



What did the client need?

Orange Business Services typically serves major multinationals with extremely complex infrastructure needs. Upon winning a new client, the process of transferring their existing services to Orange's is extraordinarily sensitive and normally commences long before the sale is concluded. The global Professional Services team that is responsible for the flawless execution of these services sought Positive Momentum's expertise in two key areas: firstly, with several specific global account wins and secondly, in ensuring that the organisation and people were equipped with the skills to distinguish themselves in this highly competitive and demanding market.

How did it work?

Using his deep subject matter expertise, and highly respected executional track record in this area, our Senior Positive Momentum Partner established a rapid understanding of the key issues, developed highly effective and collaborative relationships with all internal stakeholders, facilitated a very large number of meetings, calls and workshops (both account specific, and strategically general in nature) right across the globe, resulting in Orange's ability to both deliver executional excellence as well as develop replicable approaches and procedures for future engagements.

Who's the client?

Orange Business Services is a global provider of high end IT and communications solutions to large multinational corporations. A division of France Telecom, they operate in 166 countries, employ over 29,000 people and serve over two thirds of the world's largest companies.

What did Positive Momentum do?

- Consulted with all key stakeholders to understand key issues
- Engaged with both internal teams and Orange clients
- Developed replicable approaches for the future
- Coached key individuals to improve both skills and behaviour

What were the results?

Service delivery quality, client satisfaction, cross-functional harmony, professional services skills and income have improved with all clients with whom we have been directly involved as well as generally reported enhanced win:loss ratio and Professional Services engagement and reputation across the global business.



What does the client say about Positive Momentum?

Positive Momentum has an unparalleled knowledge of our business combined with a highly pragmatic and results-oriented approach. This, quite simply, brings business benefits far more rapidly without the usual heavy time investment to bring the consultancy up to speed.

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