Alcatel-Lucent Enterprise Consultants Program

Accelerate your success
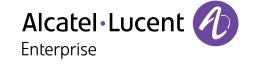
Alcatel·Lucent Enterprise

Table of contents

Welcome

Where everything connects

Alcatel-Lucent Enterprise is a leading digital age networking, communications and cloud solutions provider. We deliver the customized technology experiences required to make everything connect.

ALE provides digital age networking, communications and cloud solutions tailored to ensure customer success with flexible business models in the cloud, on premises and in hybrid environments. All solutions ensure built-in security and limited environmental impact.

With more than 100 years of innovation Alcatel-Lucent Enterprise is a trusted advisor to more than 1,000,000 customers in 50+ countries around the world.

The privately-owned company, with headquarters in France, has more than 3,400 business partners worldwide, achieving effective global reach with a local focus.
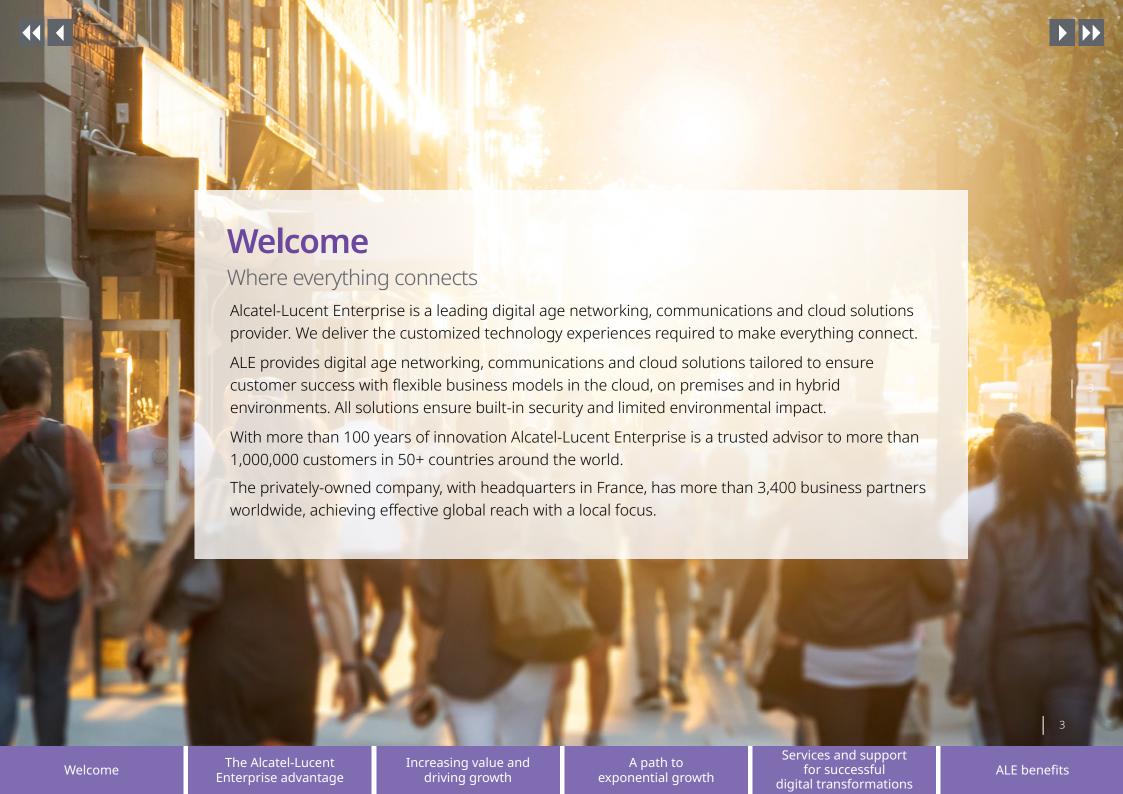
| Welcome | The Alcatel-Lucent Enterprise advantage | Increasing value and driving growth | A path to exponential growth | Services and support for successful digital transformations | ALE benefits |

The Alcatel-Lucent Enterprise advantage

Networks, communications and cloud

Networks

ALE Digital Age Networking helps organizations evolve their network from a complex and costly infrastructure into an enabler of new revenue streams with low operational costs. Digital Age Networking is based on three pillars and enables businesses and organizations to enter the digital transformation era.

