

## Orange Botswana, Ericsson form managed service partnership

Orange Botswana and Ericsson has formed a multi-year managed services agreement which will see Ericsson manage all network operations for the telecoms operator. Through this, Orange aims to optimise its network and IT operations with the aim to further improve quality of service and customer experience.



Ericsson will reportedly assume responsibility of the operational management and field maintenance of Orange Botswana's network infrastructure. Ericsson's technical expertise and experience will leverage Orange Botswana to maintain and further improve its network performance. This will then give operator the edge to focus on its core business of delivering superior products and services that cater to the needs of its customers. As a result, 27 employees from Orange Botswana joined Ericsson as of 1 September 2014 on terms similar to those enjoyed at Orange Botswana.



Philippe Baudin, Chief Executive Officer, Orange Botswana, says: "This agreement with Ericsson reflects our long-standing partnership, and our ongoing commitment to deliver on a simple promise: to be first for service, value, and innovation."

Karl Johan-Nybell, Vice President, Managed Services, Ericsson sub-Saharan Africa, comments: "As Africa's leading provider of managed services, we are committed to bringing our global expertise and experience in this field to bear on this engagement, with the aim of affording Orange's customers quality services and superior network performance."

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