

Global Sales

Turning Possibilities into Realities

Network Operations Software (NOS) In the Enterprise Market

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Lucent Technologies
Bell Labs Innovations



Key Enterprise Market Verticals

- Telecommunications
- Transportation
- Manufacturing
- Government
  - Federal
  - Military
  - State
- Petroleum
- Pharmaceutical
- Healthcare
- Finance
  - Banking
  - Insurance
  - Investment
- Managed Services
- Retail
- & more

Market Leading and Customer Proven

Proven Success in:

Over 1500 Enterprises Worldwide

70% of the Fortune 10 companies

75% of the Fortune 100 companies

36% of the Fortune 500 companies

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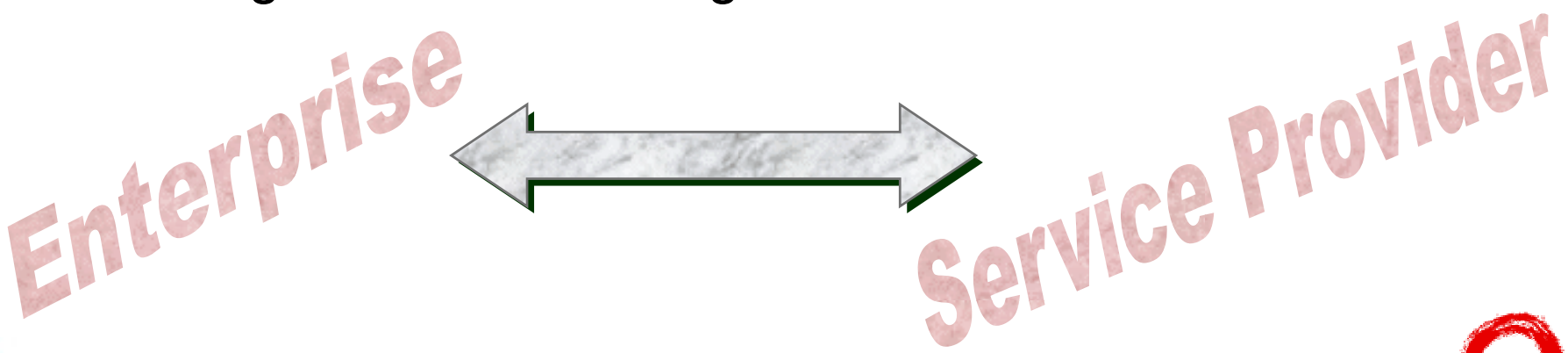
Enterprise Market Focus

- Dedicated Software Sales Force
- Accredited Channel Partners
- Select Managed Service Providers
- Focused Solutions
- Focused Marketing and Users Conferences
- Focus on Network, Service, and Application Performance
- Leverage both Market Segments



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Key Services and Technology Trends

- **Here and Now:**
  - ***Emphasis on Application Management***
    - Where Enterprises see rapid ROI most clearly
  - ***Broaden Network Management System Capabilities***
    - Network and Service Management Data
    - Performance Management and Analysis

- **Next Four Years:**
  - ***Guarded Interest in Emerging Technologies***
    - Opportunities strongest in areas supporting a gradual network infrastructure spend
      - IP VPN and SAN
    - IP-based services resurface as a market driver
      - VoIP
      - Wireless for Business Applications

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Enterprise Network Management Challenges

- Increase Productivity & Operational Efficiencies
- Minimize Network Vulnerabilities
- Reduce Network Expense
- Maximize Return on Investments