A high-performance Autonomous Network can automatically provision network services and automate mission-critical network operations while improving the user experience.

Internet of Things (IoT) onboarding enables enterprises to scale up digitalization through secure IoT provisioning and management. It can integrate, onboard, and connect a massive number of IoT devices that are at the foundation of new enterprise digital business processes.

Business Innovation helps enterprises accelerate their digital transformation with new automated workflows, taking the effort out of labor-intensive or repetitive tasks.

We offer a comprehensive indoor and outdoor LAN and WLAN portfolio supported by a single unified Network Management System. Our products are standards-based and designed with efficiency, security, resiliency and scalability in mind.

Communications

ALE Digital Age Communications (DAC) provides a comprehensive set of cloud-based communications and collaboration solutions and services to address the enterprise digital transformation. DAC offers organizations a tangible competitive advantage to help them exceed employee expectations and re-invent customer engagement in a mobile world by supporting conferencing services, IoT, Artificial Intelligence (AI), cloud services and an enhanced customer experience.

We offer unmatched connectivity options to meet the needs of the entire workforce and to engage with customers the way they want, including collaboration and customer service applications and call continuity on any device, mobile handsets and business phones.

Our communications are secure by design, integrate with market-leading industry solutions and are easy to automate using open API platforms. ALE solutions can be delivered in the cloud, on premises and in hybrid environments to offer a seamless transformation path to digital age communications – with more than 40 million users daily.

Cloud

Rainbow™ by Alcatel-Lucent Enterprise is a powerful cloud solution that offers a Communications Platform as a Service (CPaaS) to build and deliver new revenue generating e-services. With Rainbow's multi-channel collaboration and integrated features, people, IoT and business processes can be connected through workflows. Rainbow's cloud communications provide a comprehensive digital workspace that integrates with existing systems, ensuring seamless communications. ALE cloud solutions are the ideal choice for organizations seeking differentiation and a recurring revenue advantage.

Increasing value and driving growth

Six key ALE sectors

Healthcare

Innovations in healthcare and IT technologies prepare care providers to deliver a connected digital experience to their staff and patients. Digital transformation enables ubiquitous access to quality care for all, simplifying day-to-day operations through connectivity.

We help them to connect their patients, staff and healthcare ecosystem by delivering technology that works across and beyond facilities for better outcomes to optimize the care pathway, including:

- Providing a healing patient experience before, during, and after a stay
- Redefining healthcare delivery, enabling accessible quality care, making clinical staff life easier
- Improving care providers' efficiency, ensuring security and safety of people, assets, facilities and data

Alcatel-Lucent Enterprise healthcare solutions provide highly resilient, real time communications and mission-critical digital age networking.

Transportation

Innovative digital transformation enables operators to move from connected to smart transportation in a secure and sustainable way.

Alcatel-Lucent Enterprise accelerates digital transformation for air, rail, ITS, ports and logistics operators around the world. We help them to connect their transportation subsystems with technology building blocks enabling smarter services for their staff, customers and passengers.

We deliver smart transportation solutions designed for the digital age to:

- Innovate for a superior passenger experience
- Increase safety and security for passengers, staff and assets
- Improve operational efficiency

Energy and utilities

Energy and utilities operators are facing three types of challenges:

- **At the global level**, they need to increase their operations safety and security, reduce their carbon footprint, protect against cyberattacks and address new regulations
- **On the technology front**, they expect to benefit from operational improvements as they accelerate their digital transformation and adopt innovations. The convergence of OT/IT, the massive deployment of IoT and Industrial IoT, as well as process automation and preventive maintenance will help.
- **On the customer side**, they need to develop new customer relationship strategies and services to address new types of customers and meet their expectations, consumption demand and usages

Alcatel-Lucent Enterprise solutions for energy and utilities are tackling these challenges with a three-pillar approach that focuses on enhancing safety and security, increasing operations efficiency and improving customer engagement.

ACT Health

"Since we've moved to Alcatel-Lucent Enterprise and some of the solutions they're providing for us such as messaging and duress, we've really seen it refine and get much easier, so clinicians now simply have one device to go to that can do everything they need."

