

NextiraOne Customer Innovation Award Winners Announced

Winners from banking, telecoms and business sectors across Europe demonstrate creative approaches to contact centre implementations

Prague, 08 June, 2011 - NextiraOne, Europe's leading expert in communications services, has announced the winners of its Contact Centre Customer Innovation Awards for 2011. The awards, now in their fifth year, are presented in partnership with Alcatel-Lucent and Genesys at NextiraOne's Annual VIP Dinner on the eve of the Genesys G-Force event. They present a unique opportunity for NextiraOne to recognise and highlight the creativity and innovation of many of the company's customers across a wide range of business sectors.

The winners, from several business sectors and countries across Europe, demonstrate the wide variety of contact centre solutions and applications NextiraOne has helped to deploy. The awards provide an opportunity to share ideas and best practice with around 100 NextiraOne customers and 1000 participants at the G-Force event. This year's winners include:

- Czech Republic : Česká spořitelna
- France : IMA Technologies
- Poland : Bank Gospodarki Żywnościowej S.A

Czech Republic: Česká spořitelna:

Optimising multi-channel communications in a highly regulated environment

With 5.3 million clients Česká spořitelna is the largest bank in the Czech market. Its customers range from private individuals, SME's and municipal authorities to large-scale enterprises and corporations.

The bank's major challenge was to provide new communications channels to meet customer expectations and to manage this multimedia environment cost-effectively within a highly regulated banking environment. Česká Spořitelna's 250-seat mixed open channel contact centre has email automation and integrates with many of the bank's internal applications and processes. It has a unified client queuing system with individual prioritization, plus unified cross-channel reporting supporting an

evaluate/design/manage operation. The solution allows both online and offline client communication with guaranteed service levels, plus front and back office resource optimization, making this an extremely efficient and cost-effective solution with optimized IT infrastructure.

Poland: Bank BGŻ:

Single interface solution that increases effectiveness and cuts costs

Poland's Bank BGŻ provides corporate, commercial, and retail banking services. Based in Warsaw, the bank has over 360 branches and specializes in financing agricultural, manufacturing, wholesale, and retail trade sectors.

The move to a Genesys solution with NextiraOne has allowed BGŻ to incorporate a wide range of modules into a fully integrated single interface system that provides agents access to all the information and banking systems they require to serve the customer. BGŻ now has an integrated contact centre environment with IPT, workforce management and NICE Voice Recording & Quality Management. Using AOK - an application developed by NextiraOne that consolidates and integrates agent applications into one interface - the bank has achieved desktop agent consistency, increased agent utilisation, reduced costs and improved customer service.

France: IMA Technologies:

Adopting open SIP solutions to support rapid business growth

IMA Technologies is a customer relationship company that provides outsourced support and expertise for companies wishing to improve their CRM. With 300 staff based in France and managing more than three million interactions a year, IMA Technologies is a rapidly growing company that plans to recruit 150 more staff during 2011.

To support its business, IMA Technologies' contact centre must be flexible and agile, able to handle a rapidly growing and changing environment and multiple channels of communication. Using a Genesys V8 full-SIP contact centre solution allowed IMA Technologies to achieve 100% virtualisation over multiple sites and to retain the flexibility for further growth and the addition of more sites. The open-IP solution also allows greater flexibility, enabling IMA Technologies to continue to adopt new applications, tools and channels, including video and social media.

“Every year we are impressed at the different ways our customers engage with the latest technology and with our contact centre experts to create solutions that meet their business needs,” said Neil Moss, European Marketing Director of NextiraOne. “Once again the process of choosing this year’s winners has been enlightening. Our winners are major companies who have taken contact centre technology a step further, aligning it to their business processes in order to achieve tangible business advantage.”

A Gold Certified Genesys Suite Partner in many countries across Europe, NextiraOne is Genesys’ largest and most innovative EMEA channel partner. The company has implemented contact centre solutions for over 500,000 agents across Europe, with more than 400 standard and advanced Genesys Contact Centre solutions. This includes many international Genesys deployments, including major implementations on iWD (Intelligent Workload Distribution). NextiraOne has been a major sponsor of the Genesys G-Force EMEA event for over 7 years and is a Gold sponsor of the 2011 event in Prague.

About NextiraOne

NextiraOne is a European multinational company that designs, installs, maintains and supports business solutions and communications services for over 60,000 private and public sector customers. Using its expertise in leading-edge communications, including data centres, contact centres, unified communications, secure network infrastructures and managed services, NextiraOne helps its customers to transform their organisations, making the complex simple.

Headquartered in Paris, NextiraOne has a direct sales and service presence in 16 countries with more than 4,300 employees across Europe, including 2,500 qualified service experts, and an annual revenue totalling around one billion Euros in 2010. Discover more at: and <http://www.nextiraone.eu>

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