

Tackled Covid-19

Six Orange employees share their experiences of this most unusual year.



Nicola Jakeman, Head of UK CyberSOC (Security Operations Center), Orange Cyberdefense

“It was great to see our teams working together to contribute to a safer digital society.”

→ To respond to the pandemic, we had to be agile in adapting the business while ensuring that our customers were protected at all times. Our IT team did an incredible job of ensuring we could continue to provide the same level of service to our customers remotely. In addition to this, we successfully formed a global entity by joining forces with other CyberSOCs from France, Germany, the Netherlands and Sweden, uniting all of the Orange Cyberdefense CyberSOCs. It was great to see our teams working together to contribute to a safer digital society when there are people out there trying to take advantage of the pandemic. For instance, malicious criminals set up fake sites with Covid-19 maps, putting users at risk of malware infection and, in another breach, 8 million Covid-19 test results on a healthcare establishment’s website were leaked into the public domain. We really care about helping people through our work and the more secure a business is, the lesser the risk to other businesses as well as to consumers. —

Local solidarity

EOLAS, a subsidiary of Orange Business Services, set up an online mutual aid platform as a matter of urgency for French local authorities, making it easier for individuals to offer or ask for help in their local area.



Saloua Bolaachoub, Business Manager, Orange Money Morocco

“Given the urgency of the situation, we made our money transfer service free of charge.”

→ I joined the team in March 2020, shortly before Orange Money launched in Morocco, and pretty much the day before the country went into lockdown! I met my colleagues via a video call and we had to deploy Orange Money while working from home. It was a huge challenge to educate customers about new ways they could manage their accounts in the middle of a pandemic, but we adapted the way we did things, prioritized certain services and developed tools so people could do most things online. Given the urgency of the situation, we made our real-time money transfer service free of charge. We are proud to have helped our customers through this challenging period and made their day-to-day lives easier for years to come.



David Craig, Customer Services & Operations, Business Continuity & Data Protection, Orange Business Services

“An amazing display of resilience at every level.”

→ Our job in Business Continuity is to plan for crises. When the virus first began to spread, we didn’t realize we were headed for many crises big and small, but we took steps to ensure Orange Business Services and, in turn, our clients kept running at full capacity. When lockdowns went into effect around the world, employees at our Major Service Centers in Egypt, India, Mauritius, Brazil and France shifted to remote working. The local teams took control of the situation very quickly, especially in Mauritius, where the government only gave four hours’ notice before the lockdown came into force. Our remote access services proved up to the task of switching to full remote working. Local teams had to adapt to a new mode of teamwork and they really went above and beyond the call of duty to ensure our clients’ operations did not suffer.

Throughout this period, we stayed in constant contact with our clients, identifying their priorities and responding accordingly. We increased network capacity with voice and remote access gateways to cater for the rise in demand, provided greater client support and, in some cases, advised them how to best adapt to the crisis. One year down the line, we’ve grown used to the “new normal” and I remain amazed by the resilience and skill all our teams have shown in meeting such tight deadlines. We are continuously drawing lessons from this most unusual year and I believe this makes us more resilient than ever. —



Christelle Costa, Customer intervention technician, Orange France

“I’ve never been so proud and happy to do the job I do.”

→ Since the first lockdown, the internet has been central to our daily lives. Our individual and business customers really needed us to be there for them. The pandemic upended the way we used to work and live. I volunteered to work with “Covid A” customers, which include hospitals, care homes, doctors, emergency services, fire departments and elderly people. We had to adapt, introduce enhanced safety protocols for call-outs, disinfect everything, wear special suits, FFP2 masks, shoe covers—the whole lot. It was challenging when it was all new and we didn’t know how things were going to pan out. The situation was a bit worrying, but our teams and managers made sure we were safe. I remember connecting a care home so that the residents, who were completely cut off from the outside world, could video call their families. I also helped an elderly woman living on her own who had no internet, television or phone. She was in tears when I got there. Being able to help her reconnect with the outside world was a really rewarding experience. —

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network operations were completed in the field in France by Orange technicians during the first lockdown to ensure the Group was able to provide an after-sales service and deploy its infrastructure.



José Ramón Sorribas Pozo, Smart Store Manager in Madrid, Orange Spain

“We are closer to our customers than ever before.”

→ Our smart store in Madrid’s financial district has been open throughout the pandemic. We ensure that people continue to work, study, live, and enjoy themselves despite the lockdowns, quarantines and curfews. Our priority has been to keep our customers and team safe at all times. The store needed to be a safe space for providing our customers with information and solutions. Beyond the store, we expanded our capacity for remote appointment scheduling and click and collect services so that customers could “shop” anywhere. As part of the “Paciente Conectado” project, Orange donated tablets to local hospitals so that patients could keep in touch with their loved ones. Former hospital patients often come into the store to thank us. Moments like those are what give new meaning to our work.



Gaetano D’Agnelli, Head of Voice Planning, Orange International Networks, Infrastructures and Services (OINIS)

“The pandemic showed that, ultimately, we serve society as a whole.”

At OINIS, we provide our international customers with communication and collaboration solutions, from audio and videoconferencing apps to contact centers, so they can communicate with their own customers and business partners. Our infrastructure covers up to 160 countries, which gave us a global view of the pandemic as it unfolded and impacted our day-to-day work. We could see a direct

correlation between the rising number of Covid-19 cases and the additional traffic generated in every country we serve. In late February 2020, our operational planning went from happening monthly to becoming a daily, hourly, or even minute-by-minute concern to ensure we provided enough capacity worldwide. After meeting the huge demand increases in China and Russia, we acted on a country-by-country basis in Europe. After a while, monitoring the public health indicators enabled us to anticipate capacity upgrades when different countries passed the thresholds they’d set to bring in lockdowns. Overall, we added almost 10,000 lines around the world to meet the unprecedented surge in demand.

The pandemic showed that, ultimately, we serve society as a whole. Our solutions made a difference to so many people, including governments coordinating health services, airlines contacting thousands of travelers stuck in airports, as well as everybody working from home. I am also proud to work for a Group that, when the situation got truly dire, continued to put people’s need to communicate first. All our teams went above and beyond the call of duty, showing great solidarity in helping one another out. We saw the concrete impact our work has on people and the whole world—a motivating and meaningful experience for us all. —

200 Gbit/s

In March 2020, the teams at Orange in charge of international networks upgraded the Group’s transatlantic capacity from 400 to 600 Gbit/s by integrating two additional 100 Gbit/s connections to avoid any risk of congestion.