– Peter O'Halloran, Chief Information Officer, ACT Health

Liverpool City Region Combined Authority

"A flexible, resilient and reliable network infrastructure is critical to ensuring that the Liverpool City Region can run its services efficiently, on a 24-hour basis, 365 days a year. The consolidation of networks has allowed us to maximise the return on our investment while underpinning the provision of diverse services to the region's public."

– Ian Hawkins, Head of IT

SARP Groupe

"We noticed that the number of unresolved interventions was divided by 3. This had a huge impact on the field teams and freed up quality time. On the first project where we used the application, we saved 5 to 6 hours of work, a significant gain."

– Claire Dechelotte, Head of Innovative and Digital Projects, Technical and Innovations Department, SARP Group

Government

Governments around the world are transforming. Digital technologies improve efficiency, increase productivity and enable better resource management leading to improved services to meet the increased expectations of citizens.

Alcatel-Lucent Enterprise understands the challenges governments face as they embark on digitalization efforts that will address the needs of employees and citizens. We support digital transformation strategies with solutions that connect people, objects, machines and processes by focusing on:

· Communications and collaboration solutions that streamline communications between government workers and enable more efficient communications with citizens

· Connectivity solutions that optimize communications and collaboration, enhance service delivery and bridge the digital divide

· Security solutions for network cybersecurity and data privacy in digital workplaces

Our three-pillar approach enables governments to create digital workplaces with digital age:

· **Communications**: On premises, in the cloud or hybrid — that are resilient and highly available with a range of features, devices and collaboration capabilities, and which can be used to simplify communications in a digital workplace ecosystem that connects people, objects and services

· **Networks**: On premises or cloud managed — with integrated security features that go above and beyond current security practices and standards to ensure the security of all hardware and software in a digital workplace foundation, verified by third-party validation of the underlying code in our network switches

· **Security**: With privacy by design built on a zero trust framework, with all relevant data privacy certifications in the countries in which we operate

In addition, our solutions are built on open APIs that enable customized integration of all elements into existing government infrastructures.

Scottish Government
"Previous history with Alcatel-Lucent Enterprise and our partnership, made us have faith in the Alcatel-Lucent technology, and faith in our partnership, working with the account managers and the back-up support team that we have in place."
– Mark Hagart , head of Data Center and Network services (DCNS), ITECS, Scottish Government

Education

Schools that digitally transform, thrive. Alcatel-Lucent Enterprise helps schools and universities create intelligent campuses that actively engage students and teachers to deliver personalized learning experiences. This is the immersive and borderless digital experience students expect, and it begins with communications and networking technologies that enable digital transformation and successful 21st century teaching and learning.

Help your customers deliver new levels of collaboration and innovation to create a campus of endless learning possibilities driven by:

· Student centric services

· Smart campus foundations

· Campus resiliency

· Education continuity

Alcatel-Lucent Enterprise education solutions empower student success.

> **Gwinnett Public Schools**
> "We've worked with Alcatel-Lucent Enterprise for many years and they have always been willing to come to the table with a wide range of support and solutions. They are a true partner who understand our needs."
>
> – Dr. David Johnson, Director Cybersecurity Architecture, Gwinnett Public Schools
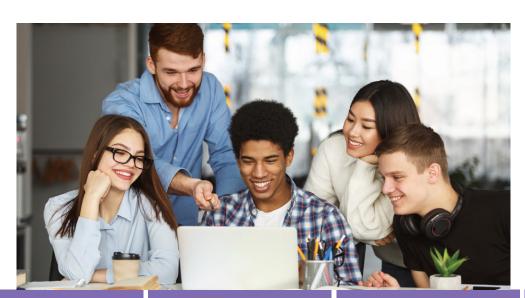

Hospitality

Alcatel-Lucent Enterprise hospitality solutions help hotels, cruise ships, and restaurants create a guest experience that is safe mobile and unique. We deliver efficient communications to improve your team collaboration and allow them to focus on guests. A single intelligent network in the cloud connects and manages everything automatically, offering you invaluable guest insight. ALE hospitality solutions:

· Create immersive, meaningful digital experiences

· Power direct, personalized, mobile and safe guest experiences anywhere in the customer journey

