

OSIATIS IS SELECTED BY ALCATEL-LUCENT TO MAINTAIN ITS SERVERS IN THE EMEA ZONE

Already in charge of this activity in 5 European countries, Osiatis is strengthening its relationship with Alcatel-Lucent

Velizy,
19 March 2008

Osiatis, a leading IT engineering and facilities management service provider, has been entrusted with the maintenance of Alcatel-Lucent's Mid-Range servers in the EMEA zone. In order to optimise costs and simplify maintenance procedures, Alcatel-Lucent launched a worldwide consultation to find a single maintenance provider for its 2500 Unix, VMS and Wintel servers in the EMEA zone.

Osiatis is a leading French IT service provider specialised in selective and future-proof IT management with complementary offers in the areas of engineering, support services and infrastructure and applications maintenance.

Osiatis has a workforce of almost 3,000 employees and is established in France, Belgium/Luxembourg, Spain and Austria.

Osiatis is listed on Eurolist of Euronext ParisCompartment C (ISIN code: FR0004044337) and included in the MIDCAC and SBF SM indices.

Code: OSA
Bloomberg: OSA.FP
Reuters: OSA.PA

CONTACTS:

Osiatis
Céline BEAUD
cbeaud@osiatiss.com
Tel. +33(0)4 72 13 16 23

Singapour
Press relations agency
Alexandra Erdinger &
Isabelle Thillou
aerdinger@singapour.com
ithillou@singapour.com
Tel. +33(0)1 73 04 60 85 / 54

Already responsible for the maintenance of Alcatel-Lucent's Mid-Range servers in 5 European countries, Osiatis met Alcatel-Lucent's requirements for the extension of this activity to the entire EMEA region, representing more than 30 countries.

The chosen solution reflects the following criteria:

- a catalogue of modifiable services with several service levels for each type of server (SLA), allowing accurate adjustment and optimisation of costs.
- the use of Osiatis resources in certain countries (France, Belgium, Spain, Hungary, Slovakia and Austria) and recourse to maintenance partners in other countries. This model ensures the best response to local problems and local service at minimum cost.
- a mix of centralised and local management combining high visibility and supervision of the regional server population with hands-on initiative at the local level.

"Our collaboration is based on local service, including national call centres in the local language, supervision of operations by a coordinator and specialised local teams," says Yves Delbreuve, responsible for Telecoms Market at Osiatis.

"The effectiveness and promptness shown by Osiatis in the 5 countries managed so far convinced us to continue and step up collaboration with this supplier," added Jean-Marc Alanche, IT Architecture Manager at Alcatel-Lucent.

Osiatis' expertise in server management and familiarity with the Telecoms sector have allowed it develop a highly flexible and fast response to the demanding requirements involved in maintenance.