



**September 4, 2012**

## **Nemertes recognizes Alcatel-Lucent Enterprise as a Top Provider of Unified Communications with 2012 PilotHouse Award**

*IT decision makers rank Alcatel-Lucent tops in UC technology, customer service and value*

### **At a glance:**

- Alcatel-Lucent Enterprise wins the PilotHouse Award for Market Challengers in Unified Communications
- Secures highest overall score amongst all vendors
- Highest ranking achieved in Technology, Customer Service and Value

As Unified Communications continues to take hold in the enterprise, IT buyers rate Alcatel-Lucent Enterprise as the top UC vendor among Market Challengers, receiving the best overall score in the 2012 Nemertes PilotHouse Award for Unified Communications.

The Nemertes [PilotHouse Awards](#) Program, now in its fifth year, is extremely prestigious as the awards are based entirely on the ratings of IT decision-makers who actually use UC products or services. Nemertes analysts interviewed and surveyed more than 4,000 IT decision-makers and also conducted in-depth conversations to understand the results. Customers rated their providers on technology, customer service, and value.

Alcatel-Lucent Enterprise offers a comprehensive [Unified Communications portfolio](#) which includes its award winning OpenTouch Conversation, My Teamwork and more.

The report focused primarily on U.S.-centric enterprises, and did recognize Alcatel-Lucent as having large market share outside the U.S., categorizing it as a Challenger due to its market share. Nemertes defines the UC market as "segmented," meaning no vendor controls more than 30% of the market, and no two vendors control more than 50%. The top two vendors are Market Leaders while the rest are considered to be Market Challengers because they have a smaller market presence, or have traditionally focused on small and midsize business market or a limited set of verticals.

To read the complete report, please go to: <http://enterprise.alcatel-lucent.com/docs/?id=21966>

### **Spokespersons**

**Irwin Lazar, Vice**

**President and Service  
Director, Nemertes  
Research**

"Alcatel-Lucent, winning the Market Challenger award and posting scores that top all vendors in all rating categories demonstrates that it has executed on a strategy that has involved boosting its overall UC capabilities while embracing support for mobile devices through applications such as OpenTouch Conversation," says Irwin Lazar, Vice President and Service Director at

Nemertes Research.

**Eric Penisson, Vice  
President,  
Communications  
Solutions Business,  
Alcatel-Lucent  
Enterprise**

“Being recognized as a leader in providing Unified Communications is a great honor and validation that the market is taking advantage of collaboration benefits we offer businesses.

The PilotHouse award along with our recent Interop 2012 Best of Show Collaboration award provide proof that our vision to help businesses change the conversation in the work environment is succeeding. Our Enterprise Communications solutions are relevant to corporations focusing on quality user experiences and application performance to smartly transform their business.”

**For more information, please contact:**

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