Gaining Traction in Multivendor Maintenance and Delivery



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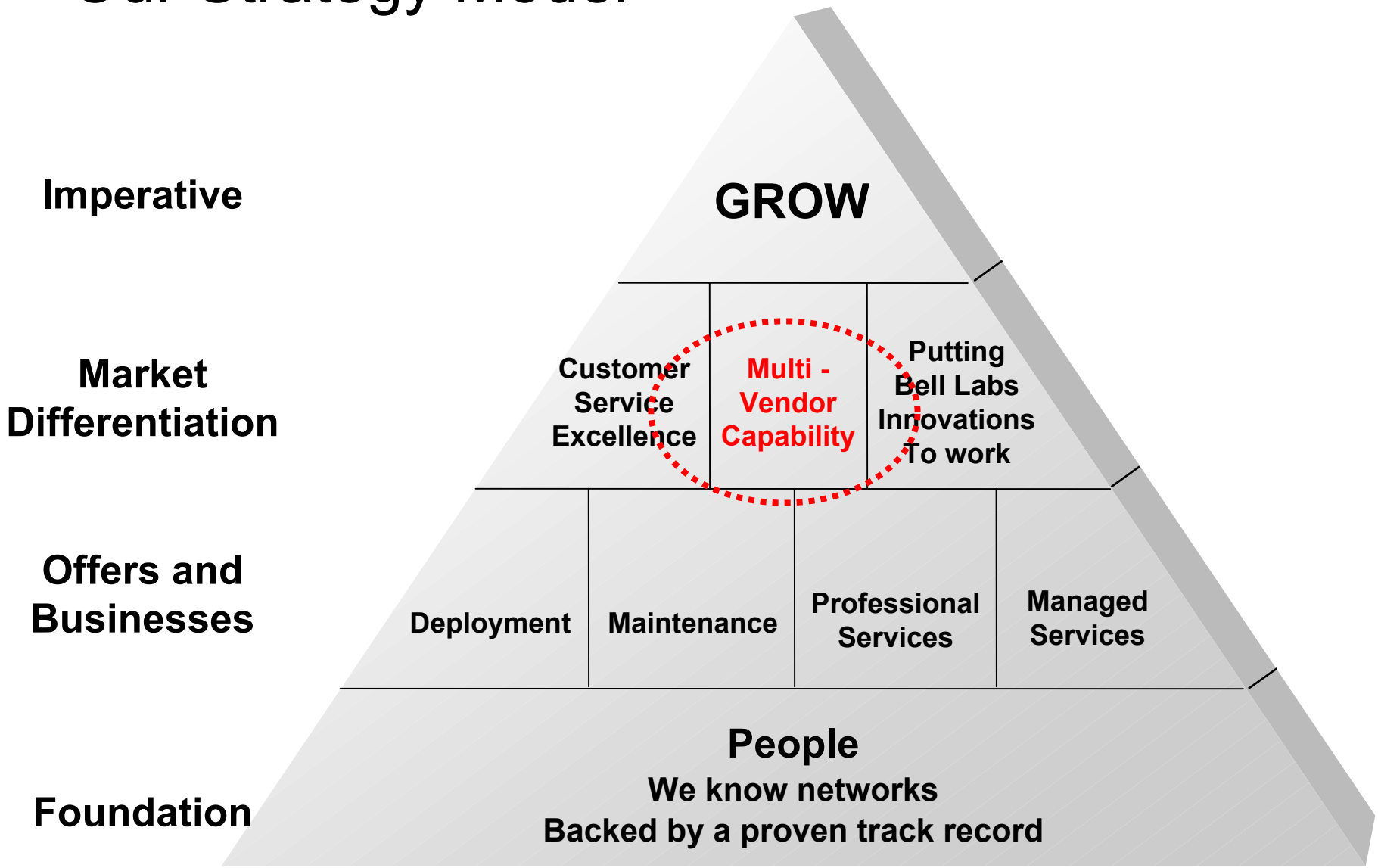
Lucent Technologies
Bell Labs Innovations

Lucent Worldwide Services
Our Strategy Model



Traction Over the Last Year



- 2,350 global maintenance contracts in FY'03
  - 160 multivendor maintenance contracts in FY'03
  - Vodafone Telcel, Priority Telecom, Major NAR Carrier, Telemar, Brasil Telecom
- Increased multivendor skills to span 100 vendors and 450 products
- Best in Class customer satisfaction achieved Q4F03
- Partnered with Bell Labs to create Network Topology tool to view service provider's multivendor network assets

