

# Alcatel-Lucent Consultant Liaison Program

## Overview

*Consultants play an important role in today's communications market. As a trusted advisor, you are the critical filter between your customers and the myriad of solutions available today.*

*Alcatel-Lucent recognizes that you want to be kept informed about the solutions and services that benefit your clients. To that end, we are committed to creating a true partnership with our Consultant Liaison Program members.*

### **BENEFITS OF THE ALCATEL-LUCENT CONSULTANT LIAISON PROGRAM**

- > **Increases your value to your clients**  
by providing answers and alternatives to their communications issues
- > **Increases your effectiveness**  
by providing the detailed technical information and support you require
- > **Is responsive**  
by providing you, through the program, with a dedicated contact at Alcatel-Lucent that has the answers you need, or is empowered to get them
- > **Engages with you**  
by soliciting your valuable opinion on important and relevant industry topics as well as on how to improve our program and solutions

### **SERVICES PROVIDED**

As a member of the Alcatel-Lucent Consultant Liaison Program (CLP), you receive valuable services.

#### **Access to Experts**

- > Alcatel-Lucent's CLP provides you with a formal structure for establishing personal relationships with high level regional executives and technical field personnel to assist you in situations where immediate and strategic assistance is required.
- > Alcatel-Lucent provides telephone support and email access to our technical experts. Additional resources are allocated as needed to get timely responses to your inquiries.
- > Alcatel-Lucent provides consultant-only and industry briefings and demonstrations, with an opportunity for hands-on interaction with Alcatel-Lucent products.



### Information Resources

- > Executive level briefings and access to seminars and webinars on Alcatel-Lucent products and solutions.
- > Access to the secure Alcatel-Lucent Consultant Portal. Alcatel-Lucent is committed to keeping this a useful tool for you—something you'll return to repeatedly for new information and assistance. The Portal provides information on:
  - Alcatel-Lucent products, solutions, and services
  - new technology trends and white papers
  - access to Alcatel-Lucent's Online Support and Documentation Service (OSDS)
  - Alcatel-Lucent Business Partners
- > Periodic email flashes with information on significant product updates, technology trends, and other relevant news to help you stay on the cutting edge of this industry
- > Priority notice and briefings on major product releases and enhancements as part of our commitment to ensuring you stay up to date on what we have to offer your clients

### Alcatel-Lucent Resources

- > Training, including classroom, e-learning and certification courses
- > Access to Alcatel-Lucent's Executive Briefing Center for you and your clients for strategic deals
- > Efficient support whenever needed, delivered by our local sales, pre-sales and post sales teams

### COMMITTED TO YOU

Alcatel-Lucent is committed to continuing the success of this program by creating an enduring relationship with you. Using your feedback, we will ensure that you are provided with the support you need. For more information on Alcatel-Lucent's Consultant Liaison Program, Alcatel-Lucent's products, solutions and services, please

- > email us at [clp.support@Alcatel-Lucent.com](mailto:clp.support@Alcatel-Lucent.com)
- > call +1(800) ALCATEL/(800-252-2835), then select option 4, option 2



[www.alcatel-lucent.com](http://www.alcatel-lucent.com)

All rights reserved. This document may not be reproduced in whole or in part without the expressed written permission of Alcatel-Lucent. Alcatel-Lucent and the Alcatel-Lucent logo are registered trademarks of Alcatel-Lucent. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. © 04 2006 Alcatel-Lucent. All rights reserved.