

Digital Services



Data & CX Academies



Business

Give your career a boost

Data & CX Academies are expanding the skills of young graduates & professionals by training them intensively for the jobs of tomorrow in the fields of Data, Digital & AI. Our training combines technical skills with business know-how and consulting skills, and is led by specialists and senior experts in the field.



**Tailor-made
Career Path**



**Hands-on
Bootcamp**



Soft Skills



Hard Skills





Join our eight-week bootcamp to develop your skills and become an expert in Data or Digital. Whether you have recently graduated or have 1- to 2-years of experience, you will benefit from comprehensive and extensive training on both technical and soft skills.

A tailored track to boost your skills

Data & Digital are inseparable, and it is reflected in the career you will have at Orange Business. You can explore various subfields of data and digital based on your interests:

- Data Engineering
- Data Science
- Data Visualisation
- Digital Customer Experience
- Customer Engagement

Fundamental skills in Data & CX





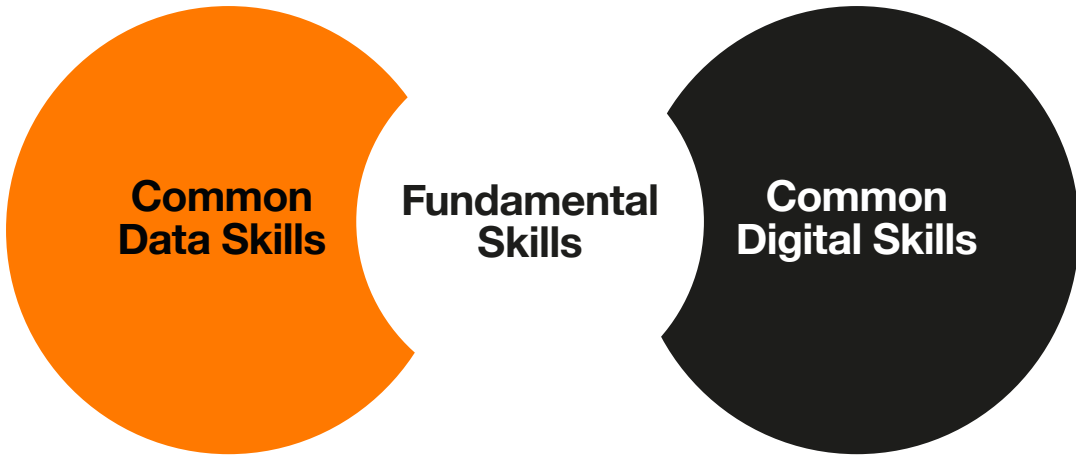
- ✓ Functional Analysis
- ✓ SQL
- ✓ Data Literacy
- ✓ Data Viz
- ✓ PowerBI
- ✓ Consulting Skills
- ✓ Interview Skills
- ✓ Presentation Skills
- ✓ Story Telling
- ✓ Scrum Agile Project
- ✓ Management

Data & CX Academies

Major Tracks

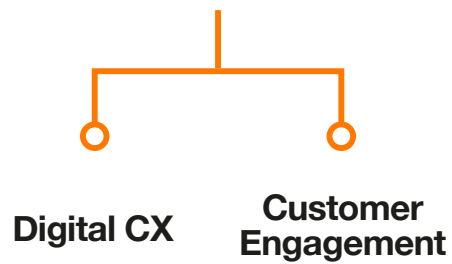
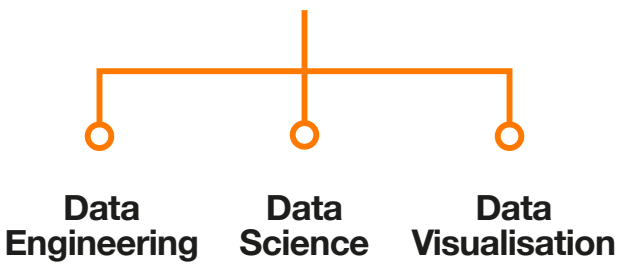
Data

CX



Minor Tracks

Minor Tracks





Choose a major track in Data and CX to start your journey with us. This includes fundamental skills to become expert consultant followed by a specialization track either in Data or CX. Then, expand your knowledge in a minor track of your choice.

“We are learning various things regarding the consulting side: on how to present ourselves and express yourself but also we have more technical trainings with the tools & technologies we will use at the client.”

Hugo – Customer Engagement Consultant

Data Academy

The Data Academy offers an 8-week tailored program fully dedicated to junior & medior profiles to become expert consultant in a specific area of data. This hands-on bootcamp is offering 3 interesting tracks of tailor-made trainings (technical & soft skills) in Data Engineering, Data Science or Data Visualization.



A learning curve

01



Learn the data common skills

Deepen your expertise in a minor data track



02



3 Data tracks

- Data Engineering**
We design and build data pipelines and data platforms to enable data intelligence capabilities.
- Data Science**
We analyze data and build predictive models to identify patterns and trends to deliver recommendations.
- Data Visualization**
We analyze and visualise data to discover insights and present them to our end users by building dashboards.



