



Business
Services

Be Resilient at All Times

Best practices for effective
remote working



Adapting to the new normal

We can't predict the next crisis, but businesses can prepare with robust contingency plans to ensure business operations can continue, no matter the disruption. As businesses develop strategies to adapt quickly to the new normal, telecommuting and effective collaboration between remote workforces has become an important area of concern.

Remote collaboration tools can no longer be viewed simply as an alternative for employees to save time and reduce travel costs. They have become vital for enabling employees to remain productive and communicate effectively during a crisis and to help businesses adjust to evolving requirements in the new normal, such as the shift to remote working for the long term.

Common challenges enterprises face in the transition to remote working



Having to mobilize teleworking for a large number of workers within a short time frame



Accommodating virtual events for a large number of users across multiple locations worldwide



Inconsistent office experience and poor access to business-critical apps, which may hamper productivity



Privacy and security concerns related to remote collaboration



Ensuring secure access to corporate resources from a large number of remote workers and a variety of connected devices

41% of Employees Likely to Work Remotely at Least Some of the Time Post Coronavirus Pandemic, [Gartner HR Survey](#)



3 tips for effective remote working

For a fast and seamless transition from standard office operations to remote work arrangements, your business need to:



1 Empower your workforce with the right remote collaboration tools



Ensure your employees are equipped with the right tools to work and collaborate effectively from anywhere



Consider whether the collaboration tools you are using can offer integrated audio, web conferencing and content sharing capabilities that your employees can easily access from their home environments—regardless of the devices or their locations



Adopt a video conferencing platform that is natively secure, can easily integrate with existing tools and infrastructure allowing you to interact and collaborate internally and externally

2 Provide your employees with easy, secure access to corporate resources



Establish a VPN to enable remote workers to securely connect to your corporate data and systems, while scaling bandwidth and remote access licenses for a large number of users as per requirements



Maintain secure remote access to your IT systems and better manage access to corporate resources based on the employees' roles and access privileges

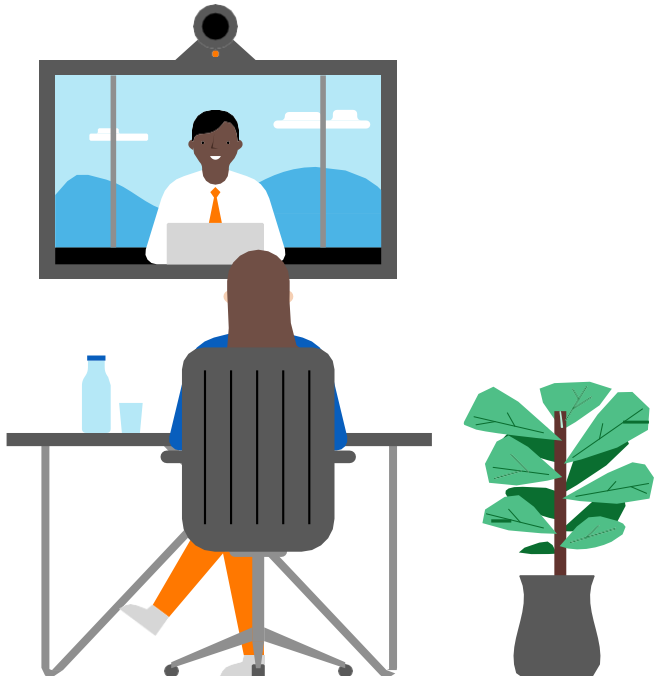
3 Securely connect and protect your remote workers



Evaluate and address potential loopholes in your security measures on a consistent basis, as having more employees work from home potentially increases your business' risk posture and attack surface, with many more endpoints to manage



Keep employees updated on risks of cyber-attacks and communicate best practices for safe remote working



How Orange can help

Whether to successfully roll out work-from-home initiatives or to securely connect your remote workforce, Orange can help you:



Deploy remote collaboration solutions with confidence



Establish secure remote access



Optimize network and remote access capacity

Orange can help you **identify your specific needs and integrate the right collaboration tools and platforms** to empower your distributed teams to work remotely easily and effectively.

Our digital services can help you quickly scale your operations without dramatically increasing overhead expenses. Offering a complete suite of enterprise-grade communication services including telephony, collaboration tools and web conferencing solutions, Orange enables seamless collaboration and also helps to run virtual events over the internet, across multiple locations globally.

Orange can **scale up VPN connections for your remote workers without compromising security**. With our secure remote access SSL VPN solutions, you can better manage user access while providing employees with ease of access to your corporate systems as if they were in the office.

