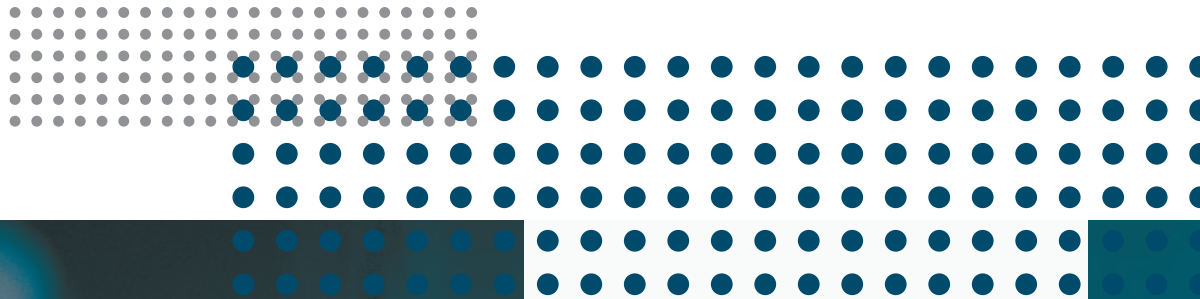


Alcatel-Lucent Corporate Communication Solutions for Large Enterprises



Does Your Communications Network Make You More Competitive?

YOUR MARKET SUCCESS DEPENDS ON IT

Your success in today's global markets hinges on your ability to compete aggressively and build lasting relationships with your customers. You must adapt quickly to change, meet shorter decision times, speed time-to-market and leverage the best talent anywhere in the world.

At the same time, you must meet the evolving communications needs of your employees who are no longer content with basic services. They expect and demand the most advanced yet easy-to-use technologies and Internet-based tools for daily communication.

OPTIMIZE YOUR COMMUNICATIONS NETWORK FOR PERFORMANCE AND RESULTS

With the right communications network you can meet the needs of your employees, be more competitive and generate new business. You can increase productivity, improve customer relations, and reduce costs. You can solidify your position in established markets and extend your reach into emerging markets.

To do all this, you must integrate business communications with business processes and transform your communications network from a cost center into a competitive advantage.

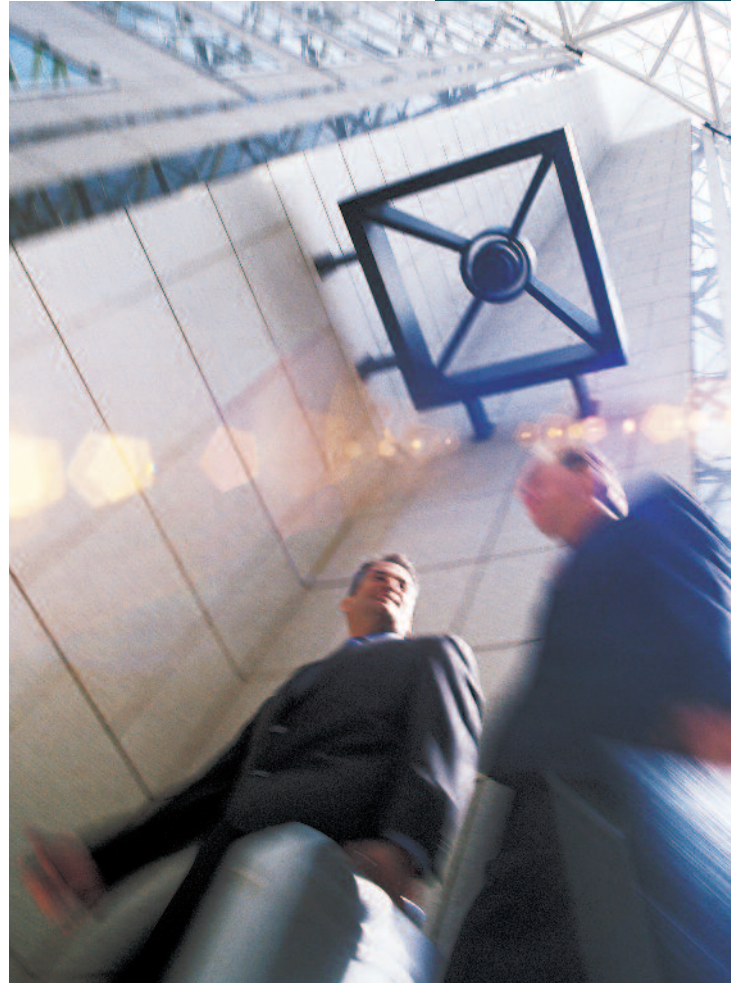
To help you achieve this transformation, Alcatel-Lucent offers a comprehensive range of best-in-class solutions designed specifically for large enterprises in a variety of market sectors. They are your one-stop-shopping answer for secure, blended communication solutions and services tailored to your organization and the unique needs of your end users.



