

# One step ahead : How NextiraOne copes with global service integration challenges

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**nextiraOne**

THE COMMUNICATIONS EXPERTS

# Agenda

*NextiraOne : The communication Experts*

*Service collaboration for NextiraOne*

*Decentralized and multinational organization : The challenges*

*SolveDirect partnership : Two birds with one stone*

*First outcomes*

*Questions / Answers*

# European Communications Services

€1b

Sales in 2010

50%

*Services*

4,500

Employees

2,500

*Service Experts*

60,000

Customers

70%

*Fortune Euro  
Top 100 Companies*

95%

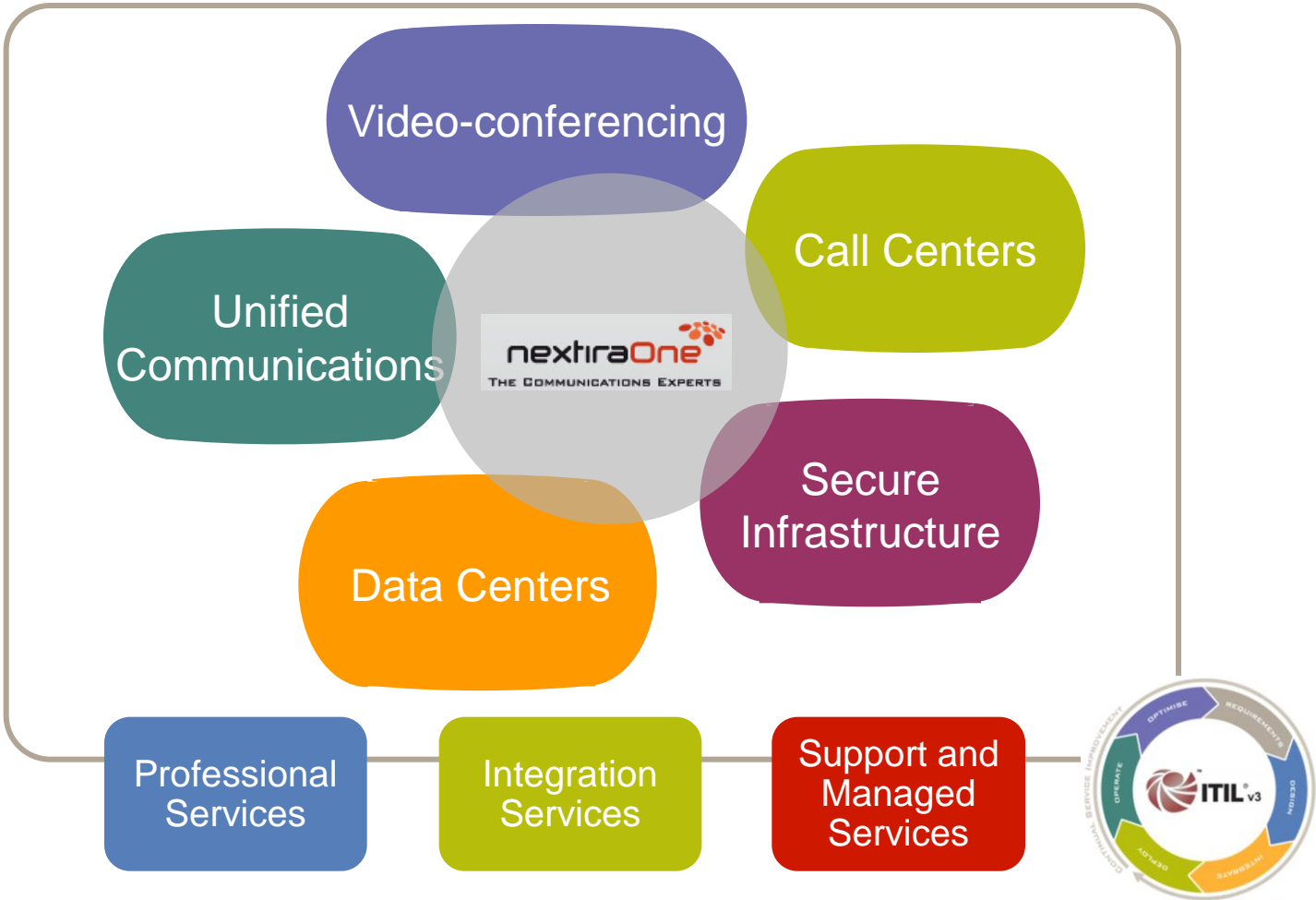
*with recurring  
service contracts*

Direct sales and service presence in 16 countries, Service partners in 100 countries worldwide... and opening US operations