Use case hackathon & certification

For who?

Young graduate or first IT related experience

Must have qualifications



Bachelor or Master's degree in IT, engineering or related field



Eager to learn new skills & ready to be trained



You are fluent in English, and either Dutch or French

01

Common Data Skills

- Data Architecture
- Data Visualization
- DevOps principles
- Predictive Modeling
- DBT
- Introduction to Snowflake, Azure, Synapse, Python, SQL Standard
- Introduction to Functional Analysis



I had training related to Data Engineering, Data Science, Data Visualization so I could learn new technologies and tools.

Eleonore – Data Scientist



The Data Academy prepared me to feel comfortable and confident when I began working at the client.

Simon – Data Engineer

02

Minor Data Tracks

Data Science

- Text Mining
- Code refactoring
- Geospatial analytics
- Deep Learning
- IoT Analytics

Data Visualization

- Geospatial analytics
- Tableau

Data Engineering

- Synapse
- Big Query
- Scala
- Kubernetes
- Terraform
- Code Refactoring

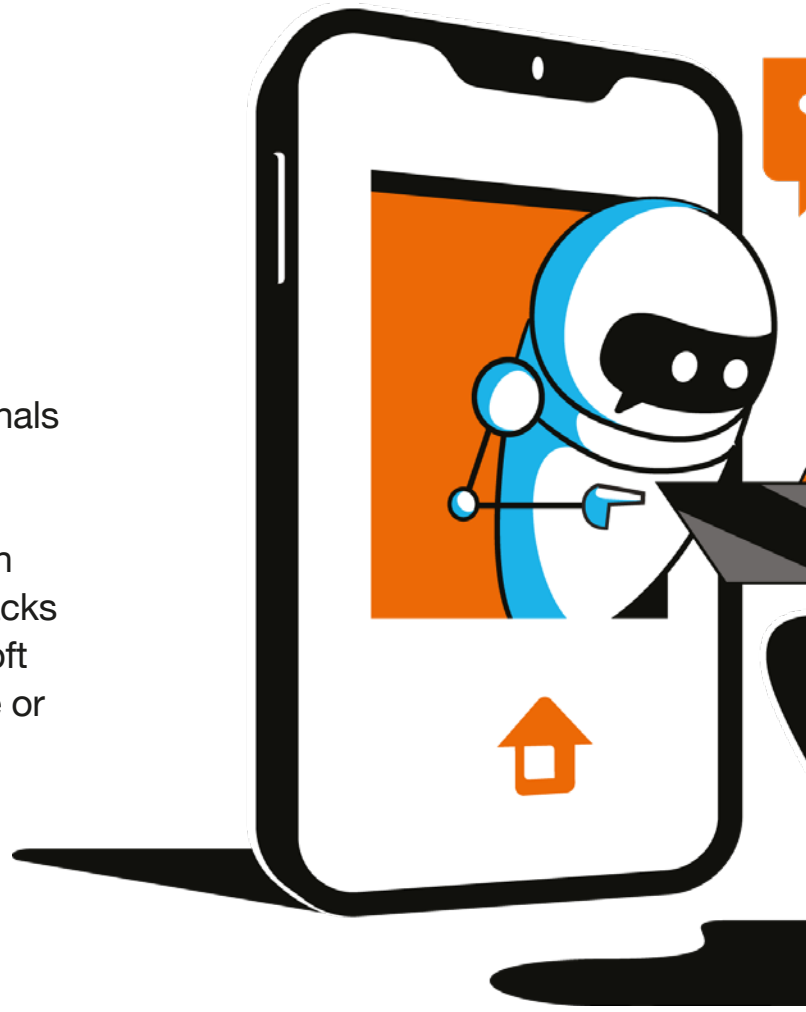
03

End To End Use Case

Apply the data expertise you have acquired directly through a practical end-to-end use case within a crossfunctional team. You will then present and pitch the results in front of an internal jury of experts.

CX Academy

The CX Academy offers a 6-week tailored program for young professionals to become expert consultants in the Digital & Data world and create impactful user journey. This hands-on bootcamp is offering 2 interesting tracks of tailor-made training (technical & soft skills) in Digital Customer Experience or Customer Engagement.