Enable Competitive Transformation

Alcatel-Lucent Corporate Communication Solutions are built on three key pillars:

- **Network transformation solutions**, which transform information and communication technology (ICT) infrastructures into a competitive weapon. These solutions give you more control of network-related costs, and provide a competitive advantage by enabling you to leverage new business models and new technologies. They include network infrastructure products, scalable and secure IP telephony platforms, convergence solutions, a complete set of security products, and IP and performance management software.
- **Services transformation solutions**, which improve communication services and employee productivity by optimizing mobility and collaboration. These solutions include a collection of user-centric, blended solutions organized by user profiles so you can match the continuously evolving needs of your employees with the appropriate technology options.
- **Business transformation solutions**, which build customer loyalty and generate new business. They improve business operations by enabling organizations to better satisfy their customers, generate more revenue and improve business processes. This group of solutions includes contact center, business critical and industry-specific applications.



PARTNER WITH A SUPPLIER WHO UNDERSTANDS YOUR NEEDS

With Alcatel-Lucent, you gain a partner who understands today's increasingly complex business requirements and can help you align your communications network with your business objectives. To ensure each step of your competitive transformation is successful, Alcatel-Lucent and its business partners also provide a portfolio of professional services, including life-cycle services, support services, outsourcing services and out-of-the-box solutions. We work with you to ensure that solutions, products and services are adapted to your organization's unique needs.



Network Transformation Solutions

These highly available, secure and easy-to-manage network solutions are designed to help you transform your ICT infrastructure into a competitive business tool. They improve network efficiency while providing better control over network costs. And they include a broad range of options, for network foundation, IP telephony, management, convergence, and security requirements.

Your Needs	Our Solutions	Key Benefits
<ul style="list-style-type: none"> • Non-stop networking • High performance LAN, WLAN, WAN infrastructure 	<ul style="list-style-type: none"> • Network infrastructure solutions for: <ul style="list-style-type: none"> • LAN edge • LAN aggregation • LAN core • Wireless LAN • WAN/MAN 	<ul style="list-style-type: none"> • Distributed architecture with full redundancy and resiliency • High port density, high-capacity switching; IPV6 support • Full range covering all topologies • Centralized architecture with light access points • Optimized for voice and data • Next generation of routers with unified: <ul style="list-style-type: none"> • Network services • Branch office services • Convergence services • High-performance IP/MPLS/VPLS routing and switches
<ul style="list-style-type: none"> • Secure and scalable IP telephony infrastructure • NGN/IMS-compatible 	<ul style="list-style-type: none"> • IP telephony platform: <ul style="list-style-type: none"> • Centralized/distributed architecture • TDM/IP, SIP • End points • Appliance server, blade center, media gateways, passive communication servers • High-end telephony services 	<ul style="list-style-type: none"> • Highest scalability (100,000 users) • Flexibility in network design with unparalleled range of deployment options • Resiliency and reliability • Multiple connectivity options with NGN/IMS compatibility • Rich user experience with the widest range of end-point options (wired and wireless)
<ul style="list-style-type: none"> • Comprehensive network • Application security 	<ul style="list-style-type: none"> • Compliance with ITU-T X.805 (invented by Bell Labs) • Network management platforms for LAN/WLAN and IP Telephony • IP address management software 	<ul style="list-style-type: none"> • Consistent network access control • IEEE 802.1X multi-client authentication • Most secure IP telephony solution (Miercom 06) • Common criteria certification • Full range of encrypted terminals, hard and softphones, web applications and management platforms • Dynamic firewall port management (pinhole) • Intrusion Detection System (IDS)/Intrusion Protection System (IPS) quarantine solution • End-to-end management solution from IP address management to network resources and applications performance management • Better control of network and business operations • Multi-vendor support (VitalQIP and VitalSuite)
<ul style="list-style-type: none"> • Full control and planning of network and business operations • Lower total cost of ownership • Optimized operations 	<ul style="list-style-type: none"> • Management platform • Network and application performance software • IP address management • OmniSwitch, OmniAccess and OmniPCX families of products <ul style="list-style-type: none"> • Fixed and wireless networking products • IP telephony platforms 	<ul style="list-style-type: none"> • One-stop-shopping • High scalability and performance • Fully-secure, converged network • Fully-converged mobility options • End-to-end management options



