



Alcatel Lucent Services for Enterprise

A High-growth Portfolio of Technologies Solutions

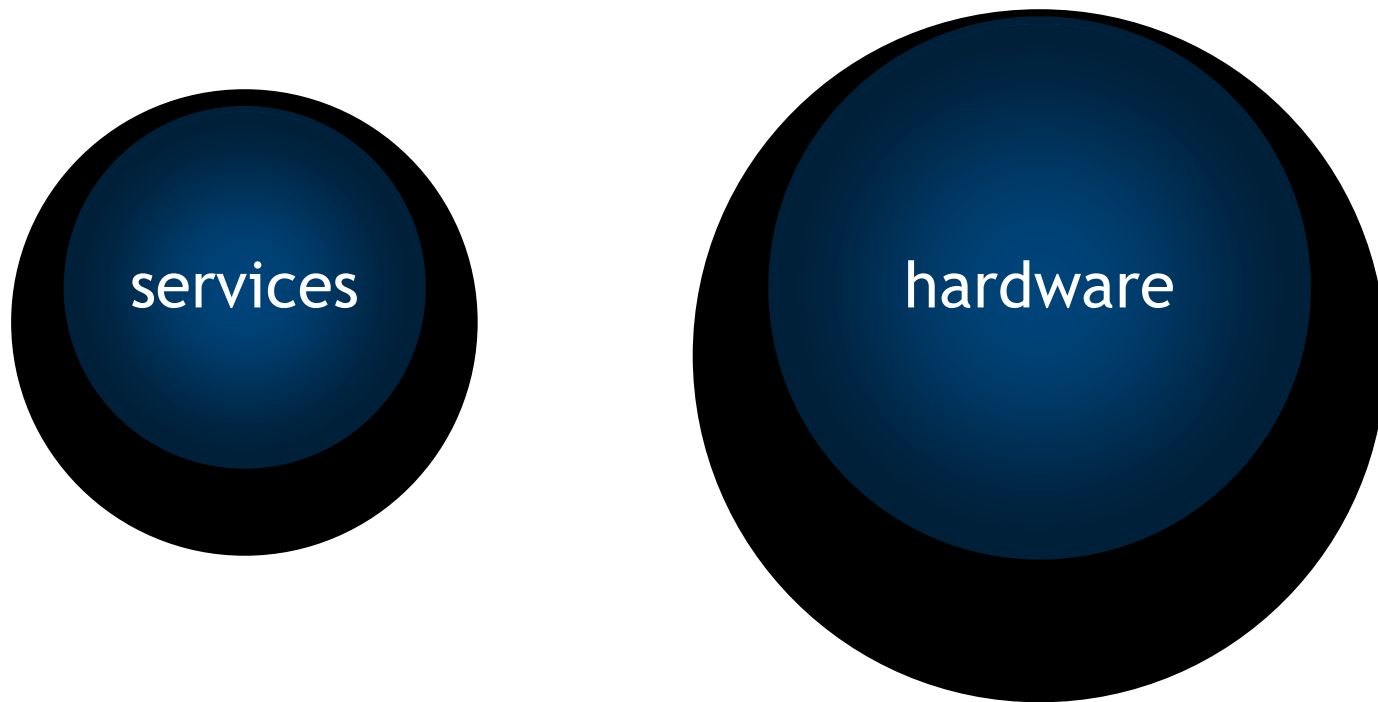
Stuart Cooper, VP Global Enterprise Services

April 1st, 2009

Agenda

- 1 Where we were 4 years ago
- 2 The path we took
- 3 Where we are today
- 4 Where we are going

