

## **Two Partner Awards for NextiraOne at Genesys**

### **G-Force EMEA Event in Prague**

#### **Best Partner Awards for CCSE Region and also for Portugal**

**Prague 09 June, 2011** - NextiraOne, Europe's leading expert in communications services, has been honoured with two partner awards – for its Polish and Portuguese subsidiaries. Announced at the Alcatel-Lucent Genesys G-Force EMEA customer event from 7-9<sup>th</sup> June in Prague, NextiraOne was singled out as the Best Partner for the two regions CCSE and Portugal:

- NextiraOne Poland Best Partner 2010 for CCSE Region
- NextiraOne Portugal Best Partner 2010 for Portugal

The awards recognise NextiraOne's outstanding performance in the implementation and support of Alcatel-Lucent's Genesys Contact Centre solutions. NextiraOne is one of Alcatel-Lucent's longest standing partners and a Gold Suite Certified Partner for Genesys solutions in France, DACH, Benelux and Eastern Europe.

NextiraOne Poland has enjoyed a close, long-term cooperation with Alcatel-Lucent in the challenging contact centre market in Poland. This has allowed the company to offer advanced and innovative solutions such as iWD that bring tangible business advantage to customers.

The Genesys Partner awards are an annual feature of the G-Force event and NextiraOne has won several previous awards, including Best EMEA Mid-Market Partner 2009 and Best Partner 2008 in two regions – Benelux and Central Europe.

Nicolas De Kouchkovsky, CMO of Alcatel-Lucent Enterprise said: "Every year I look forward to this event where we honour our outstanding business partners. It is because of their hard work and dedication to their customers and our solutions that we are so successful in EMEA. Together, we engage our customers and execute such that we ensure our customer's projects are successful and innovative."

NextiraOne designs, implements and supports a wide range of contact centre solutions from small call centres in the mid-market to multi-media, multi-site solutions for major international enterprises. The company has an extensive installed base of contact centres throughout Europe, supporting more than half a million agents.

Neil Moss, NextiraOne's European Marketing Director, commented: "We are delighted to receive these two awards from opposite ends of Europe. They demonstrate once again the importance of our partnership with Alcatel-Lucent in the contact centre market and our ongoing commitment in all our countries in Europe."

For more information about NextiraOne, please visit [www.nextiraone.eu](http://www.nextiraone.eu). For more information about Alcatel-Lucent Enterprise and its Genesys solutions, please visit <http://enterprise.alcatel-lucent.com/> For more information about the G-Force event, please visit <http://www.gforceprague.com>.

#### **About Alcatel-Lucent**

The long-trusted partner of service providers, enterprises, strategic industries and governments around the world, Alcatel-Lucent is a leader in mobile, fixed, IP and Optics technologies, and a pioneer in applications and services. Alcatel-Lucent includes Bell Labs, one of the world's foremost centres of research and innovation in communications technology.

With operations in more than 130 countries and one of the most experienced global services organizations in the industry, Alcatel-Lucent is a local partner with global reach.

The Company achieved revenues of Euro 16 billion in 2010 and is incorporated in France and headquartered in Paris.

For more information, visit Alcatel-Lucent on: <http://www.alcatel-lucent.com>, read the latest posts on the Alcatel-Lucent blog <http://www.alcatel-lucent.com/blog> and follow the Company on Twitter: [http://twitter.com/Alcatel\\_Lucent](http://twitter.com/Alcatel_Lucent).

#### **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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