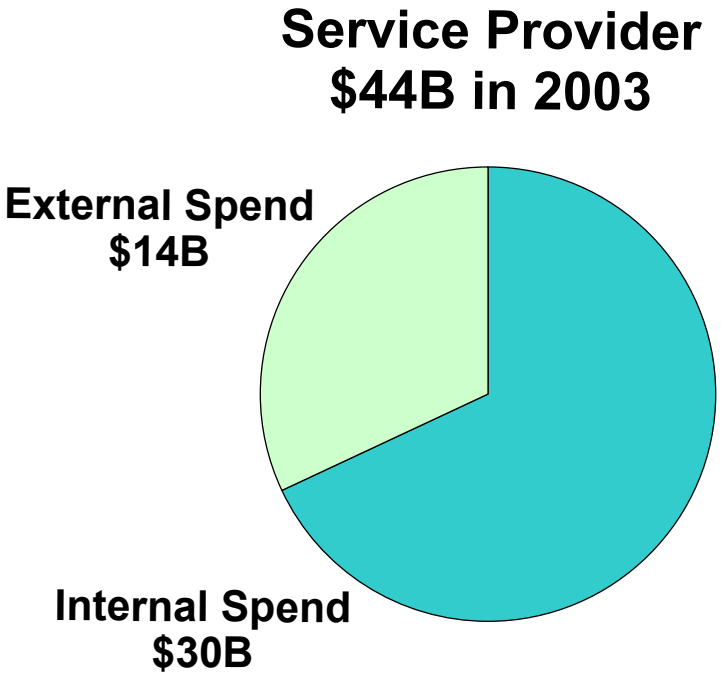
LWS Multivendor Value Proposition to Service Providers



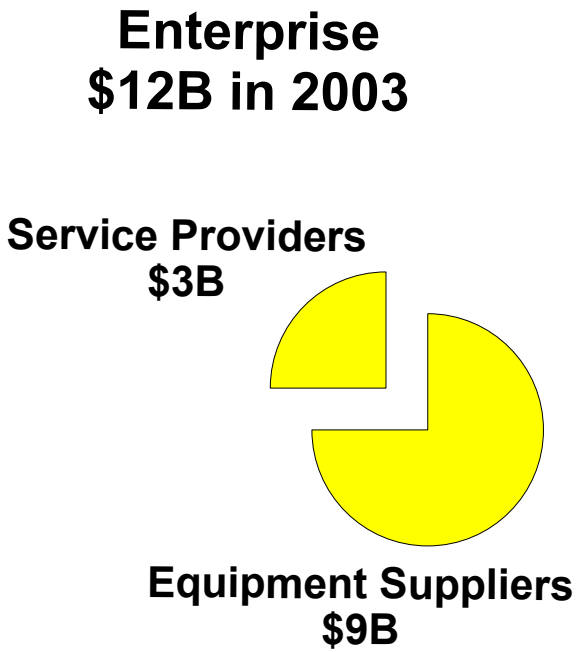
- Focus on increasing the span of services and support that the Service Providers offer customers to grow revenues and enhance customer experience and loyalty.
- By relying on Lucent Worldwide Services' global **multivendor** expertise and field-proven processes as the **single source** solution, Service Providers can:
  - **Leverage** their installed base of **assets** across multiple technologies and vendors
  - Quickly **implement new technologies and applications** to expand presence in target markets
  - **Simplify operations** through customized support to design, build, and manage your networks

Our Solutions: Identifying customer problems and focused on the reality of multivendor networks

Global Multivendor Maintenance Market Opportunity



Sources:
External Spend - Booz Allen Hamilton
Internal Spend - IDC, Accenture Research, Lucent



