

## NextiraOne Gains First Dual Genesys Gold Partner Certification in EMEA

**Paris – 4 June, 2007.** NextiraOne, Europe’s leading experts in communications services, today announced that it has achieved Gold Partner Certification on the Genesys Voice Platform (GVP), part of the Gold Certification Program. Genesys Telecommunications Laboratories, Inc, an Alcatel-Lucent company (Euronext Paris and NYSE: ALU), launched the certification program in 2005 to meet the needs of its growing customer community by enhancing Genesys skills available through partners. The program provides a framework for partners to manage Genesys competency and quality, and be recognised for technical expertise and superior record of customer service.

NextiraOne and Genesys are helping businesses transform their contact centres into dynamic business assets that provide excellent service and high agent productivity. The joint solution will further enhance customer satisfaction as NextiraOne achieved the level of quality of service required to qualify for this award. This is the second Gold Certification for NextiraOne. The company achieved Gold Suite Certification in 2006.

“The Gold Certification Program improves customer satisfaction through high-quality implementations,” said Brad Coleman, senior vice president, Worldwide Customer Service at Genesys. “NextiraOne was awarded this certification for its commitment to quality service delivery and customer satisfaction.”

Rafi Kouyoumdjian, CEO of NextiraOne Europe, said: “This is our second Genesys Gold Certification and proves NextiraOne’s unrivalled expertise in delivering contact centre solutions tailored to individual customer needs. With this certification, our growing customer base and level of customer satisfaction we look forward to further demonstrating NextiraOne’s acumen in providing Genesys-based solutions to all sizes of businesses.”

To qualify for Gold Certification status, a partner must meet the following criteria:

- A proven history of customer implementations within the past two years
- High customer satisfaction – customers are surveyed
- A full lab system in place for all Genesys products certified and supported
- Extensive employee training for all Genesys products certified and supported
- Professional services methodologies and best practices in place and adhered to
- Technical support infrastructure, personnel and practices in place

Gold Certified Partners gain recognition for their expertise and commitment by qualifying for use of the Genesys-approved logo, receiving exposure and branding through the Genesys Partner directory. Gold Certified Partners also receive marketing benefits, technical tools and enablement services provided only to Gold partners. Additional details on Genesys Certified Partner Program are available online at: <http://www.genesyslab.com/about/partners/certificationprogram>.

-Ends-

#### **About NextiraOne**

Headquartered in Paris, NextiraOne are Europe's leading experts in communications services. We design, install, maintain and support all of our customers' communications needs from voice to mobility, security and applications. We provide seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to our customers. Discover more at: <http://www.nextiraone-eu.com>

#### **About Genesys Telecommunications Laboratories, Inc.**

Genesys, an Alcatel-Lucent company, is the only company that focuses 100% on software to manage customer interactions over the phone, web and in e-mail. The Genesys software suite dynamically connects customers with the right resources – self-service or assisted-service – to fulfill customer requests, optimize customer care goals and efficiently use resources. Genesys software directs more than 100 million customer interactions every day for 4,000 companies and government agencies in 80 countries. These companies and agencies can leverage their entire organization, from the contact center to the back office, to improve the overall customer experience. As a result, Genesys helps stop customer frustration, drive efficiency, and accelerate business innovation. For more information, go to [www.genesyslab.com](http://www.genesyslab.com) or visit the industry blog at [www.betterinteractions.com](http://www.betterinteractions.com)

### **About Alcatel-Lucent**

Alcatel-Lucent (Euronext Paris and NYSE: ALU) provides solutions that enable service providers, enterprises and governments worldwide, to deliver voice, data and video communication services to end-users. As a leader in fixed, mobile and converged broadband networking, IP technologies, applications, and services, Alcatel-Lucent offers the end-to-end solutions that enable compelling communications services for people at home, at work and on the move. With operations in more than 130 countries, Alcatel-Lucent is a local partner with global reach. The company has the most experienced global services team in the industry, and one of the largest research, technology and innovation organizations in the telecommunications industry. Alcatel-Lucent achieved adjusted proforma revenues of Euro 18.3 billion in 2006 and is incorporated in France, with executive offices located in Paris. [All figures exclude impact of activities transferred to Thales]. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

###

### **Media Contacts**

Neil Moss  
European Marketing Director  
NextiraOne  
Tel: +33 1 7229 1059  
[neil.moss@nextiraone-eu.com](mailto:neil.moss@nextiraone-eu.com)

Chris Lee/Clodagh Boyle  
Rainier PR  
Tel: +44 20 7494 6570  
[nextiraone@rainierpr.co.uk](mailto:nextiraone@rainierpr.co.uk)

David Radoff, Genesys, 650.466.1078, [dradoff@genesyslab.com](mailto:dradoff@genesyslab.com)