

# Orange Business



Facts and figures / February 2024

## In summary

Orange Business, the enterprise division of the Orange Group, is a leading network and digital integrator, making digital transformation efficient and sustainable for businesses.

Combining the strength of our connectivity, cloud, and cybersecurity expertise with our platforms and ecosystem of partners, we provide the foundation for a trusted total experience for enterprises around the world.

## Key figures

**€7.9** Billion turnover  
in 2023  
+ 11% in Cybersecurity  
+ 7% in Digital and Data

**200** Countries and  
territories covered

**30 000** Employees  
in 65 countries

**9 700** Digital experts

**30 000+** Customers

**10 000** Employees dedicated  
to customer service  
worldwide

**5** Major Service Centers  
(MSCs) in Brazil, Egypt, France, India  
and Mauritius

**18** Security Operations  
Centers  
(SOCs) around the world

**14** CyberSOCs

# Find out more

## Focused portfolio aligned with 4 key value propositions to fit customer needs:

Through our four strategic value propositions, we aim to deliver exceptional digital experiences for customers, employees and operations, enabling better financial, social and environmental performance.

- **Digital Infrastructure:** Our combined approach of connectivity, cloud and cybersecurity enables us to operate a seamless infrastructure for our customers' enterprise. With extensive investments in global networks and points of presence, we empower their workforce to excel from any location with optimal performance.
- **Customer experience:** At Orange Business, we embrace a global and coordinated approach to customer experience. By synchronizing all human and digital touchpoints, our customers can deliver a consistent, personalized experience at every stage of their own customer journey. Understanding individual preferences and orchestrating all customer interactions enables them to respond effectively and reinforce customer satisfaction and loyalty, while optimizing internal processes for greater overall efficiency.
- **Operational experience:** IT technologies and solutions, applied to the OT domain, improve productivity and security, enable process optimization and create the opportunity to develop disruptive business models. Orange Business supports its customers in determining the best business cases, setting up and maintaining the necessary secure infrastructures, enabling IT/OT convergence, and thus unlocking more value and faster.
- **Employee experience:** Employees' experience quality is directly related to their physical and digital workplaces. To increase productivity, facilitate collaboration and attract talent, Orange Business experts help our customers define, deploy and maintain their sustainable Digital Workplace solutions. Our goal: boost our customers' employee experience to the highest level.

With our ethical, responsible and inclusive vision of digital, we:

- Put trust at the heart of our commitment, protecting customer data through the entire digital value chain
- Innovate for a sustainable future: reducing the environmental impact of our activities
- Harness the power of data and AI

## Strong digital infrastructure with trust and security

Leveraging and transforming our traditional connectivity solutions, we orchestrate and secure end-to-end digital infrastructures for our customers with next-generation connectivity, composable platforms, and a rich partner ecosystem:

- 50+ technology partners, embedded and integrated in end-to-end solutions
- Services integrated and offered to customers in a digital, on-demand, and composable way
- World's leading voice and data network: 200 countries and territories covered; supervised 24/7
- Airport Hub: SD WAN platforms deployed in over 60 airports worldwide
- FTTO (Fiber to the Office): 55,000 customer sites connected in France
- 130,000 cyber incidents detected in 2023
- 22nd consecutive year in the "Gartner Magic Quadrant for Global Network Services," of which 20 years positioned as Leader

# Global digital services, integration, consulting and expertise

Our Digital Services teams focus on helping customers innovate and drive business strategies in key digital domains, including data and AI, customer experience, cloud services and digital workspace. We support enterprises on their digital journeys with advisory services, end-to-end solutions, and managed and professional services.

- **9 700** Digital experts
  - 27%** Cloud experts
  - 39%** AI, Data & Digital experts and consultants
  - 28%** Cyber experts
  - 6%** IoT experts
- **15 billion** data analyzed every day with FluxVision
- **39 million** IoT B2B connected objects worldwide
- **70+** cloud data centers on 5 continents
- **5 000+** employees engaged in re-skilling and up-skilling program by 2025 to boost digital capabilities around virtualization, cloud, data, AI and cybersecurity with the objective of 20 000 certifications validated by 2025.