Where we started



Year One: Software



Recurring revenue

Resolution SLA

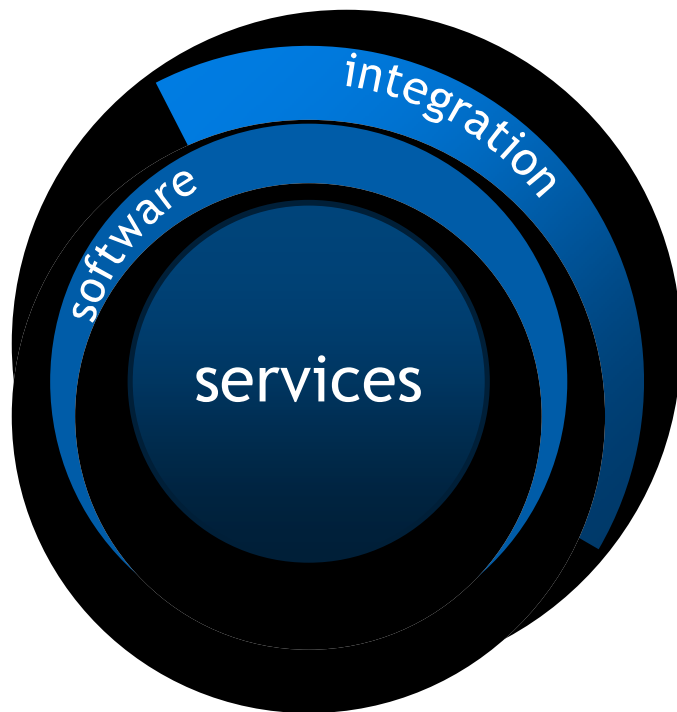
Major updates

Proximity to experts

Software renewals for Thales



Year Two: Integration



Local experts

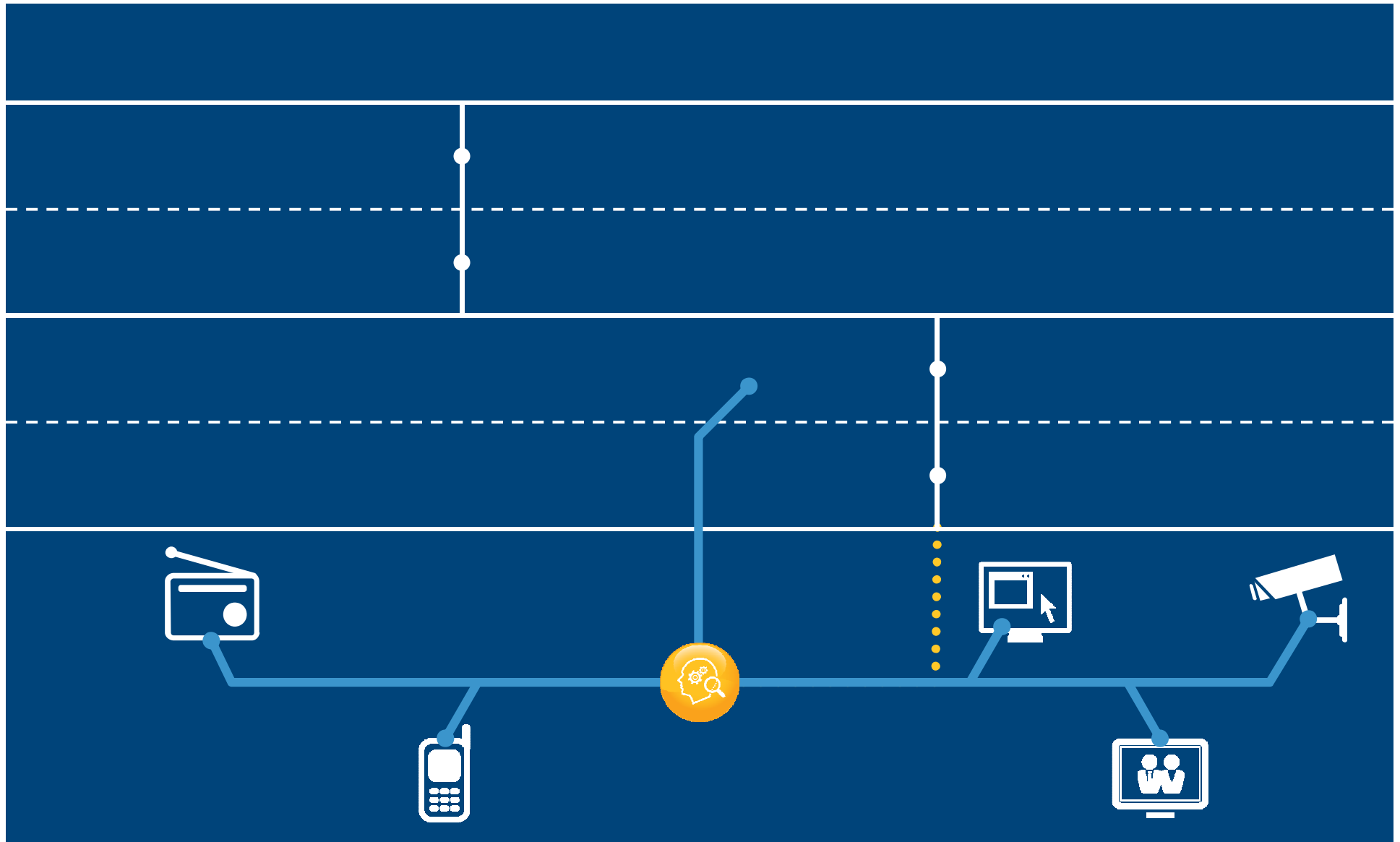
Centralized management

