

# Genesys named Dimension Data's Vendor of the Year in New South Wales

SYDNEY, December 8,

2009 Genesys Telecommunications

Laboratories, an Alcatel-Lucent company (Euronext Paris and NYSE: ALU), received Dimension Data's New South Wales Vendor of the Year award.

Genesys was chosen for its continued commitment to delivering outstanding results and for its strong focus on a collaborative and successful partnership with Dimension Data.

The New South Wales Vendor of the Year

Award is recognition that Genesys is a great company with which to do business, a value we place at the centre of our organisation and one that drives our behaviour with customers, said Sean Coleman, Genesys Australasia Managing Director. We're pleased Dimension Data recognised those efforts in what we know is a very competitive field. Our successful relationship with Dimension Data is long standing and one that has been built on collaboration and mutual respect. These awards are an important acknowledgement for the team and we look forward to growing this partnership in 2010.

Pete Murray,

Dimension Data NSW

State Manager, said: Genesys is a true partner in every sense of the word and winning this award is testament to the strong relationship we have developed over the years. Genesys commitment to deliver and how they go about their business has ensured another very successful partnership and year together. We congratulate Genesys and look forward to 2010.

The Dimension Data New South Wales Vendor

of the Year is Genesys second recent award: on November 25, 2009 Frost &

Sullivan announced its Australia Best Practices Awards and Genesys was named the Contact Centre Applications Vendor of the Year for 2009.

Ends

About

Genesys Telecommunications Laboratories, Inc.

Genesys, an Alcatel-Lucent company, is the only company that focuses 100 per cent on software to manage customer interactions over the phone, Web and in e-mail. The Genesys software suite dynamically connects customers with the right resources self-service or assisted-service to fulfil customer requests, optimise customer care goals and efficiently use resources. Genesys software directs more than 100 million customer interactions every day for 4,000 companies and government agencies in 80 countries. These companies and agencies can leverage their entire organisation, from the contact centre to the back office, to improve the overall customer experience. As a result, Genesys helps stop customer frustration, drive efficiency and accelerate business innovation. For more information, go to [www.genesyslab.com](http://www.genesyslab.com) or visit the industry blog at [www.betterinteractions.com](http://www.betterinteractions.com)

About

Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted partner of service providers, enterprises and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users. A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 16.98 billion in 2008 and is incorporated in France, with executive offices located in Paris. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

About Dimension Data

Dimension

Data plc (LSE:DDT), a specialist IT services and solution provider, helps

clients plan, build, support and manage their IT infrastructures. Dimension Data applies its expertise in networking, converged communications, security, data centre and storage, Microsoft and contact centre technologies, and its unique skills in consulting, integration and managed services to create customised client solutions.

[www.dimensiondata.com](http://www.dimensiondata.com)

Media

Contact: Rebecca

Tannous

Howorth

+61

8281 3809rebecca@howorth.com.au