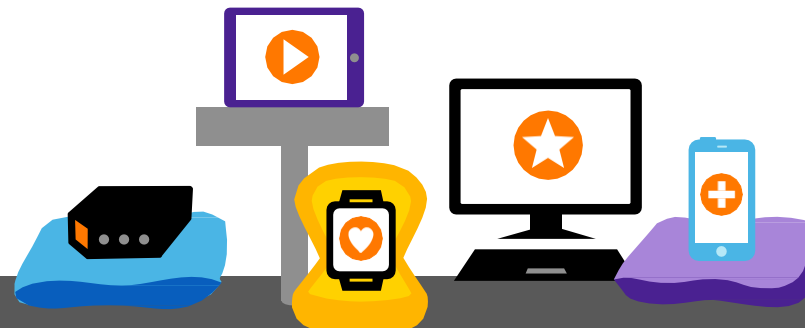
Ensuring optimal end-user experience through guaranteed cloud and network service quality



Deliver reliable and secure access to Cloud resources to expand your digital capabilities



Enhance your ability to rapidly scale cloud resources and activate temporary bandwidth upgrade when needed, to cope with evolving workload demands



How Orange can help



To help you transform fast and at scale, Orange delivers the digital services you need to cope with the increased demands on your ICT infrastructure:



Greater visibility into end-user experience

We provide the right tools to **proactively deliver visibility at the end-user level** and analyze performance right at the point of consumption i.e. the end-user device. This gives your IT teams the opportunity to take action for better performance and improved- user experience.



Secure access to Cloud on-demand via Orange BVPN Galerie

Orange BVPN Galerie provides guaranteed performance with SLA when accessing Cloud applications and IT infrastructure via your corporate VPN. Your connection to the Cloud is fully managed by Orange in coordination with major cloud service providers, giving you a **secure access to cloud applications, without touching the Public Internet**. It gives you flexibility to activate on-demand bandwidth to any Cloud environment within 48 hours.



Guaranteed service quality of the network

As a network-native digital-services company, we have the expertise to help you **optimize and manage a robust network infrastructure** to ensure the most secure solutions across LAN, WAN, Internet and multi-cloud connections.



Future-proof your ICT infrastructure

Orange can help you to **scale up network capabilities and multi-cloud services** including services around hyperscalers based on your specific needs. With our professional & integration services to ensure successful implementation and adoption of new solutions, you can develop strategies to be resilient at all times.



Amcor, an Australia-based global packaging leader, maintains supply of goods worldwide

Amcor needed to stay operational in over 40 countries, which meant enabling knowledge workers to work from home immediately as lockdown began. From perishable foods, hand sanitizers and pharmaceuticals to medical supplies, ensuring that goods could continue to be supplied during the crisis was vital – requiring an efficient packaging supply chain.



Adapting quickly, optimizing operations

Orange had to quickly scale up concurrent users per region. We did this by:

- Adding functionality to the existing firewalls in Amcor data centers to rapidly scale up remote access capacity
- Increasing network bandwidth in Amcor's regional gateways to let users experience optimal performance for their business applications including MS Office 365 and telephony and video services provided by Orange

IT optimized, customers served, consumers around the world getting the products they need

Enabling large scale work from home program in a hurry

Amcor needed to rapidly increase capacity on its existing remote access service by optimizing its communications infrastructure. Orange enabled this by:



Increasing licenses for 100 concurrent users to start working remotely over Lunar New Year



Working with customer's in-house IT team to provide seamless transition to teleworking



Increasing bandwidth for customer's data centers in North America, Europe and Singapore

100s → 1000s

of remote workers, rapidly,
seamlessly and securely.






Mining company telecommuters keep operations up and running

As the COVID-19 pandemic unfolded, keeping operations up and running was vital for this mining company.

This mining company depends on its global supply chain for getting heavy equipment, machinery and components to mines, often in remote locations. With many mine sites working to just-in-time supply schedules for their raw materials, disruption can be devastating. It was imperative to keep supply chains monitored in real time and have knowledge workers connected.