Adaptive solutions

Diverse skills

Integrating hundreds of elements for UK Highways

Integrating hundreds of elements for UK Highways



Year Three: Customization



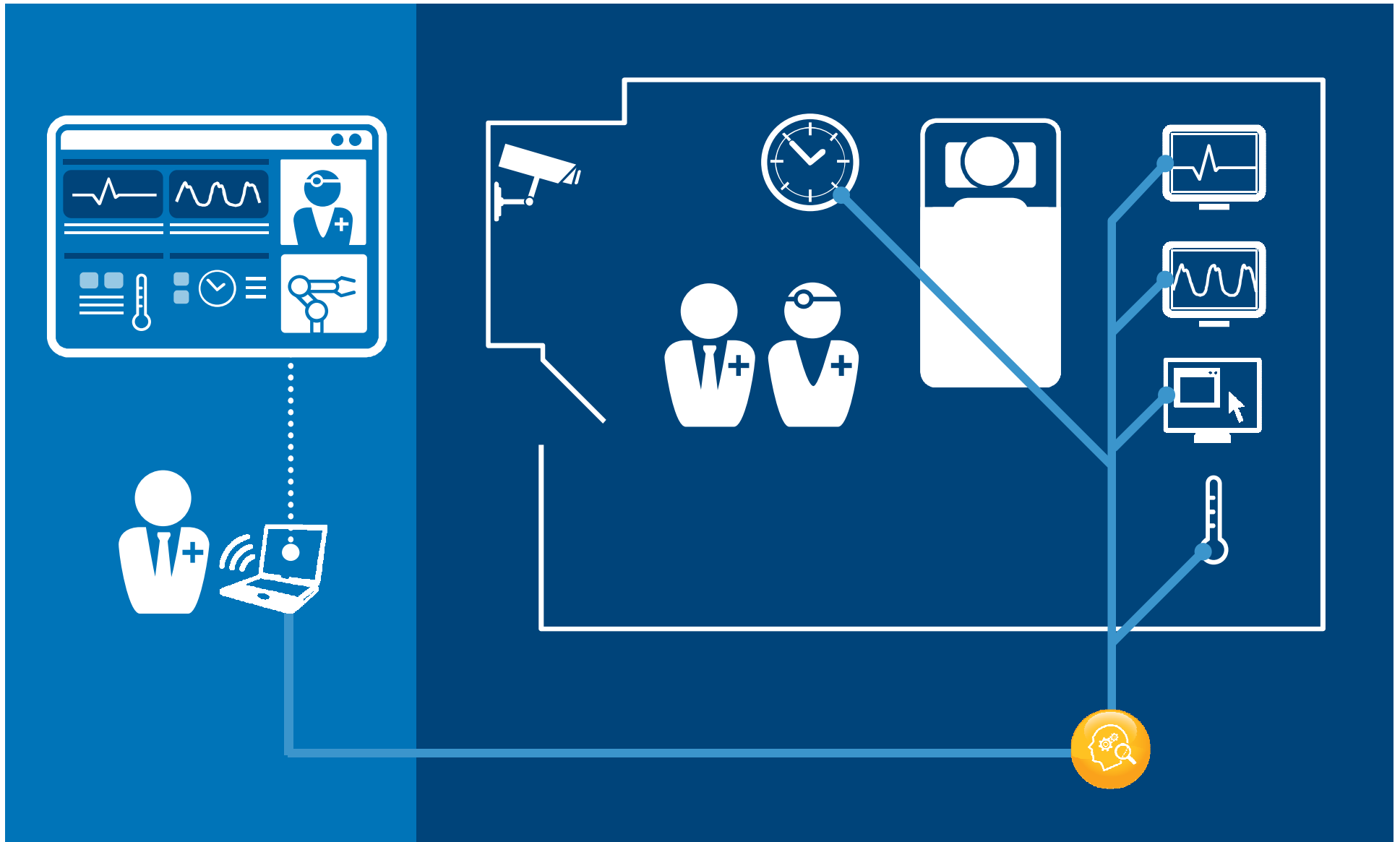
Customer intimacy

Business benefits

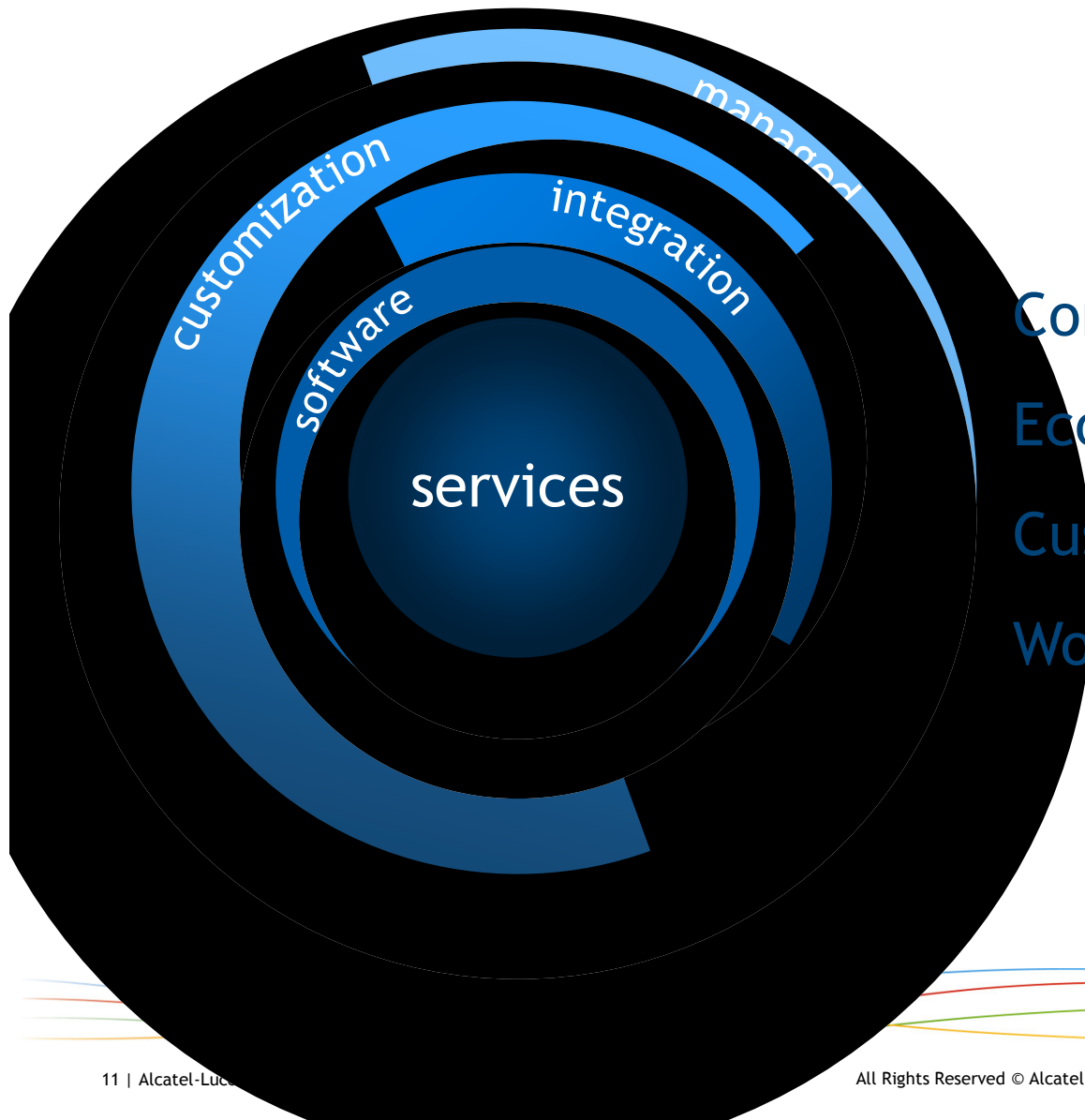
