



Genesys partners with Consilium Software to deliver contact center and enterprise solutions in India and Southeast Asia

Consilium Software, July 15, 2008

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Genesys Telecommunications Laboratories, Inc., an Alcatel-Lucent company (Euronext Paris and NYSE: ALU), and Consilium today announced the signing of a partner agreement to deliver contact center and enterprise solutions in India and Southeast Asia. Consilium Software, which specializes in Unified Communications software and solutions for enterprises and contact centers, will resell the entire suite of Genesys solutions and provide implementation support to joint customers.

PR9.NET July 15, 2008 - New Delhi, India - Through this alliance, Genesys and Consilium will focus on several key initiatives, including increasing sales coverage for Genesys solutions in the region, providing leading-edge services to the regional joint customers, and developing best practices that enable superior customer service, improved communication and the flow of business processes across the enterprise.

"The Consilium team is known for its experience and track record in delivering customer interaction solutions and we are pleased to be working with them," said Michael McBrien, senior vice president, APAC and Japan, Genesys. "This strategic alliance expands both companies' ability to reach more customers in the Asia-Pacific region, while delivering unique solutions that optimize customer service and improve business efficiency within enterprises."

"Genesys is a leading provider of contact center applications and we are excited to be representing them in the significant markets of India and South East Asia," said Pramod Ratwani, Founder and CEO of Consilium Software stated. "Genesys' contact center software and its GETS offering for enterprise collaboration are powerful solutions uniquely positioned to enhance heterogeneous environments, delivering unified customer service for enterprises."

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About Genesys

Genesys, an Alcatel-Lucent company, is the only company that focuses 100% 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 fulfill customer requests, optimize customer care goals and efficiently use resources.

About Consilium Software

Consilium Software is the Unified Communications software company which is Enabling Unified Success™ in enterprises and contact centers – with solutions that combine industry-leading products from technology partners, innovative software applications and unmatched services expertise. Powered by communications convergence, collaboration and customer interaction optimization software, Consilium's solutions enable companies to improve communication flows, transform business processes and increase business efficiency. Consilium uniquely helps clients get business results fast by focusing on their requirements first, creating solutions using the best and most appropriate technologies, and providing the finest technical services. Headquartered in Singapore, in the heart of the Asia Pacific region, Consilium has additional headquarters and a significant presence in India.

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