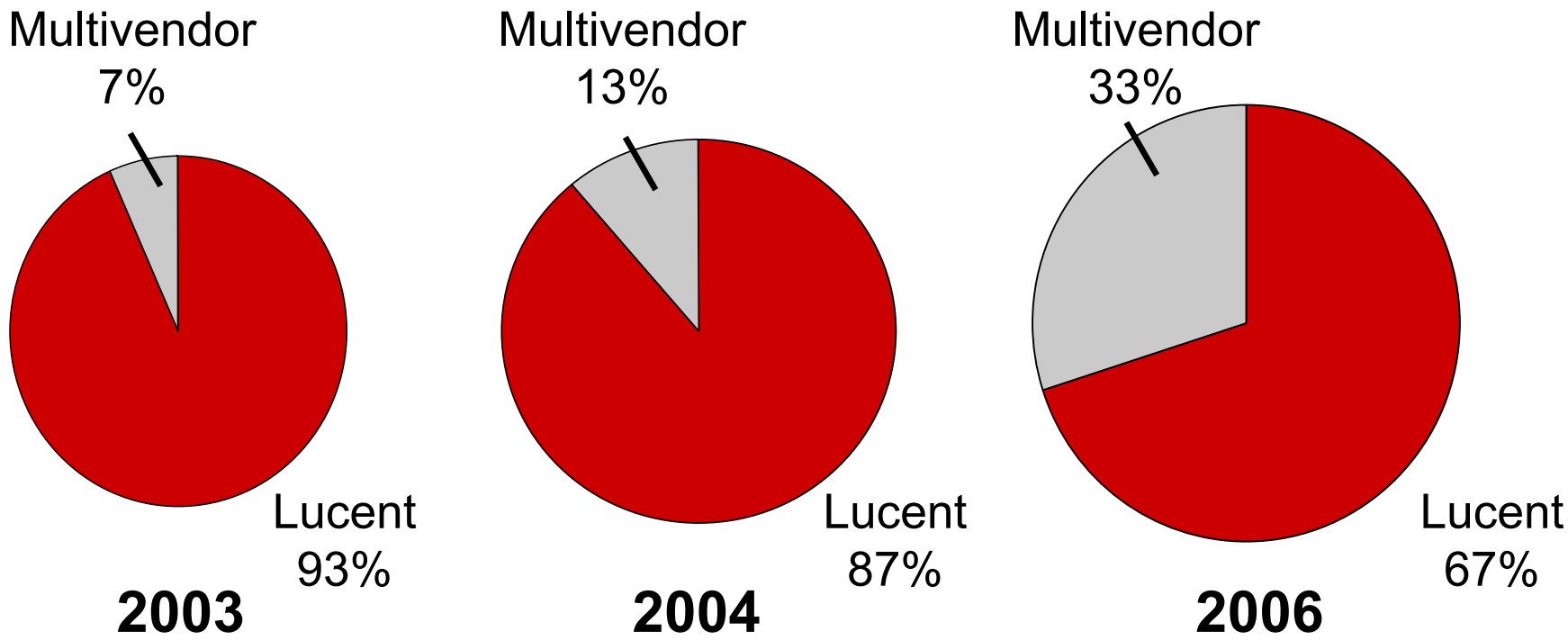
Source: Lucent

Significant Multivendor Market

LWS Multivendor Maintenance Business Transformation

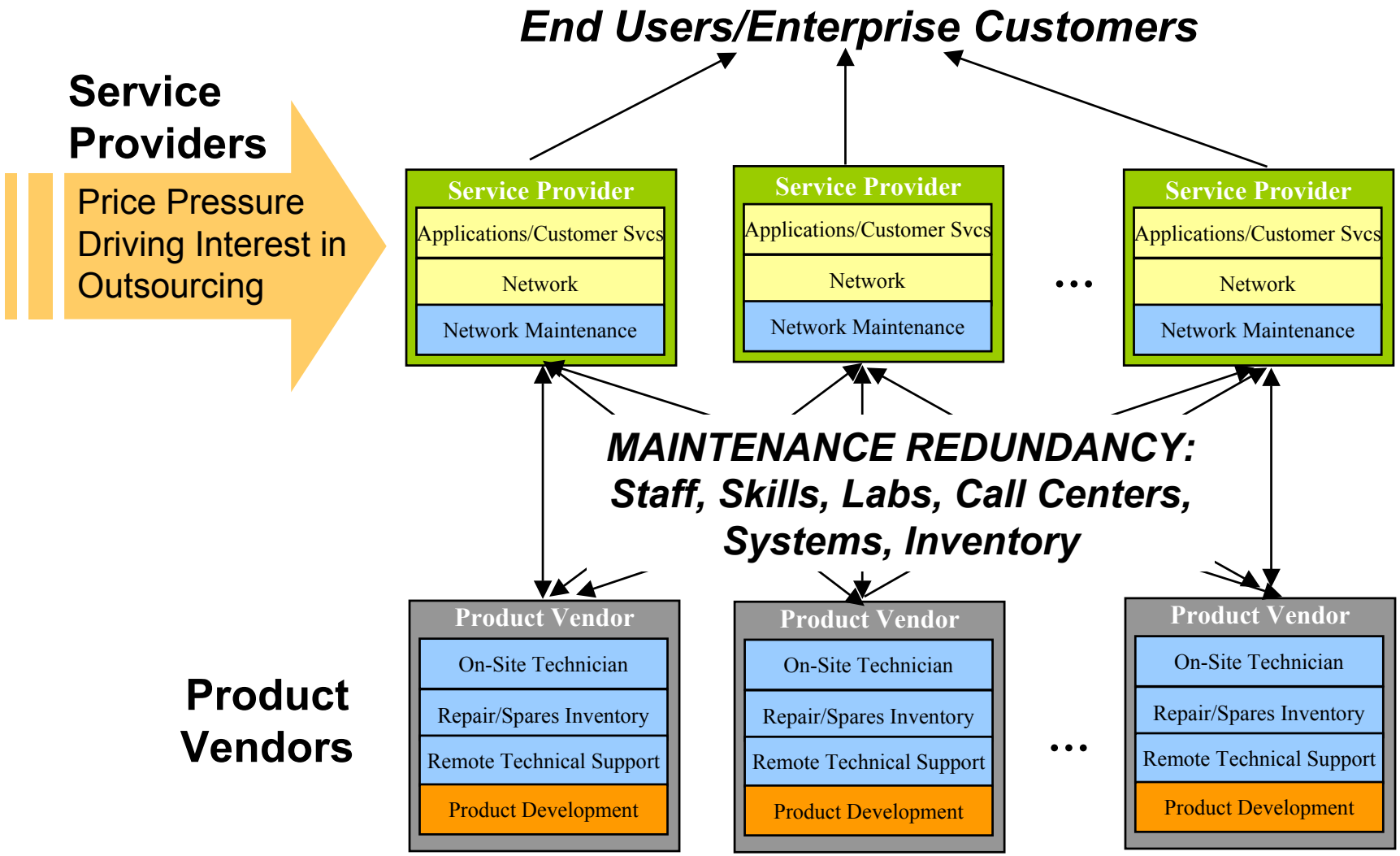
Total Maintenance Revenue Mix

Exceed 3% Market Growth by Multivendor Maintenance '03 –'06

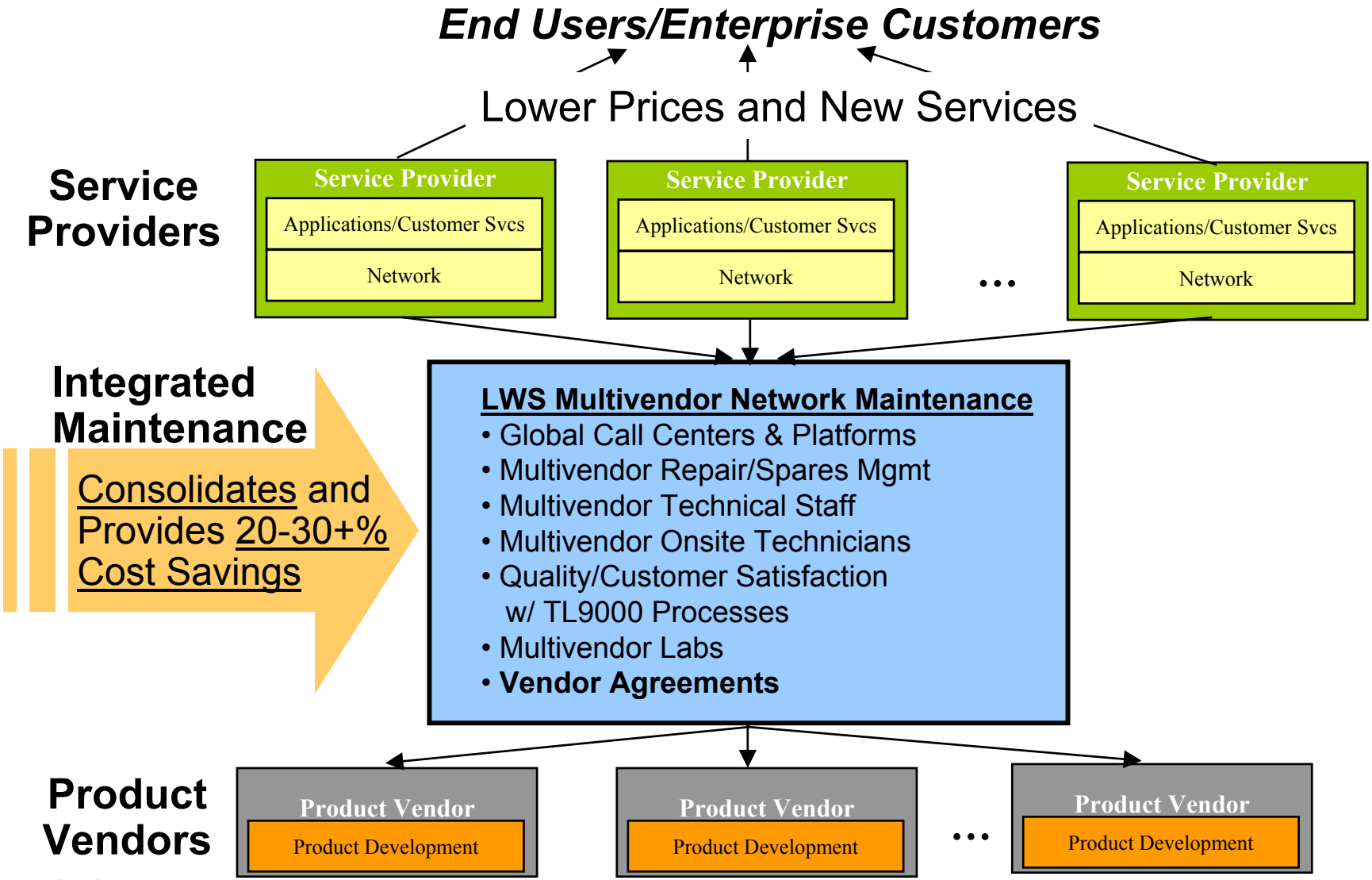


Growing multivendor revenue allows LWS to grow faster than traditional maintenance business

Maintenance Market Today



Lucent's Response
Integrated Multivendor Maintenance



We Are Well Positioned to Lead as Multivendor Supplier



- Why Lucent
  - Services reputation
  - Knowledge of networks
  - Significant equipment base in customers' networks
  - Cooperative working style
  - Breadth of services capabilities
- IT Outsourcers lack network knowledge viewed as extremely important by service providers
- Other equipment vendors lack breadth of services and broad technology knowledge due to product niche expertise

