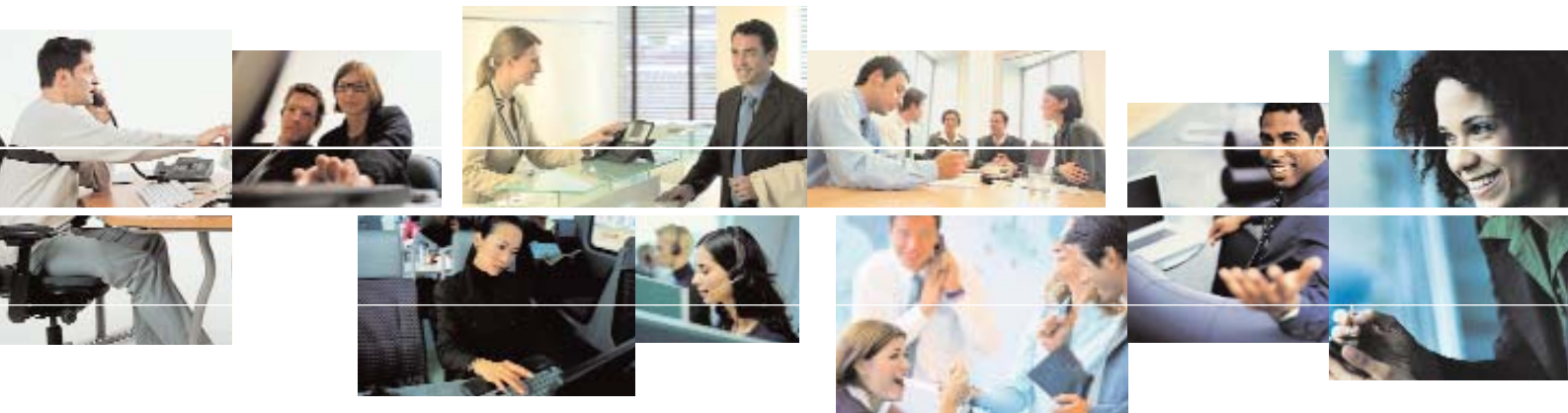


Alcatel is a leading provider of communication solutions to small, medium, large enterprises and to public sector institutions worldwide. Our portfolio includes business communication applications such as Contact Centers and Unified Communication, an advanced IP Telephony offering, and IP Networking products. We deliver an enhanced competitive edge to your business by increasing customer satisfaction, employee productivity, and operational efficiencies.

With total sales of 12.3 billion euro in 2004, Alcatel serves its service provider and enterprise customers with a staff of 56,000 in more than 130 countries.



OUR SOLUTIONS

IP Networking

The industry's **best value** in highly available, secure and easy to manage network solutions. Our products are designed for convergence and empower best of breed security and mobility solutions.

IP Telephony

Reduce Costs by saving on telecom bills and using the same cabling for voice and data. Leverage both IP and TDM connectivity for **maximum flexibility**. Our open platform and extensive range of digital, wireless, and IP phones is the gateway to rich voice, mobility, and XML applications.

Unified Communication

Increase productivity and **optimize business processes** with integrated telephony, messaging, and conferencing applications. Power your business applications (such as ERP, CRM, and SCM) with voice capability to streamline people/process interactions to avoid costly delays.

Contact Center

Deliver Superior Customer Service by reducing customer hold times, offering self-service and multimedia interactions, and optimizing your workforce. Quick and seamless integration with your existing platforms and CRM applications is one of our strengths.

OUR TECHNOLOGY

<i>User-Centric</i>	Our focus on enhancing the user experience translates to convenient and easy to use products and features – such as desktop IP phones with color screens, dialling-by-name, conference call setup on demand, and context awareness.
<i>Openness</i>	We are committed to developing products that are standards-based, easy to integrate, and operate in an open, multi-vendor environment. Hence we use standard protocols such as TDM, IP, SIP, 802.11, and XML.
<i>Unification</i>	Convergence is now bridging voice and data, fixed and mobile networks. Thanks to IP, tighter integration is possible between networks and applications, and between business and communication applications.
<i>Mobility</i>	Our wireless solutions include WiFi, cellular clients, DECT handsets, and VoWLAN. Remote workers can connect via our VPN and VoIP solutions. Employees on the move can benefit from unified messaging and advanced call handling features.
<i>Security</i>	We can encrypt your sensitive voice traffic. To prevent viruses from propagating, our edge controls will automatically enforce host security policies - and dynamically change the host from a quarantine to a working VLAN once its configuration is updated. In addition our unique Quarantine Engine can also detect and contain worms, viruses outbreaks and other network misbehaviours.

OUR CREDENTIALS

Market Leadership

- No. 1 vendor for IP-PBX and PBX, Europe 2003
- No. 1 vendor for Contact Center CTI, Worldwide 2003
- No. 2 vendor for SMB Telephony, Worldwide 2003
- 125 million customer interactions directly daily
- 55 million telephony lines shipped
- 12 million Ethernet ports shipped

Industry Awards

- Leaders in Corporate Telephony, Contact Center, and IVR/Voice Portals (Gartner Magic Quadrants', 2004)
- Innovation Award for OmniTouch Unified Communication (TMC Labs, 2004)
- Service Leaders Award for Genesys (CRM Magazine, 2004)
- Product of the Year Award for Genesys (Communication Solutions, 2003)
- Product of the Year Award for Omni-Switch 7000 (Internet Telephony, 2002)

Customers Say

- “Using Alcatel technology ... is having a positive impact on the way we interact with our customers, who are now experiencing a much more efficient service.” **Lomond Audi**
- “We were convinced by Alcatel's open standards and computer platforms. The cost/ benefit ratio was good. Alcatel offered the best technology and solution at a fair price.” **Henkel Group**
- “Over the past few years, there hasn't been a single application we haven't been able to implement on it.” **B. Braun**

WHY ALCATEL

<i>Proven ROI</i>	When the technology is aligned with your business objectives, the results can be dramatic. Hard savings include lower telecom bills, reductions in operation and contact center agent staff, and increased productivity. Some projects pay back in less than 3 months. Our ROI tools can help you analyse project costs.
<i>Extensive Experience</i>	With 23,000 technology patents to our credit and a history of over 100 years in the communications field, Alcatel has proven experience. We are honoured to have 500,000 customers small and large, including many of the Fortune 500 and leading companies in most sectors. Put our experience to work for you – you'll be in good company.
<i>Service & Support</i>	Together with our ecosystem of over 1,500 partners, you can rest assured that your system will be installed, integrated and maintained to our high standards following global best practices. Our Accreditation Program ensures that our partners are fully trained on the latest technologies and techniques to service your requirements. We do not compromise on quality.

For more information, visit www.alcatel.com