· Create an unforgettable digital brand experience in all hotel spaces

· Blend digital amenities with human services in high-quality communications

· Offer high-speed Wi-Fi® connectivity for all devices and IoT across the hotel

· Connect and manage everything automatically and securely, in the cloud
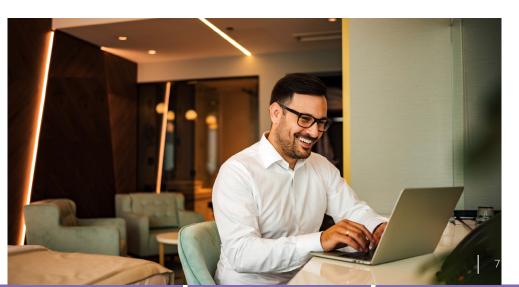
> **Jeju Shinhwa World Resort**
> "Jeju Shinhwa World Resort plans to continue to improve its system to become a world-class smart hotel that provides the best customised service. In order to improve the guest service, we plan to upgrade the system to maximise digital interaction and to support custom services."
>
> – Lee Jongrae, Vice President IT, Landing Jeju Development Co. Ltd

A path to exponential growth

Building lasting relationships

ALE works through an indirect sales model. Our distribution channel is made up of a network of more than 3,400 Business Partners, including distributors, direct and indirect resellers, system integrators, hardware vendors and independent software vendors, supported by our sales and services teams in all regions.

Our Business Partners are major players in our overall go-to-market strategy. Together, we deliver secure, high-performance communications, cloud and network infrastructures to small, mid-sized and large customers.

ALE works closely with long-standing partners around the world who provide solutions and support to customers wherever they are. Together with our partners, we have experience and expertise in all business sectors and solution areas.

You'll benefit from expertise, training, and recognition of our Business Partners to ensure the highest level of quality to offer, deploy and support our solutions.

Together with our developer and solution partners, we develop innovative, certified applications that meet your customer specific business challenges.

Services and support for successful digital transformations

The ALE added value

At ALE, we support our customers and partners with services that deliver successful digital transformations. ALE Services experts have assisted in thousands of successful transformation projects, specific designs, implementations and operations. Our support, professional services and training teams work closely with our customers and partners to understand their needs on an ongoing or project basis. By sharing knowledge and experience, our services teams can provide support every step of the journey — from consideration to adoption. ALE provides:

• Consulting and Design workshops to identify business needs

• Architecture and integration flexibility to adapt organizational requirements

• Customized developments providing specific functionality increasing asset value

• Implementation and Operations Services to integrate a complete digitalization path

• Security services assessments and recommendations for ALE solutions

• Success Management to ensure customers achieve desired outcomes for technology

• Specific vertical customized applications to address specific customer needs

• Training for technicians and administrators

• Options for flexible and customized on-site training

• Options for online training

For more information, go to ALE Services.

Welcome

The Alcatel-Lucent Enterprise advantage

Increasing value and driving growth

A path to exponential growth

Services and support for successful digital transformations

ALE benefits

ALE benefits

Why Alcatel-Lucent Enterprise?

Alcatel-Lucent Enterprise helps you solve customer problems and make it simple for them to focus on their business goals.

We are committed to help you drive your customer digital transformation with our:

- Extensive end-to-end portfolio of network, communications and cloud solutions for enterprise customers
- Tailored services to accompany your customers along their digital transformation projects, from design to customer success management
- Commitment to long-term support
- Differentiated vertical focus, recognized by market analyst leaders
- Open industry standards to help streamline integration developments and interoperability
- Solutions that include built-in security and are designed to limit their environmental impact
- Streamlined integration and interoperability

Alcatel-Lucent Enterprise consultants offer

Overview

The **ALE Consultants Program** empowers members of the technology consultant community with exclusive ALE expertise. With direct access to resources and events, Alcatel-Lucent Enterprise provides members with insights on the latest industry topics, evolutions and trends.

Participation in the program provides access to a dedicated network of support contacts in the areas in which ALE operates worldwide. Additionally, members can access a wide range of assets to enhance their knowledge and deliver a superior customer experience.

Single point of contact

Access to a Single Point of Contact (SPOC) who will answer your questions and connect you with the best ALE resources and experts in your area of interest.

Education and training

Expand your knowledge and expertise by attending timely webinars, private briefings and exclusive events.

Insightful resources

Members receive *Newsflash* emails, consultant-focused webinars, event invitations and access to technical information and resources.

Benefit from early access to industry-impacting information, building-relevant blueprints and golden RFPs for your specific markets, local impact support, customer advocates and specific events and services support.

Join our Consultants Program.

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