Our Key Products

- OmniSwitch 9000 family of high-end, modular core switches
- OmniSwitch 6850 advanced stackable LAN switch
- OmniStack 6200 entry level stackable LAN switch
- OmniAccess 6000 and 43XX family of WLAN switches
- OmniAccess WLAN access points
- OmniAccess 700 Unified Services Gateway family
- 7710 and 7750 Service Routers
- 7450 Ethernet Service Switch



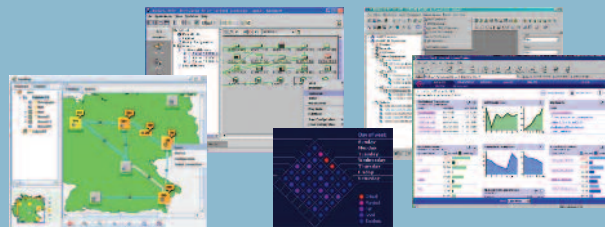
- OmniPCX Enterprise CS
- IP Touch Phones
- IP Touch WLAN Handsets
- 9 Series Digital Phones
- DECT Handsets
- IP Softphones



- Embedded security features in network infrastructure and IP telephony products
- Wire-speed voice encryption
- Brick firewall/VPN
- Security appliances, such as OmniAccess Safe Guard Appliance (SGA)



- OmniVista 2500, 2700 and 4760 Network Management Systems
- 5620 Service Aware Manager
- VitalSuite Performance Management Software
- VitalQIP DNS/DHCP IP Management Software
- OmniSwitch LAN and OmniAccess WLAN Switches
- OmniPCX Enterprise Communication Server



Services Transformation Solutions

Large enterprises are always challenged to match their employees' evolving needs to various technology options. This sometimes results in the acquisition of several unrelated solutions that create issues of cost, compatibility, and training.

To eliminate these issues and enable your services transformation, Alcatel-Lucent provides a collection of user-centric solutions bundled to address the specific needs of five key user profiles. These user profiles help enterprises address the challenge of matching their employees' evolving needs with bundled solutions that will make them more efficient and productive. The profiles are also subdivided according to usage intensity so that every employee's solution is tailored to answer his or her specific needs for mobility and collaboration.

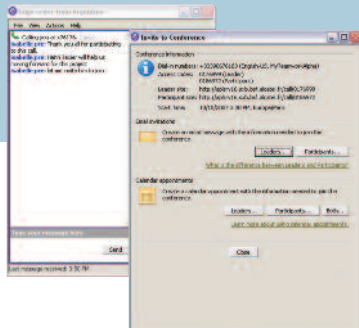
User Profile			Time at desk	Time away from desk	Time away from office	Time working	Usage
Office Worker		Essential					Low
		Premium					Moderate
		Privilege					Intensive
Team Worker		Essential					Low
		Premium					Moderate
		Privilege					Intensive
On-site Roamer		Essential					Low
		Premium					Moderate
		Privilege					Intensive
Mobile Professional		Essential					Low
		Premium					Moderate
		Privilege					Intensive
Executive		Privilege					Intensive



USER PROFILES TO MATCH EMPLOYEE NEEDS

By helping you match each of these profiles with a bundle of telecom services, collaborative tools, and desktop integration solutions, the Alcatel-Lucent Corporate Communication Solutions portfolio helps ensure you only pay for the products and services your employees need.