A learning curve

01

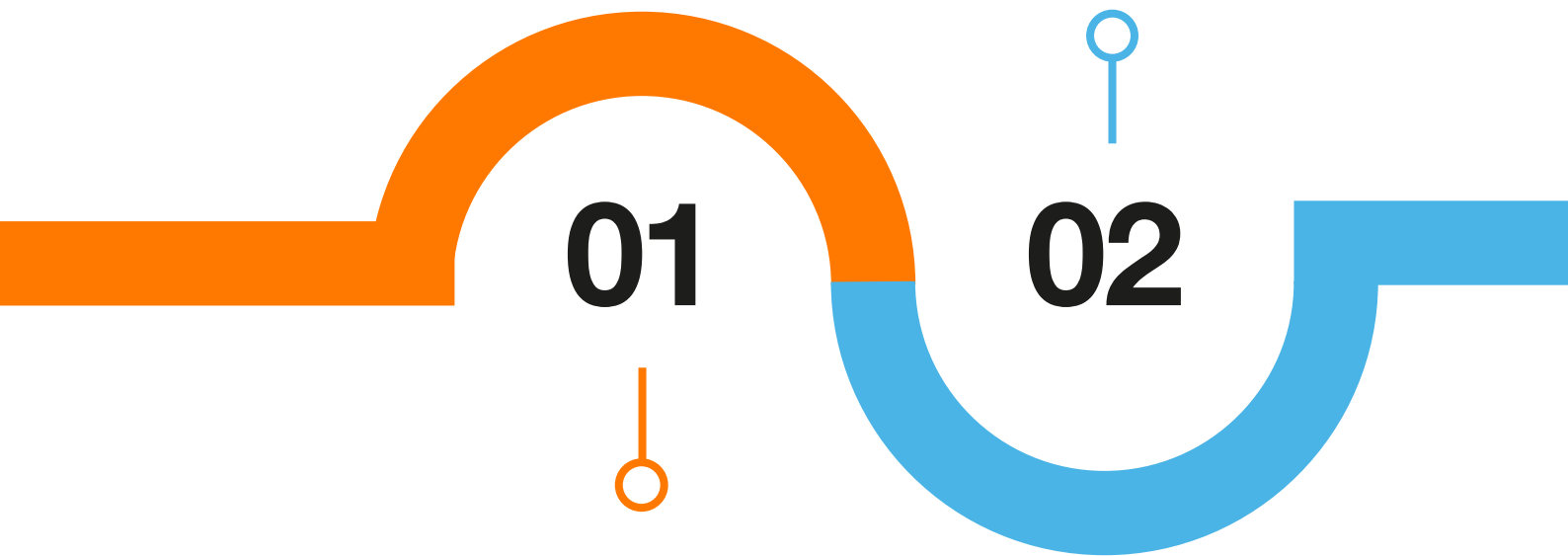


Follow a first digital common track

Deepen your expertise in a minor digital track



02





2 Digital tracks

Digital Customer Experience

We build powerful business applications quickly with the PowerPlatform and link them with Microsoft's Clouds: Dynamics 365, Azure and Office 365 and hundreds of intelligent services.

Customer Engagement

We create the best customer journey based on collected data by utilizing online personalization and capturing online events.

Projects onboarding



04

03



Use case hackathon & certification

For who?

Young graduate or first IT related experience

Must have qualifications



Bachelor or Master's degree in IT, digital engineering or in digital marketing, business, economics & management



Eager to learn new skills & ready to be trained



You are fluent in English, and either Dutch or French

01

Common Digital Skills

- Digital trends
- Digital ecosystems
- BPMN
- Cloud Business Applications
- Low Code Rapid Application
- Development
- New data architectures



I chose to enter the CRM faction and during the CX Academy, I worked on Microsoft Dynamics using PowerApps. I was ready and had good level to start at the client.

Jacqueline – CRM Consultant



We have data-oriented missions with opportunities to use the latest tools and technologies. Additionally, we often have diverse team members working on the same mission.

Ghyslaine – Customer Engagement Consultant

02

Minor Digital Tracks

Digital Customer Experience

- UX Design
- Power Apps, Power Pages & Outsystems
- Dynamics CRM 365 for Sales, Marketing & Services
- Modern Work using Microsoft 365

Customer Engagement

- Omnichannel Marketing
- Engagement platform in's & out's
- Persona Marketing
- Customer Journey

03

End To End Use Case & Hackaton

Apply the data & digital expertise you have acquired directly through a practical end-to-end use case / Hackathon within a cross-functional team. You will then present and pitch the results in front of an internal jury of experts.

Ready to innovate with us?

Digital Services

Digital Services is a business line within Orange Business, contributing to reliable and successful digital transformation for many organizations. Our joint mission is to help customers innovate and drive their business strategies in key digital domains, including Cloud, Customer Experience, Workspace, and Data & AI. We assist them on their digital journey by providing advisory, end-to-end solutions, managed services, and professional services to ensure our customers' success. We are digital natives, with innovation at the core of our business, which makes us a reliable partner close to our customers, leading them in their digital transformation challenges.

We support a wide range of industries in the private sector as well as the public sector. We have built a significant level of experience and understanding over the last 30 years in industries like Finance, Insurance, Life Sciences, Healthcare, Manufacturing, Travel & Transportation, Retail, and the Public Sector. As always with Orange Business, our customers trust us for delivering end-to-end, sovereign, and sustainable solutions to turn their Operational Experience, Employee Experience and Customer Experience into business value.

**Find out more how
we can help you with
your projects on:**

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