

NextiraOne Teams with Cisco Systems to Deliver New Partner Technical Support Services Portfolio

31 March, 2004 - NextiraOne today announced an increased relationship with Cisco to supply dedicated Technical Support Services.

Under this program NextiraOne will sell and deliver high quality network technical support services to its customers under its own brand backed by Cisco technology experts, intellectual capital, support tools, software and leading practices.

The new Partner Technical Support Services Portfolio consists of two programs, Cisco Shared Support and Cisco Brand Resale. Cisco Shared Support will enable NextiraOne to differentiate its service offering, providing access to Cisco parts and logistics infrastructure. The second program in the Partner Technical Support Services Portfolio, Cisco Brand Resale, will enable NextiraOne to extend its ability to provide customer support for Cisco products across the globe, which is a perfect tool for multinational contracts.

“Cisco is migrating from its existing support model to a new model that more effectively addresses both the partner and customer needs. The Partner Technical Support Services program allows NextiraOne to choose the service components, which will help extend their service offering,” said Karl Meulema, vice president of Customer Advocacy, worldwide customer marketing, Cisco Systems.

“NextiraOne is delighted to add the Cisco Partner Technical Support Services portfolio to its existing service practise. It will enable NextiraOne to provide a broader level of service to its customer base and enable us to differentiate our own brand of support relative to the competition while continuing to maintain high levels of end customer satisfaction,” said Foucault De-La-Rochere, Services Vice-President, NextiraOne.

The Partner Technical Support Services program portfolio gives NextiraOne customers easier access to value-add support services. Both programs provide NextiraOne with a core set of deliverables to complement its existing services practise.

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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 specializing in the strategic operation of mission-critical services and solutions businesses according to a unique M&A&OSM model of value creation.

NextiraOne is already a Cisco Global Systems Integrator with a particular focus on advanced technologies.

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