

## **NextiraOne links AIG Europe (UK) Limited with IP Telephony**

Leading insurance provider upgrades network and cuts operational telephony overheads with €500,000 equipment and services contract

12 April, 2005. NextiraOne has extended its relationship with leading insurance provider AIG Europe (UK) Limited, winning a €500,000 contract to upgrade its network to link branch sites, including internet protocol (IP) telephony technology. The contract will enable AIG Europe (UK) Limited to enjoy free calls over IP lines between its ten UK sites as well as centralised applications, call handling, call accounting and network management from its Croydon and City of London IT hubs.

NextiraOne installed an Alcatel OmniPCX Enterprise to deliver IP telephony in each of the company's UK sites, meaning that all calls between offices can now be carried free of charge over its new MPLS wide area network (WAN), significantly reducing operational expenditure. Cisco Systems' Catalyst 3750 LAN switches were added to upgrade eight sites and link them to headquarters. NextiraOne also provided firewalls for added network security. Currently, two sites have full IP telephony solutions with Alcatel IP handsets connected to Cisco 3560 switches with power over Ethernet.

Voicemail and telecoms operations can be managed centrally now, giving IT managers far more visibility over the network. They will be able to effectively manage moves, make changes across the network and better respond to security threats and varying traffic demands. Further operational savings have been made by centralising incoming call handling into one single operator group.

"We have been working with NextiraOne for more than two years on other network projects and we believed that this project would deliver a good return on investment," said Wayne Savill, UK Facilities Manager for AIG Europe (UK) Limited. "As a result, we will see savings on our internal communications overheads and even further improved network efficiency."

Phil Moran, AIG Account Director for NextiraOne said that AIG Europe (UK) Limited would see significant competitive edge by migrating to IP telephony. "This new branch network is the first stage in moving towards a next generation environment," he commented. "IP will enable AIG Europe (UK) Limited to add exciting applications, have increased control over its network and significantly reduce operational expenditure, making the company more competitive all round."

### **About AIG Europe (UK) Limited**

AIG Europe (UK) Limited, a member company of American International Group Inc (AIG), provides a wide range of innovative insurance solutions to businesses and individuals in the UK. Its clients include over half of the UK's top 1000 companies as well as numerous smaller businesses. It also has more than 4 million consumer insurance policies in force.

American International Group, Inc. (AIG) is one of the world's leading international insurance and financial services organisations, with operations in approximately 130 countries and jurisdictions. AIG member companies serve commercial, institutional and individual customers through the most extensive worldwide property-casualty and life insurance networks of any insurer. In the United States, AIG companies are the largest underwriters of commercial and industrial insurance and AIG American General is a top-ranked life insurer. AIG's global businesses also include financial services, retirement services and asset management. AIG's financial services businesses include aircraft leasing, financial products, trading and market making. AIG's growing global consumer finance business is led in the United States by American General Finance. AIG also has one of the largest U.S. retirement services businesses through AIG SunAmerica and AIG VALIC, and is a leader in asset management for the individual and institutional markets, with specialized investment management capabilities in equities, fixed income, alternative investments and real estate. AIG's common stock is listed on the New York Stock Exchange, as well as the stock exchanges in London, Paris, Switzerland and Tokyo.

### **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 specializing in the strategic operation of mission-critical services and solutions businesses according to a unique M&A&O<sup>SM</sup> model of value creation.

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