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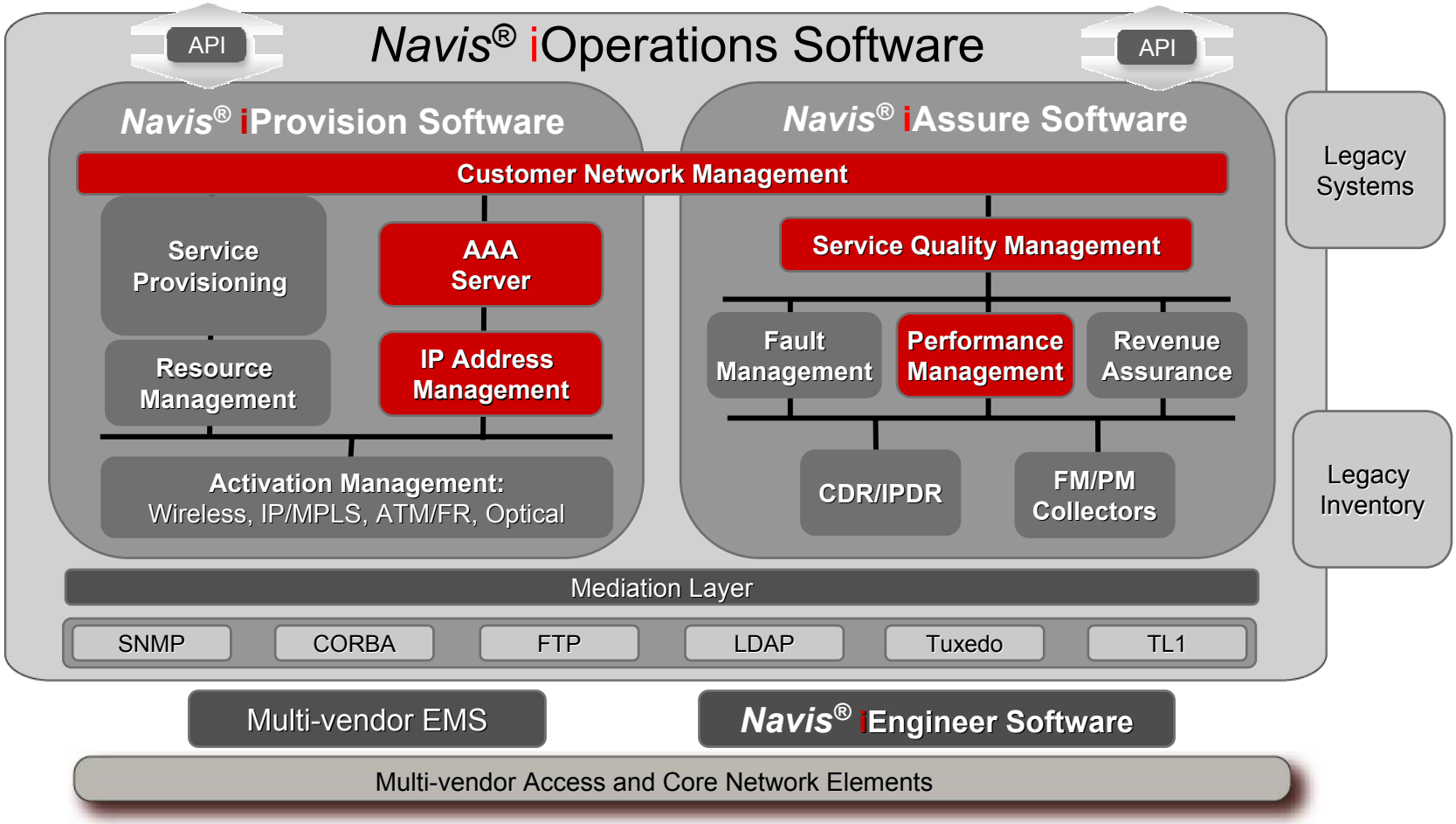
Vital Enterprise Software Solutions



Industry's most comprehensive portfolio

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Performance Management Challenges

- Ability to centrally manage network, application and service quality
  - Effectively measure SLA compliance
  - Increase productivity, reduce cost
  - Strengthen support of critical business transactions
- Need to protect network investment with enhanced operational performance
  - Preempt network problems - maximize uptime
  - Simplify analysis and capacity planning
  - Access personalized performance data



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The Solution: VitalSuite®

- **VitalNet™ :** Monitors Routers, Switches, Servers and Transport Traffic
  - **VitalEvent®:** Real-time Advanced Event Analysis and Event Topology Mapping
  - **VitalART:** Custom report generator
- **VitalApps™ :** Client, Network & Server Application monitoring with Real-time Application Event Management & Help Desk Integration

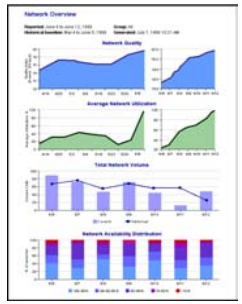
Interfaces with and complements Fault Management products



Anywhere WEB Access



Personalized Views



Capacity Planning Trend Analysis



Real-Time Alarm Posting



SLA Reports

Realize Rapid ROI

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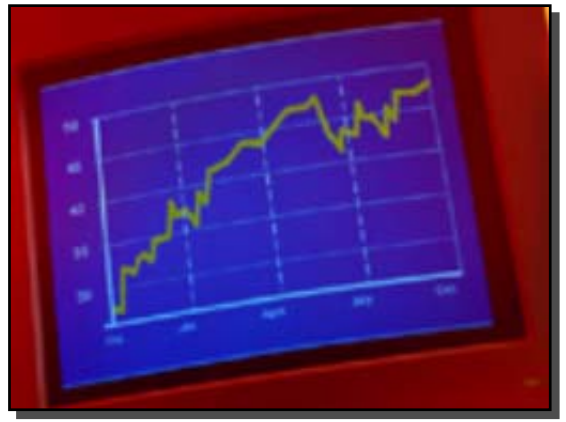
IP Address Management Market Dynamics

- Worldwide IP address management software revenue will grow from $153M in 2002 to $343M by 2006
- A surge in demand for fixed IP addresses along with dynamic DHCP addressing for end-users and enterprise telephony will raise enterprises' demand for IP address management
- Adoption of VPN and large mobile communities
- Standards organizations and regulatory agencies requiring auditing of IP address space
- IP Management human resources are critically low



"As long as carriers change, employees are added to enterprise networks, and the possibility of enterprise IP telephony and wireless adoption persists, IP address management tools will remain necessary, if not revolutionary, products."