They needed to:

-  Immediately enable 300 knowledge workers to work from home
-  Shift traditional office-based workers to home without any drop-off in performance or productivity
-  Transition rapidly to keep operations up and running



Enabling telecommuting with optimized IT

Orange supported mining company's telecommuting program with consistent performance they needed, to access Microsoft business applications remotely. The mining company had previously only ever had 5 to 10 remote users. Now it needed hundreds.

10 → 300 

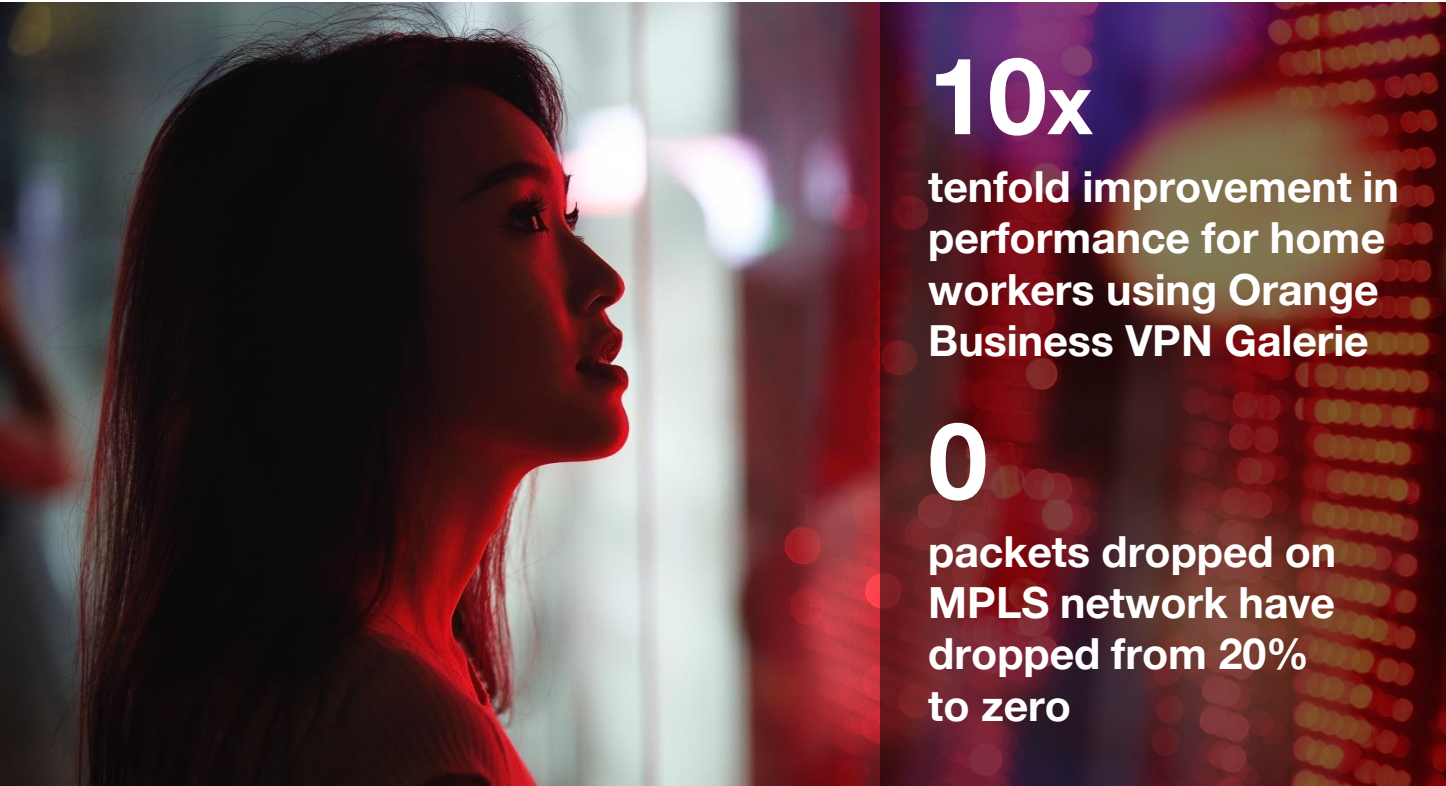
telecommuters enabled rapidly as the pandemic hit



Mining company telecommuters keep operations up and running

World class end-user experience with optimized IT

Orange deployed Business VPN Galerie between the company's VPN gateway and Microsoft platform, letting remote workers access Cloud applications directly from the company's private network.



