PegaWorld iNspire

JUNE 9-11, 2024 | LAS VEGAS

PegaWorld iNspire 2024

Streamlining our Order-to-implementation using business process automation and AI

Mike D'Avella, Head of Referential and Inventories

Charbel Asmar, Senior Project Manager, Referential and Inventories

Orange International Network Infrastructures & Services

orange **Business**

Orange Business

A leading network and digital integrator.

Dedication to businesses and organizations as a **telco operator & IT services**

Operating in **220+ countries and territories.**

Supporting **sustainable digital transformation** of **global enterprise** businesses

Employing **30,000+ people in 166 countries.**

Offering **digital infrastructure, connectivity, cloud and cybersecurity** services

Becoming the leader in Europe for managing and integrating digital services and networks by 2030.

Unmatched force in the market

No. 1

voice and data network worldwide

9 700

Digital experts

70+

cloud data centers on five continents

5

Major Service Centers, covering all continents

50+

partnerships with the best technology providers in the industry

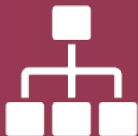# Orange International Networks Infrastructures & Services

is the Group international technical organization, serving…

… the B2B market with

orange Business

… the international Wholesale with

orange Wholesale

… Orange affiliates

orange

Our mission

OINIS's mission is to conceive, plan, broadcast, display and operate international networks and long distance (backbone), as well as the IT infrastructures of critical global enterprises

Design

Build

Operate

Secure

International Networks & Infrastructures of the Group

Orange International Networks Infrastructures & Services

Our Infras & Networks

Our Footprint

800
**Internet PoPs
in the World**
30 TB/s

50 Telco Clouds

16 VoicePOP
36 billions voice mn
**70 CDN POPs
worldwide**

450 000 kms
**of submarine
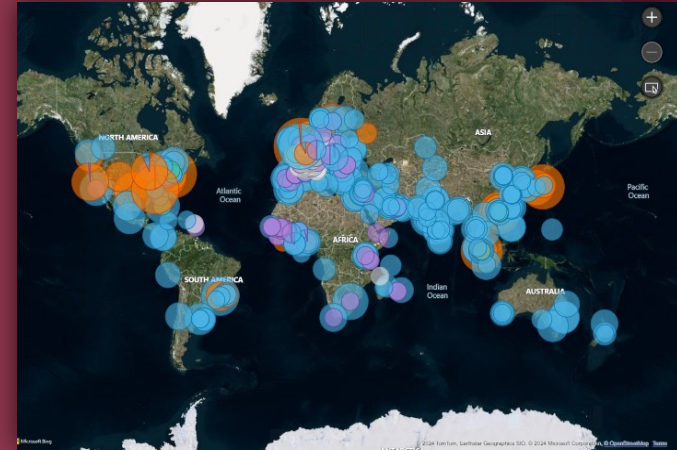cables (enough to
go around
the earth 10
times!)**

5000
**Sites Satellite
connected in the
world**

45 000 kms
**of terrestrial
fiber in Europe,
Africa, Asia
and USA**

Business Problem

- No global solution for worldwide network deployment projects

- No standard network deployment process

- No workflow tool, no automation and no digitalization

- Silo'd teams relying on excel, email and manual steps & handoffs to get work done

- No end-to-end visibility on deployment projects

- Poorly administrated KPIs impacting results

Business Need

- One modular workflow tool for the whole provisioning chain across orgs

- A scalable and capable platform to accelerate digital transformation

- Using automation to reduce manual entry

- Real time deployment data & end to end visibility

- Improved deployment control

Resulting in:

Decreased cycle time

Increased output and productivity

Reduced human error

Why Pega?

Overall, market leadership

Dynamic Case Management excelling in complex, interdependent automations

Ability to handle multiple interdependencies & actors

The need for speed:

- Low code development to design and implement quickly
- Strong integration capabilities with extensive API flexibility
- Seamless real-time exchange of data across various platforms
- Flexibility to build customized solutions for specific business needs
- Making humans the exception not the process glue

Optima is born

Orange Process Tool Integrated for Management Agility

Single workflow automation tool for network deployment IP and voice provisioning projects

