

Multisourcing Service Integration (MSI) – managing mobility, communications and IT service providers for unmatched performance

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**Business
Services**



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Agenda

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**MSI
short
overview**

2

**MSI
stories &
news**

3

**MSI
& Mobility**

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Wrap up

In 2018, 10% of large enterprises required MSI to manage their multi-suppliers.

...and in 2022 ?

50%

50% of large enterprises will require MSI to manage their multi-suppliers by 2022 vs. 10% today (Gartner, November 2018)

What is MSI?

A solution that allows our customers to achieve seamless governance, unification, standardization and end-to-end management of their services.



Your Challenges



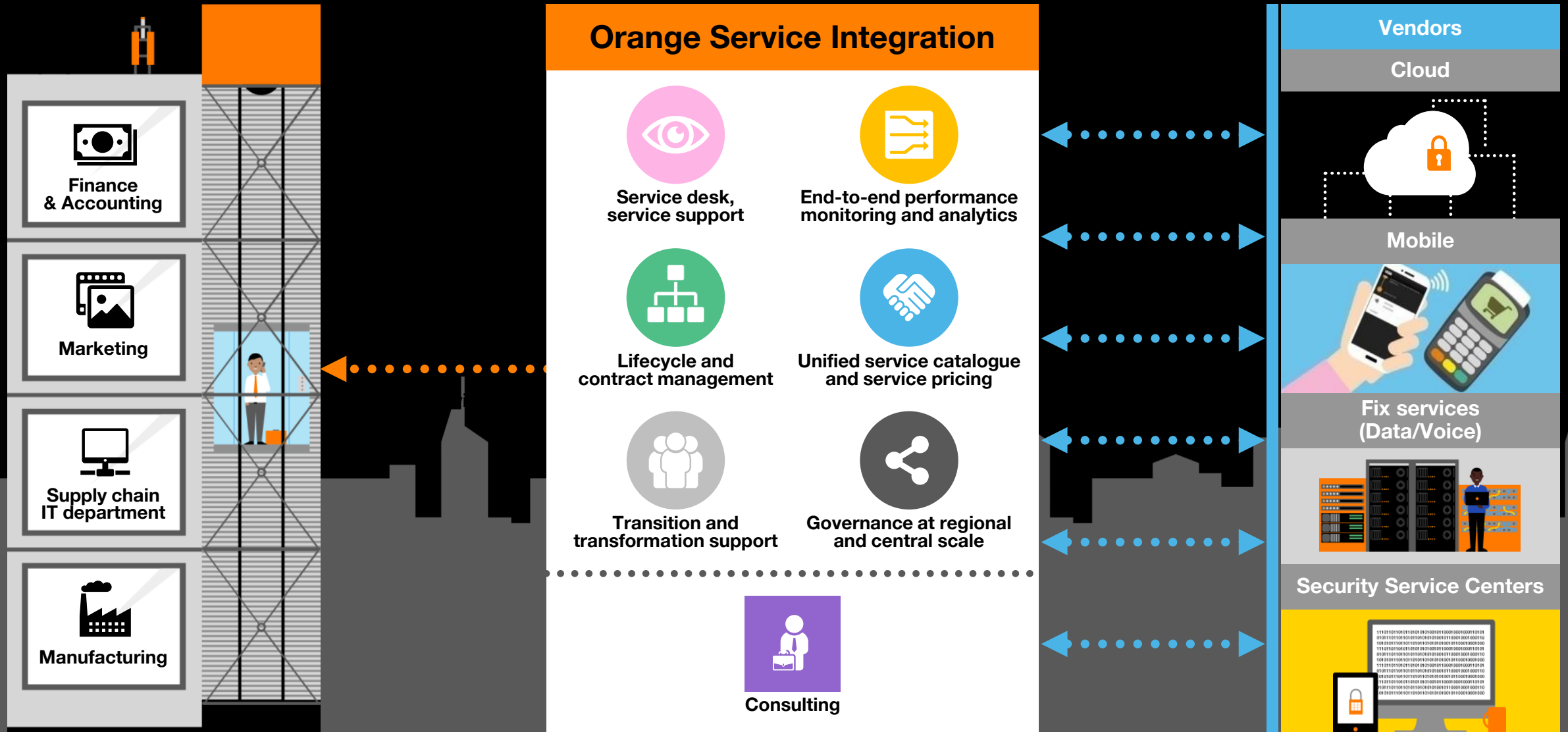
**Optimize
budget**

**Manage
complexity and
consistency**

**Ensure
transformation
is happening**

**Enhance
continuous
improvement**

Coordination and integration of service delivery





**Very large
European company**

**<1% of changes
related incidents**