User Profile	Communications Requirements	Our Solutions	Key Benefits
Executives (Senior managers)	<ul style="list-style-type: none"> A combination of telephony, messaging, collaborative tools, and mobility to accommodate a high level of communications usage and need 	<ul style="list-style-type: none"> Richest combination of telephony, messaging, collaboration applications and mobility solutions 	<ul style="list-style-type: none"> Communication anywhere, anytime, and on any device
Mobile Professionals (Such as sales representatives, customer support engineers, sales managers and marketing managers)	<ul style="list-style-type: none"> Ability to switch easily from mobile to office environment while maintaining the same level of telephony services 	<ul style="list-style-type: none"> Full set of telephony services available anywhere by converting the mobile phone into a desktop extension 	<ul style="list-style-type: none"> Enhanced customer service capabilities One number and single voicemail access to customers
On-site Roamers (Such as employees from duty nurses and security guards to physicians, and production heads)	<ul style="list-style-type: none"> Campus mobility solutions and notification services that optimize response time 	<ul style="list-style-type: none"> Business class telephony with special campus mobility handsets Critical mobility, alarm and notification services to respond to business emergencies Desktop telephony service or instant communicator for higher intensity users or people who spend equal time roaming within the office and at their desk 	<ul style="list-style-type: none"> Improved response time
Office Workers (Such as administrative assistants and legal officers, accountants, and sales operations managers)	<ul style="list-style-type: none"> Little or no need for mobility and can be addressed with essential business telephony services, unified messaging services, or potentially a solution that combines communication over several devices, such as a personal computer or phone 	<ul style="list-style-type: none"> Basic-to-business telephony along with voice only or unified messaging services 	<ul style="list-style-type: none"> Enhanced productivity and time management
Team Workers (Such as marketing specialists, design managers, project managers, and researchers)	<ul style="list-style-type: none"> Low mobility needs, but are highly dependant on cross-functional communication and teamwork and require basic business telephony services as well as PC— and PDA—accessible multi-party audio and multimedia collaboration services 	<ul style="list-style-type: none"> Basic or business grade telephony services, voice only or unified messaging services Desktop and PDA mobile accessible multi-party audio/multimedia collaboration 	<ul style="list-style-type: none"> Improved collaboration and employee communication



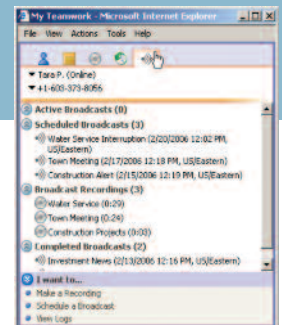
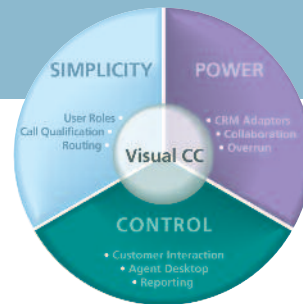
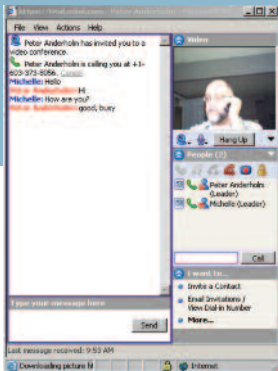
Business Transformation Solutions

To enable your business transformation, Alcatel-Lucent provides a set of solutions that help enterprises satisfy their customers, generate more revenue and improve business processes.

This includes:

- Contact center solutions that can be instrumental in improving customer loyalty
- Industry-specific applications (e.g., for healthcare, finance, defense and security, hospitality, government agencies, local authorities, etc.)
- Business-critical applications that help improve business processes, such as applications integrating real-time communications services into business processes, notification, real-time collaboration, voice recording, and routing applications

Your Needs	Our Solutions	Key Benefits	Our Key Products
Excellence in customer interactions <ul style="list-style-type: none"> • A comprehensive portfolio of contact center solutions adapted for all customer interactions 	<ul style="list-style-type: none"> • Embedded call center solution in Alcatel-Lucent OmniPCX Enterprise CS • New, server-based contact center solution designed for operational efficiency • Genesys Suite optimized for Alcatel-Lucent OmniPCX Enterprise CS • Multi-channel routing application 	<ul style="list-style-type: none"> • Business continuity with smooth evolution path • Available for both traditional telephony infrastructure and IP • Lower total cost of ownership 	<ul style="list-style-type: none"> • Alcatel-Lucent OmniTouch Contact Center Standard Edition • Alcatel-Lucent OmniTouch Contact Center Premium Edition • Alcatel-Lucent OmniGenesys Contact Center • Business Contact
Communicate in real time using multiple media	<ul style="list-style-type: none"> • Collaboration and conferencing solutions • Notification and broadcasting solutions 	<ul style="list-style-type: none"> • Cost-effective solutions • Emergency management application 	<ul style="list-style-type: none"> • Alcatel-Lucent My Teamwork • Alcatel-Lucent LM RCC • Alcatel-Lucent Automatic Messaging Delivery System (AMDS)
Real-time business processes	<ul style="list-style-type: none"> • Communication web services • Management software 	<ul style="list-style-type: none"> • Software-based solutions • Highly integrated business processes 	<ul style="list-style-type: none"> • XML Framework & APIs
Business critical applications for your specific industry <ul style="list-style-type: none"> • Dedicated solutions and a complete, industry-specific partnership ecosystem 	Solutions by industry: <ul style="list-style-type: none"> • Healthcare • Finance • Defense and security • Hospitality • Energy (oil & gas & power utilities) • Local authorities & government agencies • City networks • Transport • Education • Retail • Manufacturing 	<ul style="list-style-type: none"> • End-to-end solutions • High security • Seamless integration capabilities • High availability • High reliability • Open and standards-based 	