With more employees working from home, it is critical for IT to be able to manage their devices remotely. Tools that will help IT teams upgrade employees' software, monitor status, troubleshoot issues – and to fully understand how users are working remotely so that businesses can be resilient.

Orange can help you **optimize your global voice and data network** to ensure a smooth remote working experience for your employees worldwide.

Our digital maturity and agility allows us to deliver unmatched voice coverage globally (including SIP trunks, call collect and local voice), at the same time managing regulatory complexities. These capabilities help you to scale quickly for significant increases in remote workers, plus help you ease pressure on your network capacity by offloading traffic closer to their home locations.



Government department keeps home workers connected

A government department was not used to enabling employees to work from home – as the pandemic struck, it needed to quickly adopt telecommuting arrangements.

The department needed a simple to use video collaboration tool that could be deployed quickly – they selected Zoom. As a government department, security was paramount. The organization required that Zoom was not accessed through a public server, and must be integrated into its on-premises infrastructure.

Orange enabled collaboration – securely

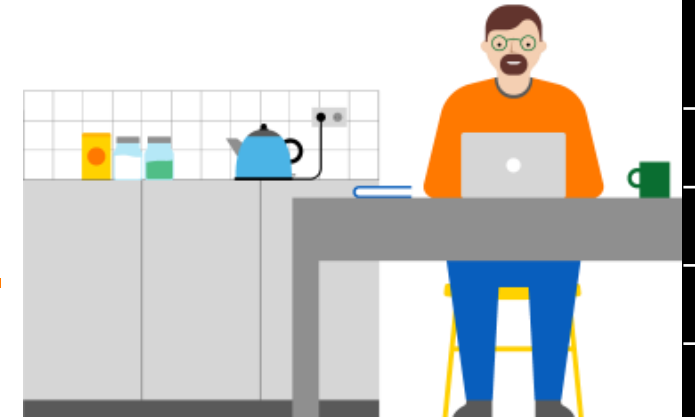
As a trusted Zoom partner, Orange was able to help with the necessary system integration and voice collaboration skills plus security expertise. Orange worked with the customer on a secure platform via a dedicated server installed in their office and deployed a robust solution for its 70 employees quickly.




70 → 2,000 

Pleased with the performance and productive outcomes, the government department is now looking at potentially rolling out Orange-Zoom solution to its 2,000 remote workers.

Remote working enabling resilience.



70 Orange quickly deployed Zoom to 70 remote workers enabling collaboration and meetings and to keep them communicating 

Mining company convenes AGM during lockdown

During the crisis, keeping communication between company stakeholders and management is essential to enable decision-making.

A long-standing Orange customer, with a lean IT team, decided on a virtual AGM and turned to Orange to deliver a fully managed experience. They needed a service that could incorporate the complexity of dual-channel audio streaming. The virtual AGM would be streamed in English with a separate dial-in number providing real-time translation into Mandarin. Further, they needed stakeholders to have easy, secure access to virtual AGM without needing to dial in via a VPN.

Orange provided a managed virtual AGM event

Working with PGi, Orange offered GlobalMeet Webcast, a scalable cloud-based audio and video platform that streams live events in HD video from any device or browser without any network disruption

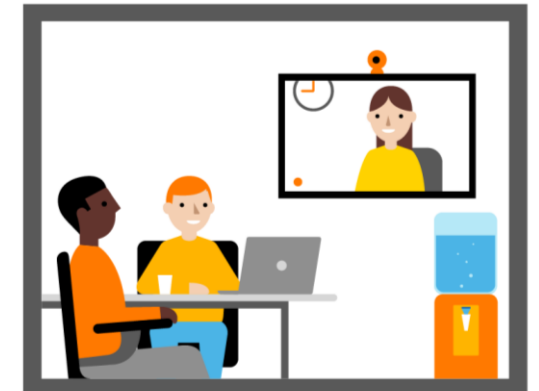


- Hosts, presenters and participants use one-click entry user numbers
- Advanced user authentication ensures the system is secure



More than a platform – Orange delivered a positive business outcome in unprecedented times.

Orange ensures effective collaboration between shareholders and management board virtually.



Orange quickly spun up customized landing page for shareholders to register as invitations had to be sent in just 4 days

Multinational manufacturer ramps up remote working to stay productive

This Orange customer manufactures critical parts for the nuclear energy, chemical and pharmaceutical industries. It was imperative they retained business continuity during COVID-19.