10x

tenfold improvement in performance for home workers using Orange Business VPN Galerie

0

packets dropped on MPLS network have dropped from 20% to zero

The combination of Orange Business VPN Galerie and the MPLS network has powered a tenfold improvement in performance for home workers. Packets dropped on MPLS network have fallen from 20% to zero, eliminating bottlenecks that affect performance and make it difficult for employees to access applications remotely.



Ensured end-to-end security and consistent performance and gave end-users an enhanced experience when telecommuting

Rapid delivery

The full Orange Business VPN Galerie integration, carried out remotely, took just 20 days: this type of project would typically take months.

Orange helped the customer mitigate supply chain risks and shore up business resilience through optimized IT



Multinational electronics firm continues partner relations remotely

Recent lockdowns have caused manufacturers of electronic components to experience delays in supply shipments. Even small delays in deliveries of raw materials can hamper component suppliers' production.

Electronics manufacturers must mitigate "supply shock" by working closely with partners to manage short-term and long-term inventories. An unexpected event can change the supply of a product dramatically: this is why this multinational electronics firm came to Orange Business Services.

Orange and the customer worked together as a "one team" to ensure that business remained fully operational and in contact with critical business partners during the crisis



Communications in a crisis

As the pandemic hit, the multinational electronics company faced an issue that could cut off collaboration with its partners. The company was in the process of migrating from Cisco Webex to Microsoft Teams when COVID-19 hit. They were using an end-of-life version of Webex and did not have time to upgrade its business partners to Microsoft Teams.



How did Orange help?

Orange bought some time by asking Cisco to keep the company's old Webex platform live.



Orange then worked round the clock to install new Webex tools, ensuring communications technologies were in place so the company could continue to collaborate with its business partners.

Multinational electronics firm continues partner relations remotely

Optimizing ICT infrastructure to assure performance

As lockdowns extended across the world, the company had to get tens of thousands of employees working remotely. However, company's infrastructure could not support this many teleworkers. The company found its connectivity hubs choked, with only half of users particularly in China, Italy and France able to get remote access. This resulted in a massive downturn in productivity.



Orange upgraded the number of concurrent VPN user licenses to 6,000 users in the span of 48 hours upon receiving the first request



Orange increased capacity of the company's virtual desktop infrastructure (VDI) licenses from 400 to 600. With VDI, engineers could access CAD applications securely and remotely



Within a couple of hours over the weekend, Orange increased bandwidth twofold for hub sites in Italy, France, Switzerland and Singapore. Bandwidth was also quadrupled for end-user traffic in those locations