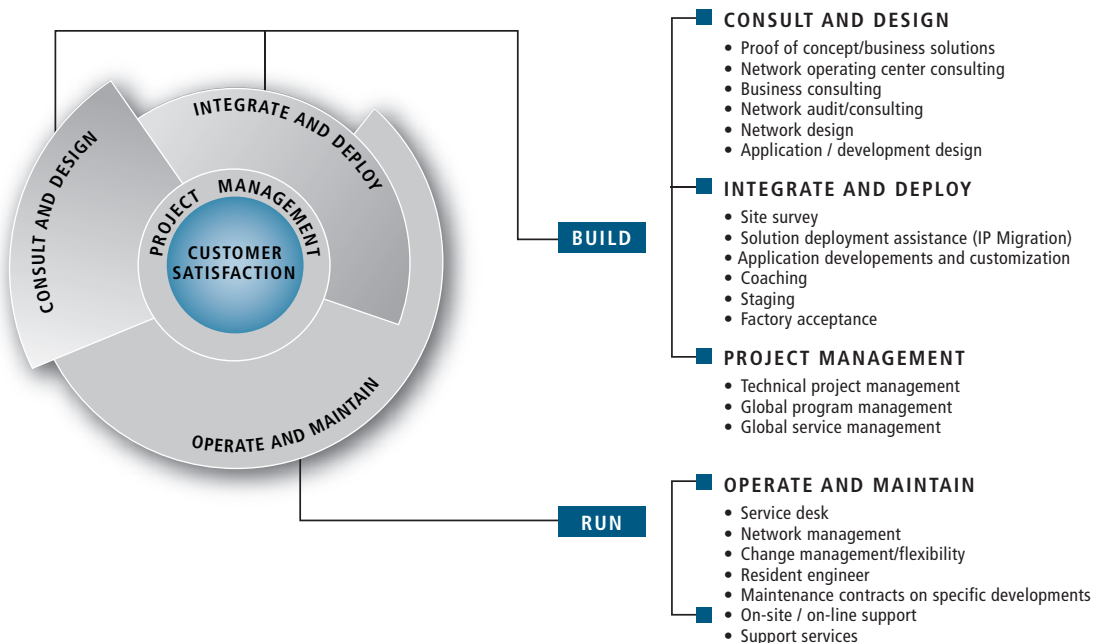


Services to Support You Every Step of the Way

Alcatel-Lucent and its network of business partners provide a full range of services that ensure long term success throughout the full life cycle of your communication solutions. Our highly-experienced professionals provide customized services from audit and design, through integration and deployment, to maintenance and operations.



Your Needs	Our Solutions	Key Benefits
Lifecycle Services	<ul style="list-style-type: none"> • Consultation and design, from proof-of-concept to network design and development • Integration and deployment from site survey to factory acceptance • Project management • Operation and maintenance 	<ul style="list-style-type: none"> • Prevent transition losses • Keep communications running • Reduce operation and maintenance costs
Software Support Services	<ul style="list-style-type: none"> • 24/7 hotline and unlimited software updates 	<ul style="list-style-type: none"> • Reduce training costs • Increase revenue by selling renewals • Lock in customers with renewable contracts • Resell extended support with yearly contracts (post end-of-life) • Keep the installed base up to date, enabling the sale of new applications
Out-of-the-Box Solutions	<ul style="list-style-type: none"> • Prepackaged easy-to-use efficient applications and solutions, such as My Pocket Communicator • Notification server to transmit critical information 	<ul style="list-style-type: none"> • Minimize installation and integration costs
Outsourcing Services	<ul style="list-style-type: none"> • Complete portfolio of Managed Communication Services for multi-national corporations 	<ul style="list-style-type: none"> • Enable communication in a quicker, safer, cheaper way • Manage all telecom requirements with single point of contact and highly-skilled personnel