Source: Primary Market Research 8/03

Uniquely Positioned in the Multivendor Space

Multivendor Skills and Expertise

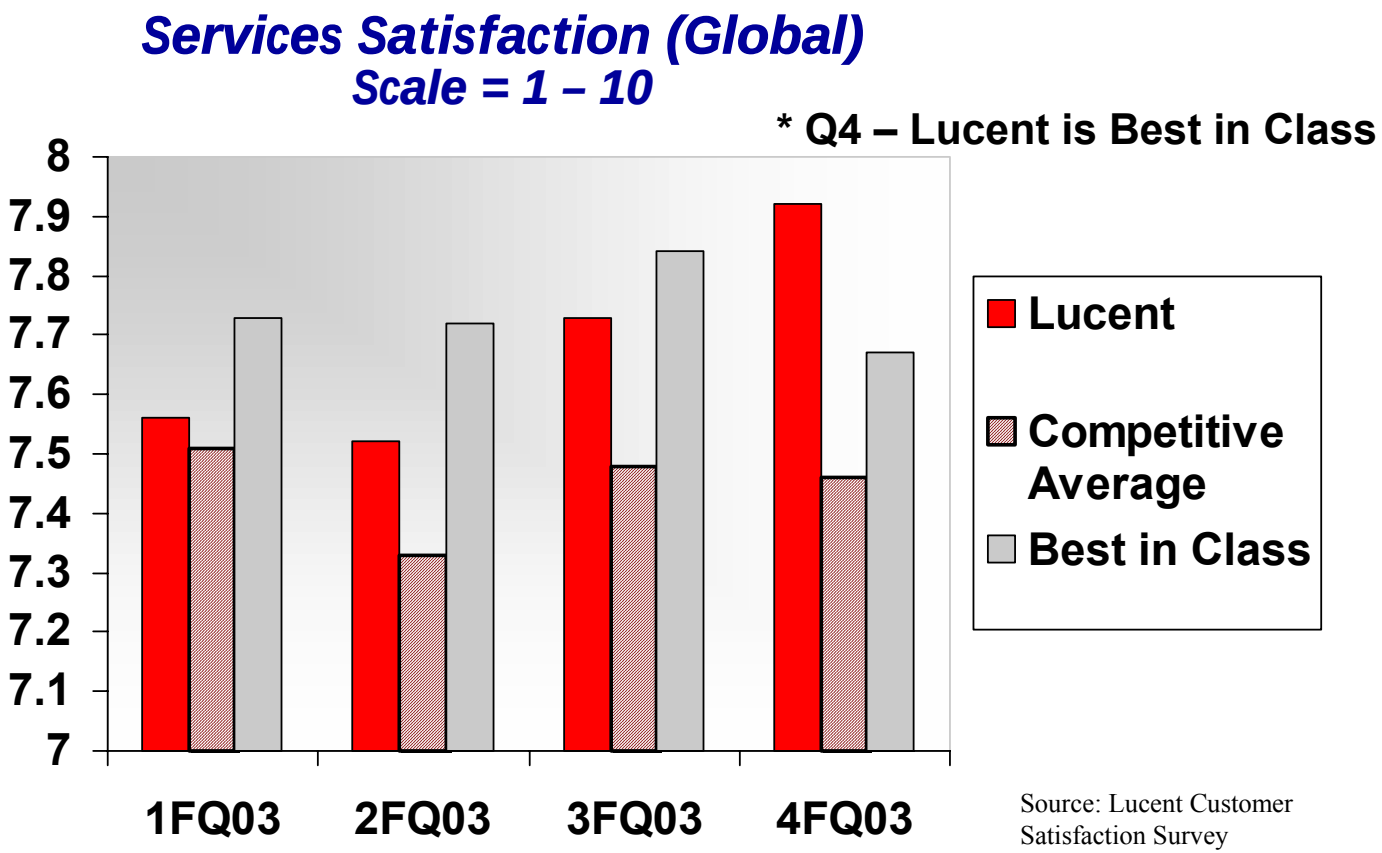


- Engineers and Technicians have strong telecommunications industry knowledge
  - Skills span 100 vendors (including ADC, Cisco, Tyco, Fujitsu, Avaya, Sun Microsystems, Alcatel, Marconi, HP, Nortel) and 450 products
- Data, Transport, Optical, Power technology segments represent core areas of expertise
- On Site Support Service work force highly skilled Data Technology for multivendor support
- Technical Support Engineers highly knowledgeable in problem isolation for complex multivendor networks

Highly skilled workforce with strong technology and interoperability know-how

LWS Customer Satisfaction

We achieved best in class customer satisfaction in Q4 and exceeded our internal targets in all 4 key delivery areas: Installation, Engineering, Technical Support and Professional Services



Source: Lucent Customer Satisfaction Survey

Network Engineering and Installation Credentials



- Expertise, experience and proven capability to deploy multi-technology, multivendor wireline and wireless networks
  - Skills specifically targeted at supporting all major telecom technologies and product lines
- Unmatched delivery capability, with a global work force of more than 5,200 skilled engineers and installation technicians and a complete network of strategic partners
- High quality, ISO certified processes and procedures
- Proven methods and procedures, mechanized tools, professional training, 24x7 technical support, and ability to put Bell Labs innovations to work

Breadth, depth, and capability of resources enables us to manage and implement projects of any size in multiple markets

Maintenance Credentials



- 3,000+ Dedicated technical support staff experienced in interoperability and multi-technology networking issues
- Globally staffed state-of-the-art labs for re-creation of problems and testing of solutions
- Repair services deliver advanced exchange parts shipment, centralized inventory hubs and Best in Class logistics
- 24x7 Technical Support Engineer resource availability in Global Technical Assistance Centers (TACs)
- Industry recognized On-Line Support & Knowledge Management systems
- Highly ranked Service Provider customer satisfaction and backed by Bell Labs

Global support, network know-how, and breadth of services

Summary



- Growing our existing business with multivendor services and Managed Services Maintenance outsourcing
- Expanding market to targeted Enterprise customers
- Expanding Repair & Exchange Services market with multivendor and take share with world-class delivery model
- Powering our multivendor business by network engineering and installation expertise and experience, maintenance credentials, and Best In Class customer satisfaction

LWS well positioned to take share by growing multivendor maintenance