2 world-class NOCs, Paris and Berlin, DRP capable

# NextiraOne Business Focus



Comprehensive Service Portfolio

# Service Delivery



- 2 500 Service Professionals
- 400 Consultants
- 170 Project Managers
- 1 200 Engineers



- World-Class NOCs delivering Managed Services
- 500 in-country Technical Experts providing local support

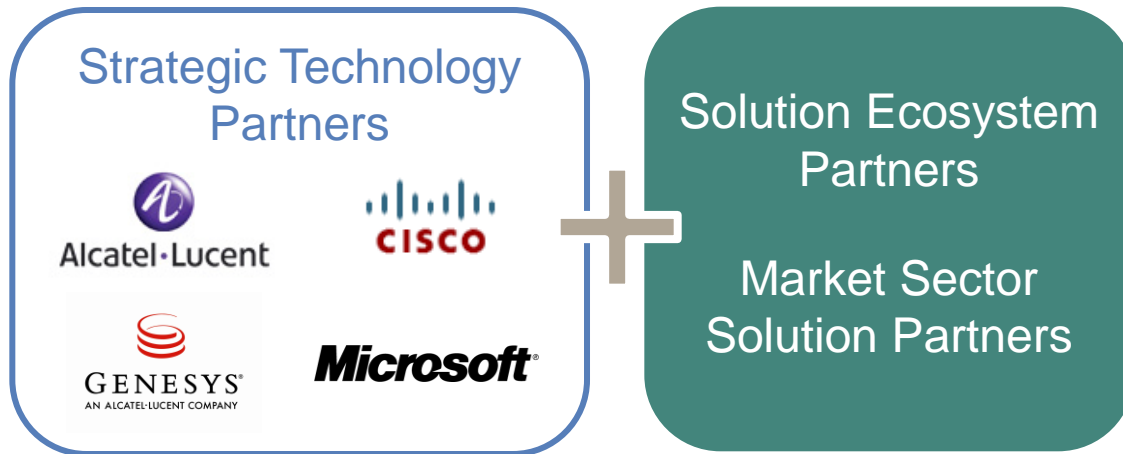
Managing more than  
100,000 incidents  
per month

>90% calls answered  
in less than 15 seconds

>85% of issues fixed  
remotely, 92% first-time

126 Service and Logistics  
Centres providing Europe-wide  
Logistics

# Managing Complex Integration through an Ecosystem of Solution and Sector Partners



Holding the highest levels of certification

More than 2 000 vendor certifications...



# NextiraOne's Commitment – Our Mission

- Help you manage complexity
  - Technology and Service innovation to create value
- Work to become your trusted partner
  - Help manage staff and skills shortages - a safe pair of hands
  - Delivering results - Maximising RoI, Managing Costs
- Be easy to do business with
  - Coordinated strategy and consistent experience in all countries
- Delivering industry-leading services



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# Service collaboration for NextiraOne

*NOC* *Incidents* *Problems* *SLA* *contracts*  
*Quality* *Tickets* *On-site* *Account Manager* *ITIL*  
*Reports* *International* *Customers* *OLA*  
*Vendors* *Remote* *eBonding* *Equipements*  
*Workflows* *Subcontractors* *Partners*  
*Misunderstanding* *Technicians* *Message*  
*Portal* *Support* *Information flow* *Transparency*  
*Service portfolio* *Experts*

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# Decentralized and multinational organization : reality




R3  
ECC6  
CRM5

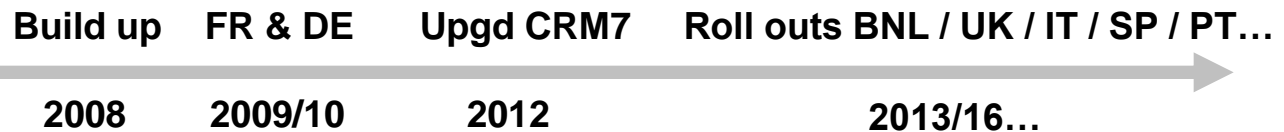
# Decentralized and multinational organization : vision & execution



