

NextiraOne Collects Major Genesys Awards at G-Force

Belgian and DACH regions commended for continued service excellence

Paris – 21 June, 2007. NextiraOne and Genesys Telecommunications Laboratories announced today that NextiraOne, Europe's leading experts in communications services, has been recognised with two major partner awards. At its annual G-Force partner and customer conference in London, Genesys presented regional awards to NextiraOne in the DACH (Germany, Austria and Switzerland) region and Belgium in Northern Europe for ongoing customer success in those areas.

NextiraOne was commended for winning key strategic deals in the DACH region with Genesys' Business Process Routing solution. In Belgium, NextiraOne was recognised by Genesys for its highly-focused go-to-market strategy which led to winning new customers, providing excellent service to existing clients and penetrating new markets.

"To offer solutions across such a diverse customer base and geography as we face in EMEA requires an extensive partner network," said Nicolas Kaploun, Genesys Senior Vice President for EMEA. "Partners are an extension of our open, flexible and highly scalable architecture and offerings. NextiraOne is one of our leading pan-European partners and we recognise its expertise with these awards."

Rafi Kouyoumdjian, CEO of NextiraOne Europe, said: "Contact Centres are strategic for our customers and they are strategic for NextiraOne. We continue to invest in developing our expertise in this area across Europe as demonstrated by the recent announcement of our dual Gold Certifications, which makes us the first EMEA partner to achieve this accomplishment. These certifications are a great recognition of our efforts and of our customer's confidence in NextiraOne."

NextiraOne was a gold level sponsor of G-Force 2007, which was attended by more than nine hundred people from across the world. More than 120 NextiraOne customers and staff attended the two-day event in London.

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About NextiraOne

Headquartered in Paris, NextiraOne are Europe's leading experts in communications services. We design, install, maintain and support all of our customers' communications needs from voice to mobility, security and applications. We provide seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to our customers. Discover more at: <http://www.nextiraone-eu.com>

About Genesys Telecommunications Laboratories, Inc.

Genesys, an Alcatel-Lucent company, is the only company that focuses 100% 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 fulfil customer requests, optimise 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 organisation, from the contact centre 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 or visit the industry blog at www.betterinteractions.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 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 organisations in the telecommunications industry. Alcatel-Lucent achieved adjusted proforma revenues of Euro 18.3 billion in 2006 and is incorporated in France, with executive offices located in Paris. [All figures exclude impact of activities transferred to Thales]. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

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