The company had to respond to the pandemic with no drop-off in customer service. To do this they needed to:



Mobilize tens of thousands of knowledge workers to work from home



Manage a security emergency that shut its Active Directory (AD) servers down



Stay on schedule for major voice and UC deployment

Rapid remote working enabled

To enable home working Orange had to increase SSL licenses to support increased remote access. As more countries began lockdown, Orange scaled up bandwidth in data centers supporting SSL VPN connections to meet capacity demands for secure access to business applications from any device.

Remote user licenses were increased from hundreds to thousands, an intricate coordination project between the customer and Orange teams worldwide.

100s → 1000s



of remote users as the scale of the pandemic increased

Bandwidth was scaled up at data centers supporting SSL VPN connection to meet capacity demands for secure access to business applications from any device.



Multinational manufacturer ramps up remote working to stay productive

Dealt with security alert while stepping up remote working capacity

The company also had to urgently manage the major security problem affecting its AD servers, which immediately cut off remote access for many users. Orange deployed a Multi-Factor Authentication (MFA) via Microsoft Azure cloud services to shore up security and reconnect users. This approach would usually take several days, but Orange delivered the new authentication process successfully in just 24 hours.

24 hours

Orange deployed MFA via Microsoft Azure cloud services, enhancing security, reconnecting users, keeping the company productive



Empowering dispersed teams to collaborate

Orange rapidly increased licenses for a new Cisco Webex cloud-based suite of productivity tools to keep the company's remote teams collaborating during the crisis. Further, Orange worked on a voice deployment involving migration to Orange Business Together as a Service for unified communications via the cloud, including SIP trunking and number porting capabilities.



Orange stayed on schedule for a major voice deployment that will be central to the manufacturer's business in the new normal

Working together as one team, Orange and the customer ensures that the company's essential systems remain resilient and continue to function against all odds.



Orange is here to ensure you have the digital services you need to work remotely

Orange Business Services' core business includes the collaborative workspace solutions along with audio, video and web conferencing services. These services are now more critical than ever for organizations that need their employees to be able to exchange and share data remotely, or stay in constant contact with customers.

- **Network Coverage:** We cover 220 countries and territories globally with seamless voice and data network, and operate 70 data centers to provide the capacity you need for the evolving requirements of remote working
- **Unmatched voice coverage:** SIP Trunks in 164 countries, DID numbers in 46 countries, local voice in 28 countries; to help simplify operations and optimize costs for all your conferencing needs
- **Security:** Our 10 CyberSOC and 16 SOC facilities located globally, provide top-tier expertise in threat analysis to protect your business throughout the entire threat lifecycle
- **Customer Service:** We operate 5 Major Service Centers (MSC) located in various continents to provide 24/7 support



Gartner

Orange Business Services is ranked highest in three out of five enterprise use cases in “Critical Capabilities for Unified Communications as a Service, Global”

- Product or Service scores for enterprise with modest UC requirement
- Product or Services scores for enterprise with full UC requirement
- Product or Service scores for enterprise with multinational UC requirement

***ISG**

Orange Business Services is named a Leader in the ISG Provider Lens™ Digital Workplace of the Future – Unified Communications as a Service (UCaaS)

According to ISG: “Orange Business Services has a proven track record for implementing large UCaaS accounts with its Business Together as a Service offering. It is suited to serve midsize and large enterprises and provides global UCaaS support. The company can also serve clients in Latin America, Middle East and Africa.”



Orange has proven experience in supporting organizations worldwide to mobilize remote working initiatives and achieve business resilience



Flexibility and Agility

Our full range of digital enterprise voice solutions allows you to quickly order, configure and scale up international numbers, provision temporary office lines to handle unexpected needs. For example, enabling disaster relief organizations to publish help lines during emergencies.



Vendor Agnostic

As a vendor agnostic provider, we provide best-of-breed solutions from leading technology companies, including Cisco, Microsoft, PGI and Zoom, to deliver multi-vendor solutions. We offer end-to-end service support across voice, video and data for seamless end-user experience.



Global Integration, Local Support

We help you integrate and fully manage end-to-end; remote collaboration, telephony, security, and connectivity solutions on a global scale and provide local in-country support services.



User Adoption Services

We offer expert consultants to on-board all employees and ensure successful adoption of collaboration tools and services.



Tailored Billing

We offer you flexibility to choose the invoicing that best suits your needs, local or central billing, depending on how you want to manage your costs.



We are a network-native, digital services company

We have over 3,000 MNC customers at an international level with a majority of them served by us in APAC.

Want to explore ways to enable effective remote collaboration? Get in touch [here](#) with our experts to find out more about how Orange Business Services can help.

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

Discover the best practices to optimize your ICT infrastructure [here](#).