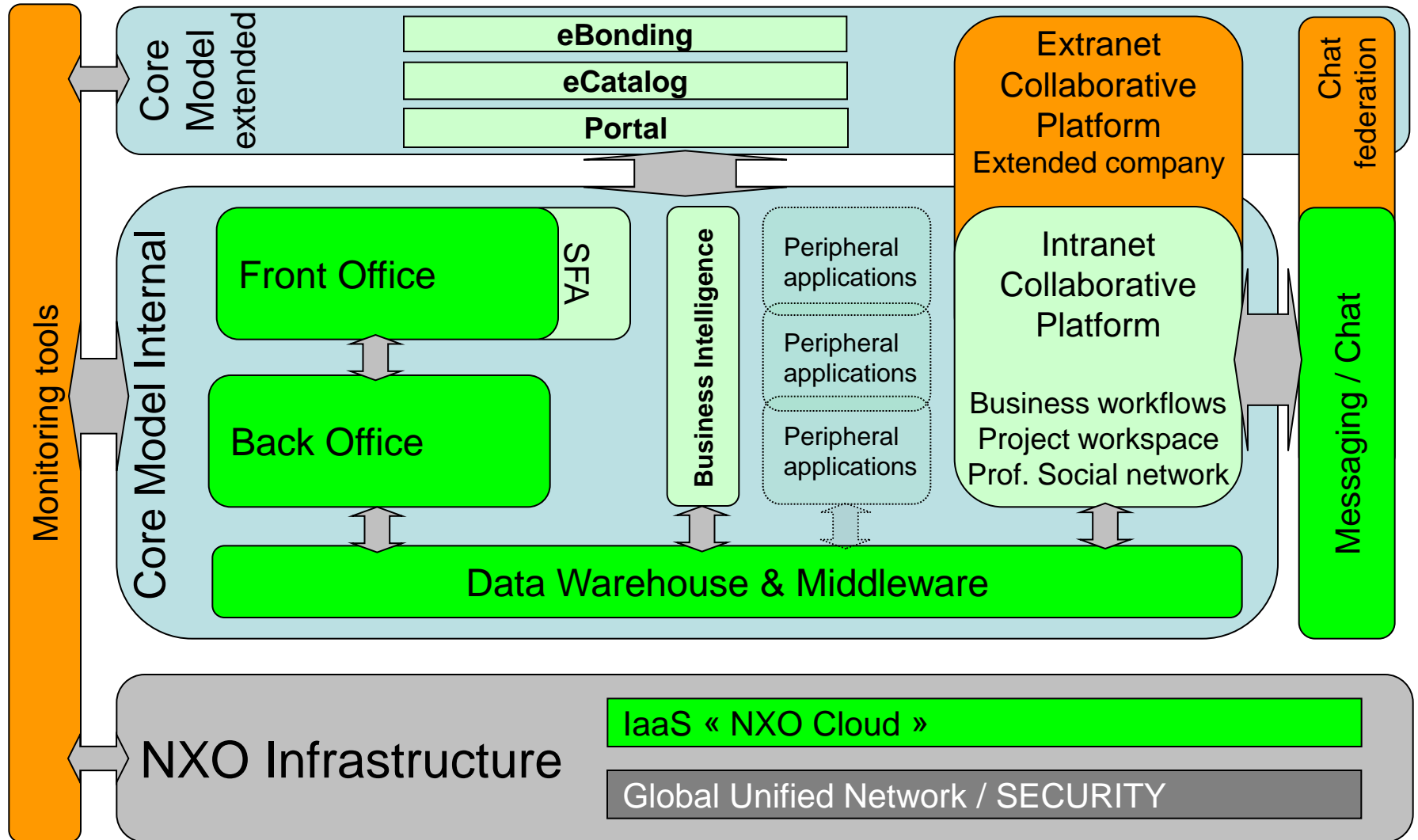
ECC6 / CRM5



Core model



# Core model architecture



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## The search

- Ticket sharing within NextiraOne
- System-to-System connection
  - With Customers
  - And Partners
- Portal « out-of-the-box »
- Possibility to leverage ITIL servicing platform for specific business cases