- - IDC

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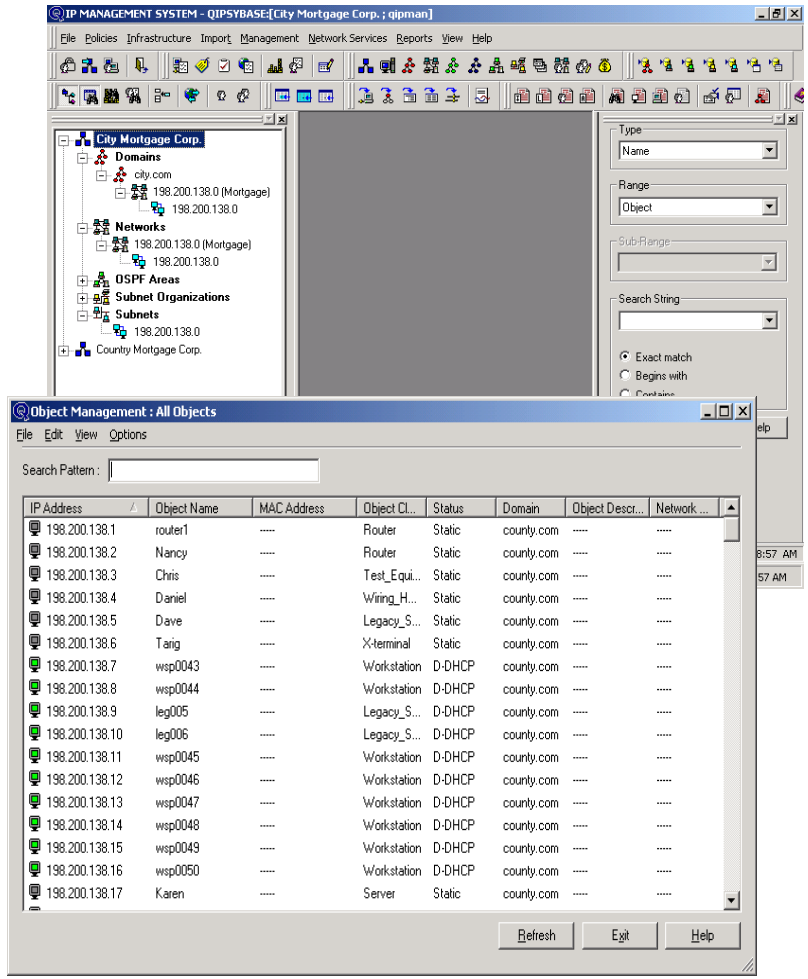
The Solution: VitalQIP™ Software

Centralized and Automated IP Management

- Market leading software for IP address and name services
- Simplifies the assignment and allocation of IP addresses and names
- Centrally plan your IP space then simply push server configuration files to distributed DHCP/DNS servers
- Updates from servers sent to central VitalQIP database for ongoing management of IP space
- Industry leading scalability, performance and high availability services



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VitalSuite® & VitalQIP™ Testimonials



- ICT Group Builds Better Call Centers
  - $9.7M in benefits w/Lucent VitalSuite®
- Ahold Centrally Manages their IP Resources
  - $8M in benefits w/Lucent VitalQIP™
- Sovereign Bank Manages Voice/Video/Data Network
  - $4M in benefits w/Lucent VitalNet™ & VitalEvent®

ROI

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A Sneak Peak at Upcoming Releases

VitalSuite v9.2 (GA Dec 15, 2003)

- ***Support for Key Technologies***
  - –Storage Area Networks
    - CNT, Brocade, Lucent, McData, Nishan Systems
  - –VoIP
    - Active Calls, QoS, Call History, Call Detail Records, Call Attempts
- ***Support for Key Vendors***
  - –Enhanced Cisco Support
    - Committed Access Rate; Quality of Service; Call Manager; Service Assurance Agent enhancements
  - –Juniper Support
    - ERX, M and T series devices
- ***UTM Reporting with VitalART***
  - –Real-Time VoIP reporting

VitalQIP v6.1 (GA Jan 26, 2004)

- ***Security Features***
  - –Enhanced VitalQIP Admin Security
    - Login Authentication Callout
  - –Access Control List Templates
- ***Microsoft 2000/2003 Enhancements***
  - –Differential Push to Active Directory
  - –Secure Zones
- ***Improved Installation and Upgrades***
- ***Lucent Remote Server Feature Support***
  - –DNS 4.0 (BIND 9)
  - –DHCP 5.4 configuration support
  - –DHCP Option 82 information

Future Directions:

- ***VitalSuite - 3G Wireless Reporting and Application Performance Reporting Through IPSec VPNs***
- ***VitalQIP - IPv6 Support and VitaQIP Add-on Modules Updates***

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The Direction Ahead?

- Leverage NOS presence to deepen Lucent's Enterprise Solutions & broaden footprint
- Support Emerging Technologies and Services
  - 3G, IP/MPLS, VoIP, IP-VPN
- Service Quality Management



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