Agile development

Industrialized solutions

Customized surgical suite for UPMC



Year Four: Managed Services



Comprehensive solutions

Eco-system

Customer enablement

Worldwide reach

Managed Services for Club Med



Where we are today



maintenance



innovation

Where we are going

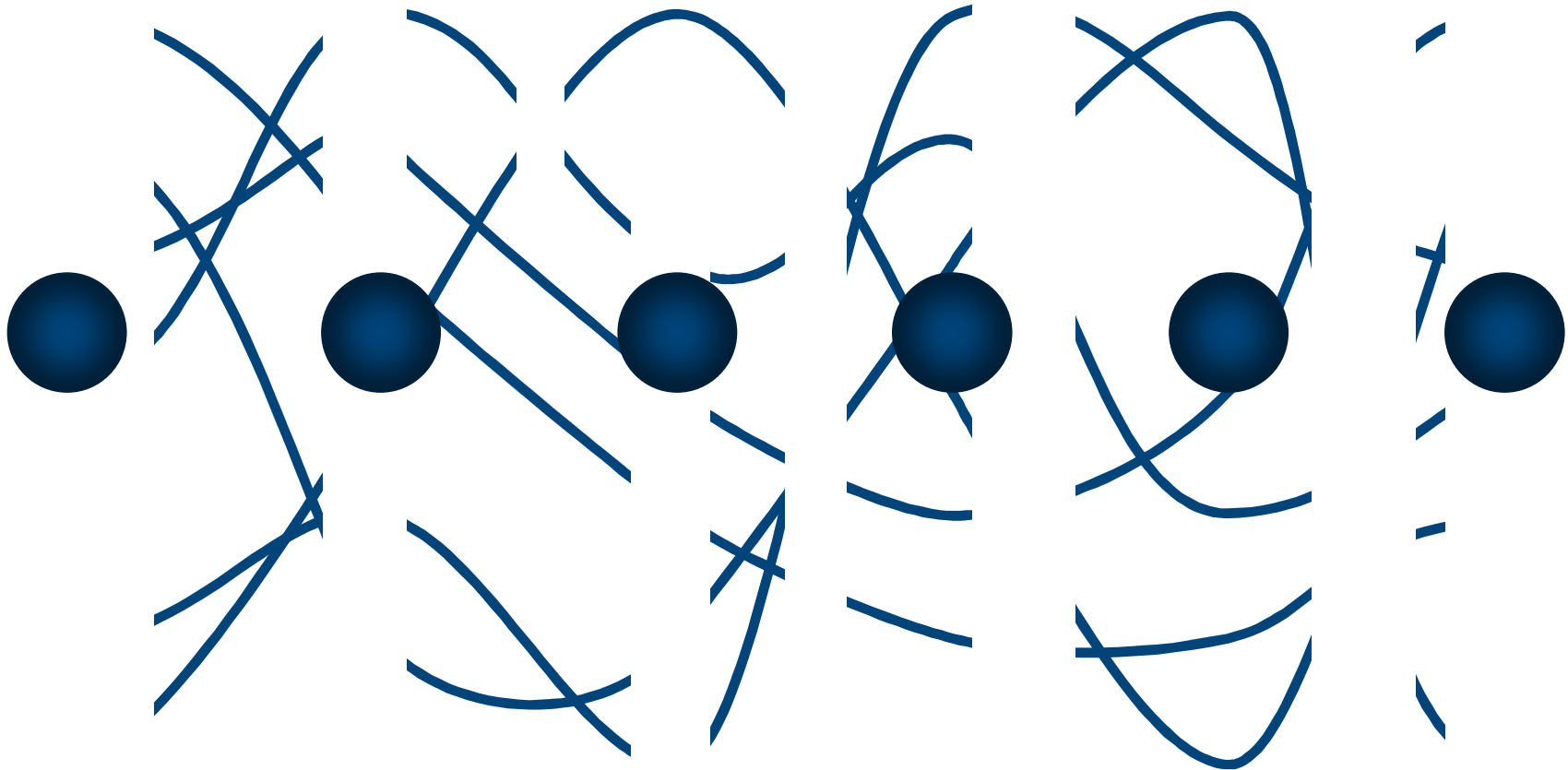
Integration Customization Managed Software Build Maintenance



services

Where we are going

Integration Customization Managed Software Build Maintenance



Where we are going



services



www.alcatel-lucent.com