

NextiraOne achieves Re-certification as Genesys Gold Suite Certified Partner

Barcelona, 10th June, 2009 – NextiraOne, Europe’s leading expert in communications services, today announced that it has achieved re-certified status as a Genesys Gold Suite Certified Partner in the regions of France, DACH, Benelux and East Central Europe. This re-certification has been achieved by reviewing implementations and training in France, Germany, Belgium, Poland and Czech Republic. The Gold Certification initiative is key to the foundation of the Genesys Partner 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 recognized for technical expertise and superior record of customer service. NextiraOne and Genesys are helping businesses transform their contact centers into dynamic business assets that provide excellent service and high agent productivity.

“The Gold Certification initiative improves customer satisfaction through high-quality implementations,” said Peter Deen, Vice President, Customer Satisfaction, Genesys. “NextiraOne was awarded this re-certification for their renewed commitment to quality service delivery and customer satisfaction.”

“We take our relationship with Genesys and the quality of the contact centre solutions we deliver very seriously”, said Rafi Kouyoumdjian, CEO of NextiraOne, “We are delighted that Genesys has recognised our investment in contact centre expertise once again. Certification as a Gold Suite Certified Partner means that our customers can have full confidence in our ability to deliver projects that fully meet their business requirements.”

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/partners>.

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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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