



NEWS RELEASE

## **NextiraOne Wins the Treble at Genesys Annual Awards**

Barcelona Spain – 8 March 2004 – NextiraOne, the European leader in contact centre integration today announced that it has received a trio of awards from its strategic vendor, Genesys.

NextiraOne received Best Performing Partner of the Year Award for EMEA, Best Express/Mid Market Award for EMEA and Best Performing Partner in Northern Europe from Genesys for 2003. This is the first time that Genesys has granted three accolades to a partner at the same time.

NextiraOne received the Best Performing Partner of the Year Award for its overall contribution to delivering Genesys solutions across Europe. The award recognises its market leadership and ability to provide a complete end-to-end solution embracing multimedia capacities, CRM, interactive voice response (IVR), quality monitoring, and IP contact centres. Multinational contact centres are also a key strength for NextiraOne with integration capabilities addressing 16 countries in Europe.

The Best Express/Mid Market Award specifically recognises NextiraOne's exceptional performance in delivering Express solutions to customers such as OMV, Staples, Toyota, and many others. NextiraOne and Genesys have been working together since 2002 to target mid-size contact centres across Europe using Genesys Express, which enables sophisticated contact centre technology to be tailored for the individual requirements of small and mid-sized operations.

The Best Performing Partner in Northern Europe recognised NextiraOne's excellence in delivering Genesys solutions throughout the Northern European region.

"NextiraOne is one of the primary companies in Europe able to deliver a total contact centre solution tailored to individual customer needs. These awards, along with our growing customer base, demonstrates the strength of NextiraOne based on vertical sector knowledge, international integration skills and customers commitment and stamina are paying off," said Valerie Scavinner, Director of Contact Centre Solutions, NextiraOne.



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“NextiraOne is a key partner for Genesys in the area of integrated contact centre solutions. It is one of the few organisations with the breadth of services and expertise to design, implement and manage integrated data, voice and CRM solutions in the enterprise environment,” said Olivier Silberstein, Director, Alcatel & NextiraOne Alliance EMEA, Genesys

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#### **About Genesys**

Genesys Telecommunications Laboratories, Inc., a subsidiary of Alcatel, is 100% focused on software for call centres. Genesys recognizes that better interactions drive better business and build company reputations. Customer service solutions from Genesys deliver on this promise for Global 2000 enterprises, government organizations and telecommunications service providers across 80 countries, directing more than 100 million customer interactions every day. Sophisticated routing and reporting across voice, e-mail and Web channels ensure that customers are quickly connected to the best available resource - the first time. Genesys offers solutions for customer service, help desks, order desks, collections, outbound telesales and service, and workforce management. Visit [www.genesyslab.com](http://www.genesyslab.com) for more information.

#### **About NextiraOne**

Headquartered in Paris and Houston, NextiraOne is a leading global provider of integrated enterprise network solutions and services that enable effective, reliable business communications. We cover everything from planning and design to the implementation, support and management of voice, data and converged communications networks. We provide best-in-class technologies from leading partners including Alcatel, Cisco Systems, Genesys and Nortel Networks. And we offer consultation and solutions development ranging from contact centre applications to network infrastructure outsourcing. Discover more at [www.nextiraone.com](http://www.nextiraone.com). NextiraOne is owned by Platinum Equity ([www.platinumequity.com](http://www.platinumequity.com)), a global acquisition firm specialising in the strategic operation of mission-critical services and solutions businesses according to a unique M&A&OSM model of value creation.

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