30+ main case types, covering a variety of Network Deployment

Team worklist visibility & individual work queues, to get work done quickly

Integrated intelligent automation, with other tools and applications using APIs

Automated handoffs and distribution tasks, to various workgroups

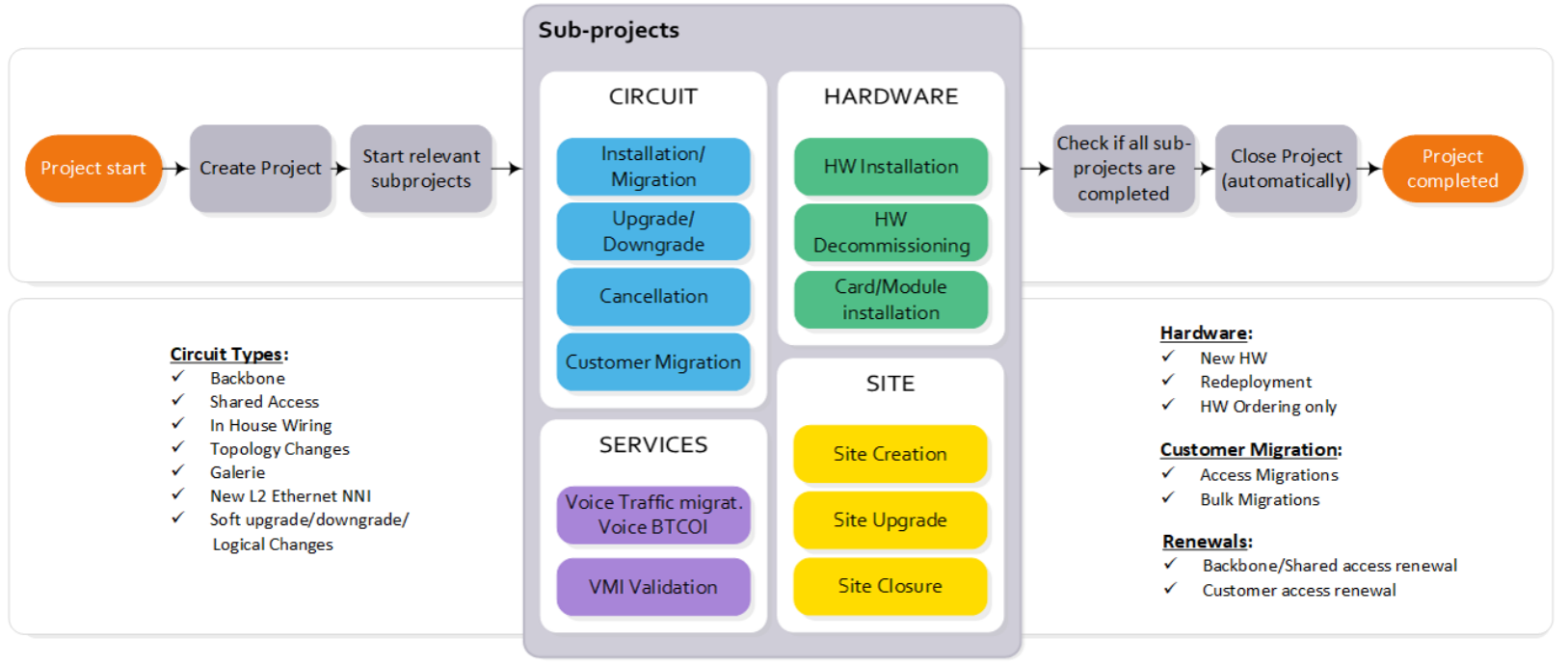**End to end visibility,** with consistent managerial reporting

Worklist SLAs, with email notifications driving faster results

Optima Process Model

OPTIMA PROCESSES – high level

Sub-projects

CIRCUIT
- Installation/ Migration
- Upgrade/ Downgrade
- Cancellation
- Customer Migration

HARDWARE
- HW Installation
- HW Decommissioning
- Card/Module installation

SITE
- Site Creation
- Site Upgrade
- Site Closure

SERVICES
- Voice Traffic migrat. Voice BTCOI
- VMI Validation

Project start → Create Project → Start relevant subprojects → [Sub-projects] → Check if all sub-projects are completed → Close Project (automatically) → Project completed

Circuit Types:
- ✓ Backbone
- ✓ Shared Access
- ✓ In House Wiring
- ✓ Topology Changes
- ✓ Galerie
- ✓ New L2 Ethernet NNI
- ✓ Soft upgrade/downgrade/ Logical Changes

Hardware:
- ✓ New HW
- ✓ Redeployment
- ✓ HW Ordering only

Customer Migration:
- ✓ Access Migrations
- ✓ Bulk Migrations

Renewals:
- ✓ Backbone/Shared access renewal
- ✓ Customer access renewal

OPTIMA France Expansion

- We've had great success quickly.
  - 50+ users, spread across 5 workgroups
  - 12 use cases
  - 3 APIs in place
  - Reused Pega infrastructure (servers, cosmos user portal, queue management, integrations, single sign on)

Why?
- Legacy Networks in France are separate from International Networks

Scope:
- Expand to a new network and process
- Integrate with different tools, people & backend systems
- Customize workflows for specific department needs

OPTIMA by the numbers

7k+ cases complete to date

14% project cycle time improvement

13 workgroups, 200 users

No more email!

13 pt NPS score

And we're growing...

Integration with new APIs to position OPTIMA as the *core workflow tool* for the network app ecosystem

Enabling *more cross organization close working relationships*, structured processes and clear ownership

Exploring expanding Pega capabilities to *Pega Cloud, Pega GenAI and Blueprint*