14% incidents drop



**Very large
French cosmetic
company**

x2 failure diagnosis

30% incidents drop



**Top 10 multibillion
home entertainment
company**

**Future-proof
technology refresh**

**Flexibility to add
new services**

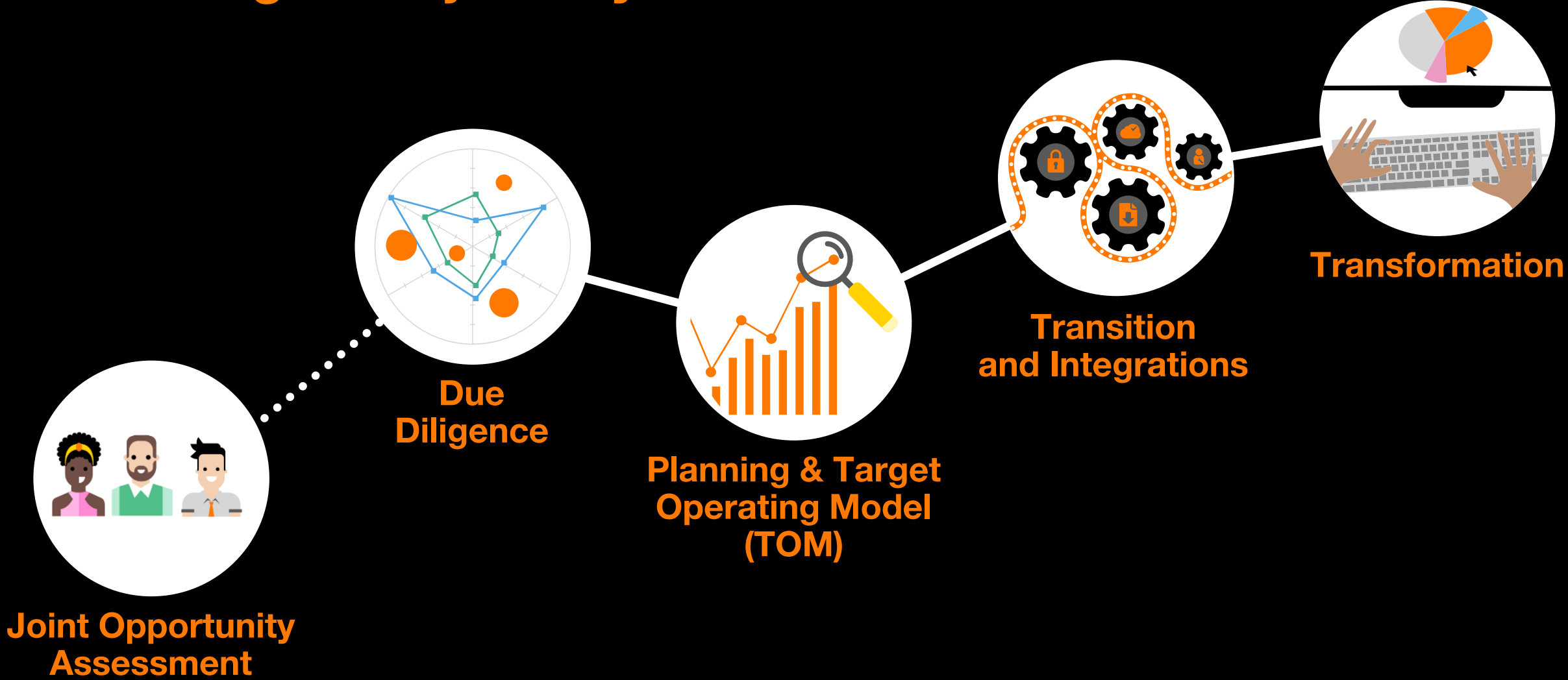


**Large chemical company
1100 sites and
115k employees**

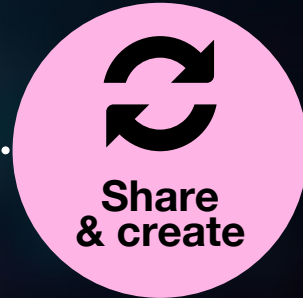
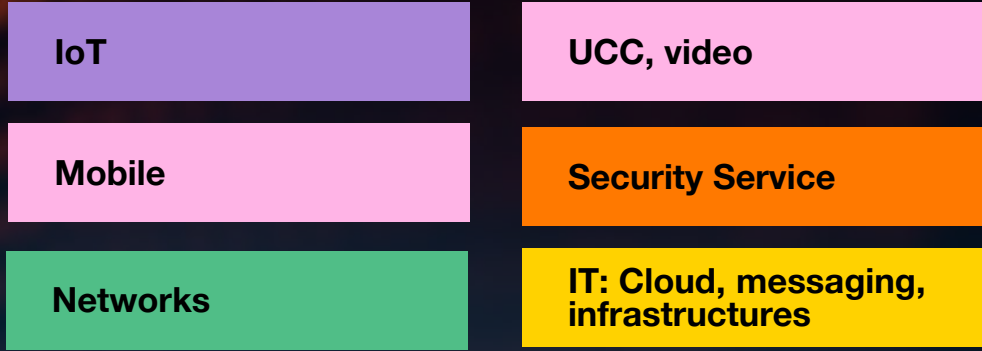
SD WAN orchestration

Tailored MSI solution

The Orange MSI journey



The scope of MSI



MSI addresses the whole data journey

Just Married Orange MSI & Mobility





**World leading
packaging company**

**Centralized model
simplifying global
management**

**Increased visibility
and cost control**

The complexity of managing mobility without MSI

Central telco/IT organization

Customer requirements

Vendor sourcing
management

Contract
management

SLA & reporting
management

Performance &
cost management

Mobile vendors environment

Mobile National Operators (MNOs)



Device providers



TEM providers



EMM providers



Local customer organization in each country

End user

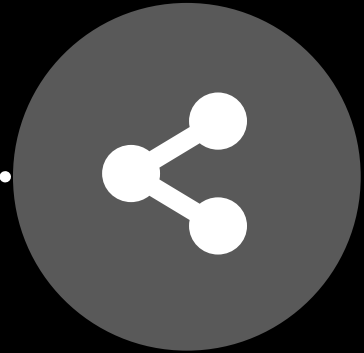
