



**Solution overview**

Business sector  
Telecommunications

**Project goals**

- > Optimize the management of general facilities used by employees
  - set down the process formally
  - optimize the monitoring of job files
  - make decisions easier to trace
  - optimize handling times when allocating facilities
  
- > Bring more uniformity to procedures
  - implement common management methods
  - establish a single repository for procedures and data
  - provide a uniform, complete view of all job files
  
- > Streamline the system
  - make requests easier to handle
  - give priority to simplicity of learning and of use

**Results**

- > Productivity gains
  - 50% reduction in job file processing time
  
- > Less rigidity
  - Total elimination of all physical document exchanges
  
- > Shorter product learning curve
  - Up and running in half a day

Orange France has chosen W4 software to help optimize the management of facilities allocated to employees and bring consistency to its human resource procedures



**REFLEX: the repository as a driving force**

To achieve better quality in its management processes, Orange France wanted to optimize the management of its employees' movements.

This applied especially to the allocation and retrieval of general facilities such as badges, office furniture, and telephone and computer equipment. With 4,000 staff spread across 11 geographically distinct sites and occupying 19 buildings (Montsouris, Issy-les-Moulineaux, Noisy Central, etc.), the management of all these resources was a complex matter.

To ensure overall consistency within the company, it was therefore vitally important to centralize, unify, and rationalize all internal data related to general supplies and services. That's why,

since 1999 when it bore its first fruits, the REFLEX project has become the backbone of general facilities management.



## &gt; Orange France : REFLEX Human Resources Management

### The REFLEX project

REFLEX relies on a very simple concept: the setting up of a single service counter in order to ensure that staff and facilities are coordinated and working to a common method.

The project has some essential strategic requirements to fulfill:

- major importance is attached to process control, notably the traceability and monitoring of job files once raised
- allowance must be made for the complexity of the Orange France organization
- job file handling times must be reduced (when allocating PCs, for example)

Project implementation was assigned to the I.T. Services department, in whose words “the need for an easy-to-implement, least-cost solution that fits in with the Orange France intranet philosophy drove Orange France to choosing the W4 offering.” On the overall project management and decision-making side, Orange France’s Quality department adds that “some conclusive experiences within the France Telecom group helped reassure us we were making the right choice.”

### Meeting Group business objectives with W4

The system must be able to support six applications (procedures related to scheduled and anticipated departures, arrivals, internal movements, relocations) and has an organizational, I.T., and human dimension.

Project roll-out began in January 2000 after five months of design work and a three-month implementation period.

W4 has enabled procedures to be improved and the following goals to be achieved:

- formally defining each process so as to increase and improve quality of service through shorter turnaround times
- optimizing consistency and collaboration for improved working
- improving the organization, thereby promoting more fluid information handling
- minimizing the management cost of general supplies and services

### Uniformity, consistency, traceability, time savings: the keys to tangible success

“The well thought-out ergonomics of W4 have enabled fast implementation of a repository that everyone in the Group is happy with. To succeed with this type of project, we needed involvement and commitment from everyone concerned on both the operational and management sides in all phases of the project,” explain the project initiators.

With the W4 solution, information control has been optimized by the close monitoring of each job file and by making decisions easier to trace.

Savings are achieved by a 50% reduction in handling time for job files brought about by semi-automated data entry.

All company departments and entities now have a full, uniform view of job files in progress.

Orange France thus provides its employees with a quality service by measurably reducing response times, harmonizing management procedures, and shortening processing times.

### Conclusions

Since the application was put into service, 8,000 “consultant/external arrival” files, 6,000 “departure” files, and 3,500 “contract extension” files have been handled by the REFLEX application. The updated data is synchronized automatically with the corporate directory.

#### About Orange

The France Telecom Group is fully integrating the mobile strengths of Orange, the global business communications experience of Equant and the telecommunications capabilities of France Telecom.