Partner with a World Leader

As a worldwide leader in IP communications, Alcatel-Lucent provides innovative communication solutions to large organizations like yours in more than 130 countries. We understand industry-specific communication requirements and have the converged and fixed-mobile portfolio required to deliver business critical solutions. This gives our customers the benefit of a one-stop-shop, rather than having to buy multiple solutions from various vendors. In addition, we have the services and support to successfully deliver large, multi-technology communications projects.

LEVERAGE OUR INDUSTRY PARTNERSHIPS

A worldwide network of Business Partners — accredited through a demanding Business Partner Program — is ready to help you choose the Alcatel-Lucent solution that's right for your business needs.

These experts take the time to listen to your needs and define a customized network infrastructure and communication system for your organization. Most importantly, our Business Partners work with you to ensure a smooth transition, and to be sure that your Alcatel-Lucent solution evolves with your business growth and maintains peak performance.

To ensure your network is geared for success, Alcatel-Lucent also allows you to capitalize on our strategic alliances with systems integrators, hardware vendors and independent software vendors, around the world.

For more information, please go to www.applicationpartner.alcatel-lucent.com

INDUSTRY RECOGNITION

- Positioned in leaders quadrant in Gartner report titled, ©2007, “Magic Quadrant for Unified Communications, 2007”, by Bern Elliot, 20 August 2007*
- Positioned in leaders quadrant in Gartner report titled, ©2007, “Magic Quadrant for Corporate Telephony in Europe, them Middle East and Africa, 2007”, by Steve Blood, 10 August 2007*
- Positioned in leaders quadrant in Gartner report titled, ©2007, “Magic Quadrant for Corporate Telephony in Asia/Pacific, 2007”, by Geoff Johnson, 30 Aug 2007*
- Positioned in leaders quadrant in Gartner report titled, ©2007, “Magic Quadrant for Contact Center Infrastructure. APAC, 2007”, by Geoff Johnson and Drew Krause, 12 Sep 2007*

* Magic Quadrant Disclaimer

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STAY AHEAD OF THE COMPETITION WITH INDUSTRY-LEADING INNOVATION

To keep you ahead of the competition, we continuously introduce innovative products.

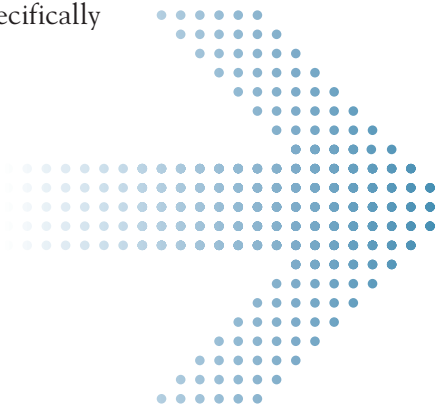
With one of the largest global R&D capabilities in the communications industry, as well as our renowned Bell Labs and Research & Innovation research communities, we help bring our customers to the forefront of technical innovation every day. For example:

- With more than 25,000 relevant technology patents, Alcatel-Lucent is a primary source of new technologies for the communications industry.
- The Alcatel-Lucent Omni product family is the most highly awarded set of solutions in the industry. It continues to be widely acclaimed by the most prestigious industry analysts for its vision, its innovation, and its implementation of open standards.

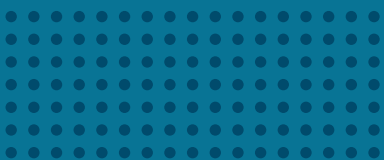
Combined with our extensive cross-industry knowledge, our complete portfolio of services and a strong partner ecosystem, our industry-leading Corporate Communication Solutions are designed to help you develop and deploy an optimized communications network tailored specifically to your needs.

Get More Information

For more information about the Alcatel-Lucent Corporate Communication Solutions portfolio, please go to www.alcatel-lucent.com/corporate-offer.



Corporate



www.alcatel-lucent.com

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