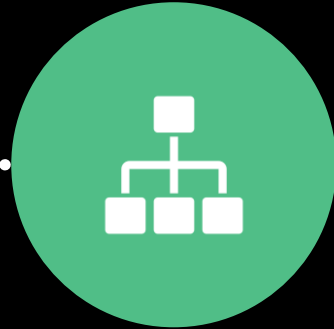
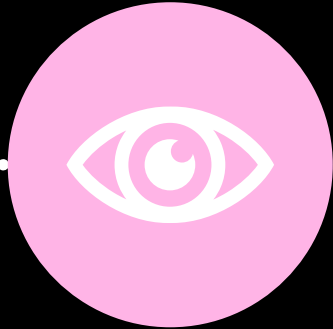
Fleet Manager

Local IT

Sourcing

Finance

Mobility is fully integrated in Orange MSI value proposition



Audit
of business
processes and
mobility services
requirements

**Skills
center**
to collect
incidents,
requests, orders
on customer's
behalf

Managing
traffic and costs
of the local
mobile operators

Outsourcing
management
of mobile
connectivity
contracts

**Agnostic
portfolio**
of mobility
services aligned
with Orange
processes

ITSM solution
connected to
local mobile
operators

Integration
with Orange
global
governance

Key Takeaway

MSI is the future – confirmed by major analysts.

Orange MSI – an end-to-end solution to reduce complexity, keep control & gain flexibility.

Now NEW – MSI & Mobility - combined for the perfect, seamless end-to-end experience.



Come and see us:

Demo booths:



**Business
Services**

**Consulting and
Integration**

Partner Talks:



16:30 Balcony room



a Hewlett Packard
Enterprise company

16:55 Balcony room





Thank you...
we're listening



**Companies
thrive
on innovation.
We work to
shape yours.**