Experience

Zero footprint infrastructure

Time to market

Robustness

Wide functional scope

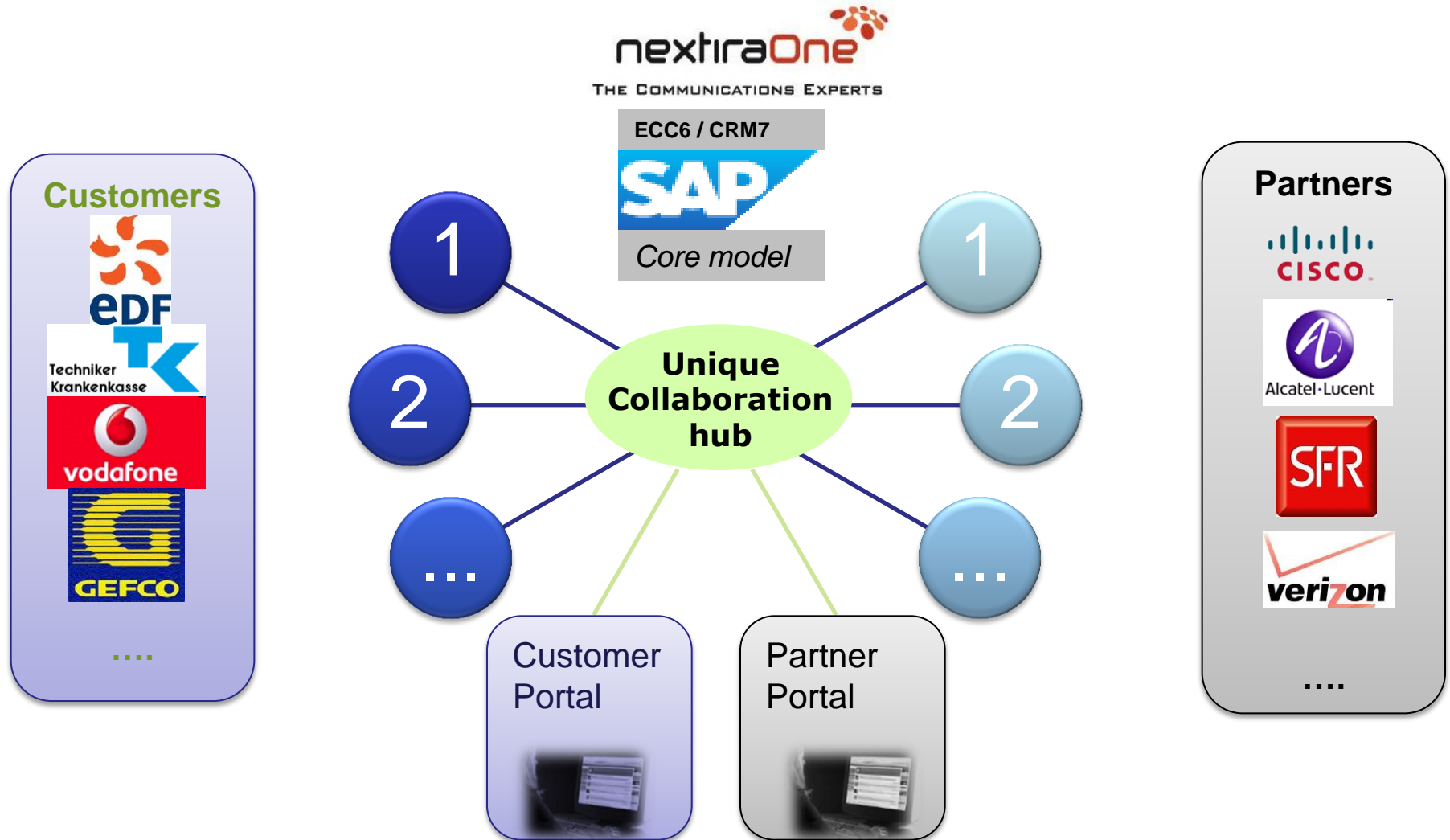
Scalability

**solvedirect**



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# The solution : SolveDirect eBonding for NextiraOne



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# First outcomes



- Sales reps rush to be managed
  - Don't oversell !!!
  - Organize queue !!!

- Internalize the know-how
  - Self on-boarding kit
  - Communication kit
  - Project management
  - Tool expertise



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# Questions / Answers

