



Press release

IDIS to roll out Alcatel IP Contact Centre and Unified Communications solution

September 28, 2005 – Alcatel has announced that IDIS Ltd, the leading provider of ethical named-patient pharmaceutical solutions to the healthcare industry, has chosen Alcatel, along with its premium business partner Switch Communications Ltd, to implement a new IP-based communications solution. The solution will connect two sites – including the new IDIS headquarters in Weybridge, Surrey – giving staff integrated call centre functionality and additional collaboration tools for improved productivity.

Switch Communications is providing IDIS with a converged voice and data network, based on Alcatel OmniPCX Enterprise and Alcatel OmniSwitch technology. Users will benefit from a complete communications solution, incorporating Alcatel's OmniTouch Contact Center, wireless LAN and DECT roaming capabilities throughout both buildings, and Alcatel's MyTeamwork application, which as part of its Unified Communications suite, enables collaboration through voice and data conferencing.

IDIS is currently relocating to a new headquarters, and required a converged solution that would link the old office with the new premises. In addition, the company's 30-seat call centre is key to the overall business, and it required a greater level of collaboration between departments and customers, in order to improve the quality of customer service offered.

"Customer communication is of paramount importance, and by deploying an advanced contact centre solution over a converged network, we will be better positioned to provide a higher level of customer service," said Nick McCowen, Information Technology Manager, IDIS. "IDIS is also a technology-driven business – we recognised that the instant messaging functionality of Alcatel's MyTeamwork application would be of considerable benefit to our internal sales team."

Previously, IDIS was using call centre software deployed over separate voice and data networks, based on technology from several different vendors. When choosing a converged solution, IDIS evaluated offerings from different vendors, opting for the Alcatel solution based on its superior integration, and low total cost of ownership.

"We have a longstanding relationship with Alcatel and Switch Communications, and felt that their combined offering represented the best overall value for money," added McCowen.

"IDIS has deployed a future-proof solution that will enable it to improve efficiency and provide superior customer service, in addition to benefiting from the reduced costs of a converged network," said Andrew Terry, joint managing director, Switch Communications.

About Alcatel

Alcatel provides communications solutions to telecommunication carriers, Internet service providers and enterprises for delivery of voice, data and video applications to their customers or employees. Alcatel brings its leading position in fixed and mobile broadband networks; applications and services, to help its partners and customers build a user-centric broadband world. With sales of EURO 12.3 billion in 2004, Alcatel operates in more than 130 countries.

For more information, visit Alcatel on the Internet: <http://www.alcatel.com>

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