6,000

Orange upgraded concurrent user licenses for VPN to 6,000 users in just 48 hours

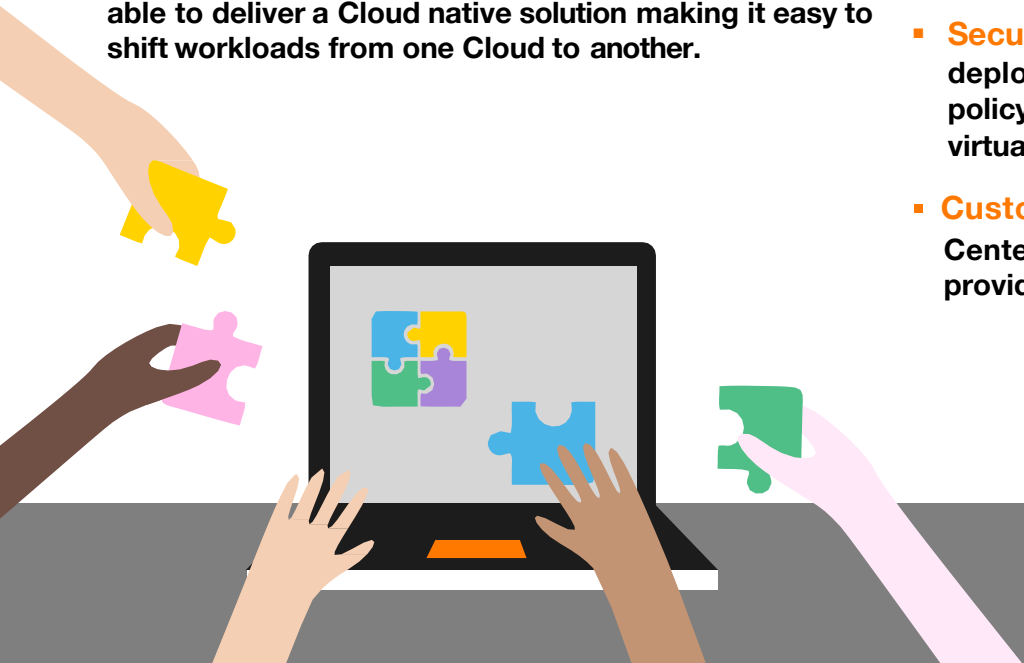
100% of users seamlessly connected remotely, productivity back to near normal



We are a network-native, digital services company

We draw upon our core strength, connectivity, to support our customers in the transformation of their infrastructure, while adapting to their needs in a fast- changing business environment. We help you to have right digital foundation in place for your business that will bring flexibility, while eliminating risk and increasing security.

- **Global network coverage:** Orange provides network services in 220+ countries and territories, and Internet with over 140+ ISPs with more than 50 public cloud providers linked to our network.
- **Multicloud skills:** We have multi-cloud skills and are able to deliver a Cloud native solution making it easy to shift workloads from one Cloud to another.
- **SD WAN Expertise:** With our proven skills on application performance management we bring you the best of SD-WAN solutions that integrates legacy IT, reduces costs and increases flexibility.
- **Security:** Our security experts ensure a safe ICT deployment, by enforcing your company security policy: Cloud and Internet security or advanced virtualized security functions in your remote office.
- **Customer Service:** We operate 5 Major Service Centers (MSC) located in various continents to provide 24/7 support.



We are a recognized market leader

Gartner

Orange Business Services positioned as a Leader in the 2020 Gartner Magic Quadrant for Network Services, Global.

 **GlobalData.**

Orange Business Services is a leader in the Asian telecom Cloud market driven by its strong professional service capabilities combined with the continuous enhancements of its Cloud portfolio and wide partner ecosystem.



Our network operator reliability coupled with our flexibility as an integrator of digital solutions sets us apart



Resilience and Reliability

We implement Cloud native technologies and tools and high degree to automation throughout our network and Cloud architecture resulting in high degree of resilience and reliability.



Assured Performance

We control and optimize the performance of a Cloud application on an end-to-end basis, from the user to the Cloud data center with the right performance for each Cloud application.



Globally Optimized Infrastructure

We help you to manage and optimize both your Cloud and network strategy, while delivering critical end-to-end visibility on a global scale.



Future-proof


We have designed Flexible SD-WAN to simplify the evolution of your existing networks and ensure your network is ready for future requirements. This will allow you to move at your own pace.



Manage Multi-vendor Complexity

To help simplify operations and ensure governance of contracted services throughout your provider eco-system, Orange Multisourcing Service Integration (MSI) provides you with visibility and control for building a unified vision over the end-to-end performance of your IT landscape



An aerial night view of a city with a complex network of glowing white lines overlaid, representing a global or interconnected network. The city lights and highways are visible in the background, creating a sense of a modern, technologically advanced urban environment.

We have proven experience in helping organizations optimize their end-to-end ICT infrastructure and help them stay resilient at all times.

Discover the five strategies that your organization can take to achieve business resilience [here](#).

Explore ways to enable effective remote collaboration [here](#).

For a more tailored consultation on how your business can achieve operational resilience, get in touch with our team [here](#).