

Emirates signs Europe-wide managed services outsourcing agreement with NextiraOne

Improves operational efficiency and communications through centralised services delivered to local specifications

21 October, 2004. NextiraOne today announced it has been selected by Emirates to provide managed services for its communications systems across Europe, centred on voice and data networks and applications connecting sites across the continent. Emirates is the world's fastest growing airline and plans to double the size of its global operations within five years.

The outsourced services being provided by NextiraOne will ensure consistent service levels across all of Emirates communications systems and all of its principal European sites, including its call centre in Manchester plus main offices in central London, London Heathrow, Paris, Rome, Frankfurt and Zurich.

Through the agreement, Emirates has gained improved operational efficiency and better voice and data service across all of its sites. NextiraOne also enables networks and applications to be managed centrally, lowering the skills requirements needed at each office. The services being provided include maintenance, moves adds changes, service delivery management, training and support services.

"NextiraOne has enabled us to get much better control over our communications so that we can provide business-level assurance to our operational managers across Europe," said David Barton, voice services manager for Emirates. "We are also working to specific targets and service level agreements in each country, and NextiraOne had both the reach and local expertise to be able to deliver this. This outsourcing agreement has allowed Emirates to focus on its core business rather than concern itself with site-to-site communications."

NextiraOne offers the broadest and most flexible portfolio of managed services, delivered consistently across Europe from the company's integrated system of world-class Network Operation Centres (NOCs). Managed services underpin all NextiraOne's practice areas and are designed on a customer-centric model to complement internal resources rather than replace them.

“Well implemented and run networks are crucial to business success. As networks become more complex and business-critical, companies are finding that they do not have the skills to manage the whole network lifecycle in house,” said Simon Gibbs, UK managing director at NextiraOne. “Our agreement with Emirates is a landmark contract for NextiraOne because of its size and the degree of specialist support needed, support that few other managed service providers would be able to match.”

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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. NextiraOne is owned by Platinum Equity (www.platinumequity.com), a global acquisition firm specialising in the strategic operation of mission-critical services and solutions businesses according to a unique M&ASM model of value creation.

About Emirates

Dubai-based Emirates is one of the fastest growing airlines in the world and has received more than 250 international awards for excellence since its launch in 1985. With the recent addition of new routes to Moscow, Auckland, Perth, Mauritius and Cochin we can now take you to more than 70 destinations in 50 countries in Europe, the Middle East, the Far East, Africa, Asia and Australia. For more, see www.emirates.com.

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