

Genesys Selects NextiraOne as 2008 Partner of the Year for EMEA at GForce

Barcelona, 10th June, 2009 – NextiraOne today announced that it has been honored as Partner of the Year by Genesys, an Alcatel-Lucent company (Euronext Paris and NYSE: ALU). Genesys Partner of the Year awards were presented to members of the Genesys Partner Program at the G-Force annual user conference in Barcelona, Spain.

NextiraOne was honored as the 2008 Best Partner in two regions – Benelux and Central Europe. Awards are based on Genesys Partner growth initiatives, successful customer implementations, and how well partners take advantage of opportunities for collaboration with Genesys during the previous year.

NextiraOne invested a significant amount of resources toward joint customer service solutions, including working on joint planning and execution with Genesys to influence revenue. In addition, NextiraOne aligned its strategies with Genesys to deliver comprehensive and dynamic contact center solutions that integrate seamlessly and provide a high level of end-user customer satisfaction.

“NextiraOne has been one of the top performing partners throughout Europe for many years and we are very proud of our mutual success,” said Nicolas Kaploun, Senior Vice President, EMEA Field Operations for Genesys.

A gold-certified Genesys Suite Partner and boasting more than 100 certified Genesys solution experts across Europe, NextiraOne is one of Genesys’ most innovative business partners.

“We are delighted to receive this award that recognises our unique expertise and commitment to delivering contact centre solutions together with Genesys that bring measurable business benefits to our customers in the region,” said Rafi Kouyoumdjian, CEO of NextiraOne.

There are five tiers in the Genesys Partner Program, each with a specific set of benefits, training, joint marketing and certification requirements. Commensurate with each partners' investment, Genesys provides enhanced access to Genesys technology, education, and sales and marketing support. The end result allows partners to build strong relationships with Genesys and Genesys customers while gaining experience and adding references.

For more information about NextiraOne, please visit www.nextiraone-eu.com. For more information about Genesys or the Genesys Partner Program, please visit www.genesyslab.com.

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About Genesys Telecommunications Laboratories, Inc.

Genesys, an Alcatel-Lucent company, is the only company that focuses 100 percent 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.

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About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted partner of service providers, enterprises and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users. A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 16.98 billion in 2008 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 NextiraOne

Headquartered in Paris, NextiraOne are Europe's leading experts in communications services. The company designs, installs, maintains and supports all of its customers' communications needs from voice to mobility, security and applications. NextiraOne provides seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to customers. Discover more at: <http://www.nextiraone-eu.com>

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