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PTP achieves Premier tier status in the Genesys Partner Program to resell the complete suite of customer service solutions

New York, NY, August 26, 2009 – Performance Technology Partners, LLC (PTP) achieved Premier tier status with Genesys Telecommunications Laboratories, an Alcatel-Lucent company (Euronext Paris and NYSE: ALU), and signed a North American-based reseller partner agreement to resell, deploy, and support the entire Genesys Contact Center Suite of products. PTP's Premier status is an extension of the professional services partnership in place since 2007. To support the partnership PTP built a dedicated Genesys Business Division to service customers.

“Our partnership with Genesys provides PTP's customers with a comprehensive suite of market leading contact center solutions. We are thrilled to be part of the Genesys Partner Program and to offer the Genesys product portfolio as part of our solution stack of customer service software,” said John Podlipnik, CEO & President of PTP.

“Genesys is very strict in its assessment and selection of partners entering the partnership program at the Premier tier level and above. PTP presented an impressive business plan and they have an excellent track record as a professional services partner. Our customers demand high quality partners who understand their business issues and can help design and implement effective customer service solutions. PTP's track record, certifications and experience suggest they will continue driving customer satisfaction and revenue in North America,” said Dave York, vice president, North America sales, Genesys.

About PTP

Based on Sacramento, PTP's is a successful system integrator for contact centers in both the private and public sector. Our seasoned professionals help customers balance cost with an exceptional customer experience. Whether you are looking to optimize your current technology and applications or migrate from legacy to standards-based solutions, PTP's consultants can help. From convenient packaged applications to leading edge, highly dynamic applications - we provide a range of services from turnkey to augmenting your existing development staff. Furthermore, PTP has expertise implementing complex contact center solutions in both premise and hosted models. Contact us today to learn how partnering with PTP can accelerate your business success. www.performtechnology.com

About Genesys Telecommunications Laboratories, Inc.

Genesys, part of Alcatel-Lucent's Applications Software Group, is the leading provider of software to manage customer interactions over the phone, Web and mobile devices. The Genesys software suite

connects customers with the right resources – self-service, assisted-service and proactive outreach – to fulfill customer requests, optimize customer care goals and efficiently use resources. Genesys software directs more than 100 million customer interactions every day for 4,000 companies and government agencies in 80 countries. These companies and agencies can leverage their entire organization, from the contact center to the back office, to dynamically engage with their customers. As a result, Genesys stops customer frustration, drives efficiency and accelerates business innovation.

About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted partner of service providers, enterprises and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users. A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 16.98 billion in 2008 and is incorporated in France, with executive offices located in Paris. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>