

# Orange Cyberdefense



**Build a safer digital society**  
**Service desk and  
escalation process**



# The fastest way to Orange Cyberdefense's support service\*

\*P1 tickets must be confirmed by phone.



## Orange Cyberdefense service desk portal

<https://portal.orangecyberdefense.com/>

Your personal Orange Cyberdefense account gives you access to your support tickets and their history. Use this website to monitor the progress of your tickets and communicate with our support engineers.

## Phone

+32 (0)78 77 00 24

We're at your service during business hours from Monday to Friday between 8h30 and 17h30.

To access our service desk outside of business hours and on Belgian national holidays, you can use the same phone number with your PIN code.

# Escalation process

# 01

Escalation Level

## Operation escalation team

Is your SLA not being met? Is your ticket in need of more attention than what it's currently receiving?

Contact our escalations team.



+32 (0)493 40 38 97



escalations@be.orange cyberdefense.com

# 02

Escalation Level

## Management team

In case the escalations team is unable to provide you with the help you need; you can contact our operations manager.



+32 (0)492 25 52 01

# 03

Escalation Level

## General manager

Our general manager covers the final step in our escalation process



+32 (0)492 25 51 99



# About Orange Cyberdefense

Orange Cyberdefense is the expert cybersecurity business unit of the Orange Group. As Europe's go-to security provider, we strive to build a safer digital society.

We are a threat research and intelligence-driven security provider offering unparalleled access to current and emerging threats.

Orange Cyberdefense retains a 25+ year track record in information security, 250+ researchers and analysts 16 SOCs, 10 CyberSOCs and 4 CERTs distributed across the world and sales and services support in 160 countries. We are proud to say we can offer global protection with local expertise and support our customers throughout the entire threat lifecycle.

## Our approach



### Anticipate

Targeted threat intelligence and surveillance

### Identify

Consulting & audit  
Penetration testing  
Red & purple teaming

### Protect

Security services across network, applications and data

### Detect

Managed threat detection and response

### Response

Incident response  
Cyber resilience  
Digital forensics