

## GTL partners with Alcatel for Enterprise Business in South Asia

Partnership to deliver Alcatel's Enterprise solutions for voice, data and applications

**New Delhi, 15 September 2004:** GTL Ltd has signed up with Alcatel as Alcatel's Premium Business Partner in the enterprise business segment, covering India, Bangladesh, Sri Lanka, Nepal, Bhutan and Maldives.

Under this agreement, GTL will design and implement Alcatel's enterprise solutions for voice, data and applications. This includes Alcatel's IP communications and IP telephony offerings, network infrastructure solutions, unified communications applications, and contact center solutions, which are based on Genesys' industry-leading contact center technology.

Genesys, an Alcatel company, is the worldwide leader in call center software, providing the core software for Alcatel's contact center offerings. Target vertical markets for this agreement includes the government sector and the defense industry, as well as large corporations in a variety of industries.

Speaking on the partnership, Mr Ravi Sharma, President, Alcatel South Asia said, "Through this partnership, Alcatel aims to significantly grow its business for enterprise solutions in the South Asian region. Some selected partners in this region already represent us and through this wide-ranging partnership, we will pursue market opportunities into new segments. With this partnership with GTL we will be in a better position to serve our end-customers."

Dr Michael Clark, CEO, GTL, said: "We are proud that Alcatel has recognized the value that GTL can bring to both Alcatel and its customers. Our partnership with Alcatel adds significantly to GTL's ability to engage the customer in services that are optimized for quality, speed of service and costs. Alcatel's leading enterprise communications products and solutions are well-suited not just for India but for the entire South Asian region, a region that is just beginning to see high growth."

### 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 to their employees. Alcatel leverages its leading position in fixed and mobile broadband networks, applications and services to bring value to its customers in the framework of a broadband world. With sales of EURO 12.5 billion in 2003, Alcatel operates in more than 130 countries. For more information : [www.alcatel.com](http://www.alcatel.com)

### About Genesys

Genesys Telecommunications Laboratories, Inc., a subsidiary of Alcatel, is 100% focused on software for call centers. Genesys recognizes that better interactions drive better business and build company reputations. Customer service solutions from Genesys deliver on this promise for Global 2000 enterprises, government organizations and telecommunications service providers across 80 countries, directing more than 100 million customer interactions every day. Sophisticated routing and reporting across voice, e-mail and Web channels ensure that customers are quickly connected to the best available resource – the first time. Genesys offers solutions for customer service, help desks, order desks, collections, outbound telesales and service, and workforce management. Visit [www.genesyslab.com](http://www.genesyslab.com) for more information

### About GTL

From 10 principal global locations, GTL Ltd (BSE: 500160; Reuters: GTL.BO; GTL.NS) and provides network engineering services to international telecommunications carriers and utilities, and delivers business infrastructure and process fulfillment for globally distributed organizations.

Headquartered in Mumbai, India, GTL currently services the public and private sectors in banking, finance and insurance; IT and telecommunications; retail and logistics; FMCG; process and batch manufacturing; and health care. GTL's principal global delivery nodes include New York, Singapore, Melbourne, Mauritius, Mumbai, Riyadh, Dubai, Colombo, Surrey (UK), and Torrance (California, US).

GTL's revenue in FY2003-04 was Rs 6063.2 million (US\$ 133.6 million) on an equity base of Rs 712.8 million (US\$ 16.2 million). The company has 4100 employees.

For more information [www.gtllimited.com](http://www.gtllimited.com)

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