

NextiraOne Gains Genesys Gold Partner Certification

Call centre leader rewards NextiraOne innovation

Paris - December 11, 2006 - NextiraOne today announces that it has been awarded 'Gold Certification' from Genesys Telecommunications Laboratories in recognition of its successful ongoing partnership.

NextiraOne is a leading independent contact centre integrator in Europe and a key partner for Genesys' contact centre technology. Genesys launched its certification programme to encompass a high-level of training, skills and operational excellence across many disciplines for resellers, developers and systems integration partners. Earlier this year Genesys named NextiraOne 'Best Partner for Southern Europe' - which includes France, Italy, Portugal and Spain.

"The Genesys Gold Certification Programme improves customer satisfaction through high-quality implementations. NextiraOne has dedicated its personnel to performing consistent, high-touch enterprise customer implementations," said Paul Segre, chief operating officer, Genesys. "Attaining Gold Partner Certification requires substantial training and testing, and we congratulate NextiraOne on its achievement."

Rafi Kouyoumdjian, CEO of NextiraOne Europe, said: "This is great news for organisations looking to leverage NextiraOne's unique capabilities across Europe. There is a great deal of business and technology innovation happening in the contact centre world at the moment, driven by technologies such as IP and SIP. NextiraOne is helping businesses to manage both their existing investments and their communications overheads, and to achieve measurable business value."

NextiraOne specialises in planning and design, implementation, support and management of voice, data and converged communication networks. The company achieved Gold status as a result of its expertise and resale success of the Genesys solutions including Genesys Voice Platform (GVP), an award-winning, open-standards based voice platform software that runs on off-the-shelf hardware. More than 40 NextiraOne personnel are trained and certified as Genesys reseller experts. The company provides Genesys solutions across all vertical sectors but maintains a specific solution focus on the public sector, financial services and insurance.

To qualify for Gold Certification status, NextiraOne met 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. In addition, Gold Certified Partners also receive marketing benefits, technical tools and enablement services provided only to Gold partners.

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About NextiraOne

Headquartered in Paris, NextiraOne is a leading provider of integrated enterprise network solutions and services that enable effective, reliable business communications. We work closely with our customers to create innovative solutions that go beyond technology to deliver measurable Business Value. We provide best-in-class technologies from leading partners including Alcatel-Lucent, Cisco Systems, Genesys and Nortel. Discover more at:

<http://www.nextiraone-eu.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 79,000 employees and 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 proforma combined revenues of Euro 18.6 billion in 2005, and is incorporated in France, with executive offices located in Paris. For more information, visit Alcatel-Lucent on the Internet: **<http://www.alcatel-lucent.com>**

About Genesys Telecommunications Laboratories, Inc.

Genesys, an Alcatel-Lucent company, is 100 percent focused on software for customer interactions. Genesys provides an integrated software suite for dynamic environments, automatically adjusting to balance corporate resources, marketing goals, and customer needs. With 3,300 enterprise customers in 80 countries, Genesys directs more than 100 million customer interactions every day. Genesys allows its customers to leverage their entire organization, from the contact center to the back office, to improve the overall customer experience. Customers are quickly connected to the right resource - the first time - using sophisticated routing and reporting, integrated voice, e-mail, Web interactions, and self service. As a result, Genesys helps stop customer frustration, drive efficiency, and accelerate business innovation. For more information, visit us at **www.genesyslab.com**

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