

NextiraOne Receives Prestigious Partner of the Year (EMEA) Award from Genesys

24th May 2005, G-Force Conference, Miami, Florida. NextiraOne, the European leader in contact centre integration, today announced that it has been awarded EMEA Partner of the Year for 2004, by Genesys Telecommunications Laboratories, Inc., an Alcatel company (NYSE: ALA, Paris:CGEP.PA).

The award was received by Valerie Scavinner, NextiraOne's Director of Contact Centre Solutions, at G-Force, the Genesys Worldwide Conference in Miami, Florida.

The Partner of the Year award recognises NextiraOne's exceptional performance in delivering contact centres across Europe. NextiraOne has sustained the number one position in Europe outgrowing the market by 5% in 2004 and with a customer base in excess of 200,000 agents across 16 countries. This is the second consecutive year that NextiraOne has won this Award.

"NextiraOne has consistently proved our claim to be Europe's leading Genesys partner delivering total contact centre solutions tailored to individual customer needs. This award recognises the strength of NextiraOne in providing solutions that meet specific sector requirements, our international integration skills and our commitment to customers," said Valerie Scavinner, Director of Contact Centre Solutions, NextiraOne.

"NextiraOne is a key strategic partner for Genesys across Europe. It is one few organisations with the breadth of skills and depth of service capability to design, implement and manage solutions which exploit the full range of Genesys' portfolio," said Olivier Silberstein, Director, Alcatel & NextiraOne Alliance EMEA, Genesys.

NextiraOne is Europe's leading contact centre specialist. It has have deployed solutions for more than 5,000 customers across all sectors and sizes of organization. In 2003 and 2004 Genesys recognized the achievement of NextiraOne's individual regions with a total of 5 Awards for overall performance and midmarket leadership.

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About G-Force

G-Force, the annual Genesys Telecommunications Laboratories, Inc. user conference, is the premier learning and networking event for CEOs, contact centre managers, IT professionals, and customer service and business executives looking for innovative, high-return solutions to manage interactions across the enterprise, reduce customer frustration and increase contact center productivity. The conference features general sessions and panels on communications strategy, Genesys product breakout courses and case studies from leading companies that have implemented open platform, best-in-class call center solutions.

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&A&OSM model of value creation.

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