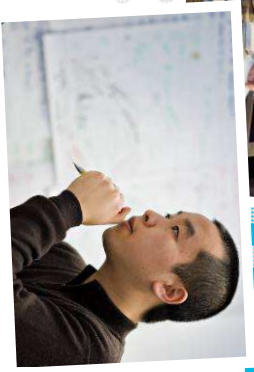
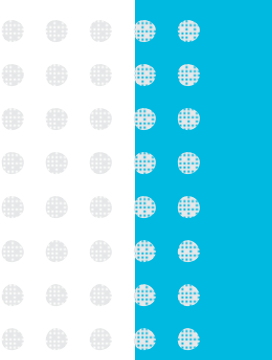
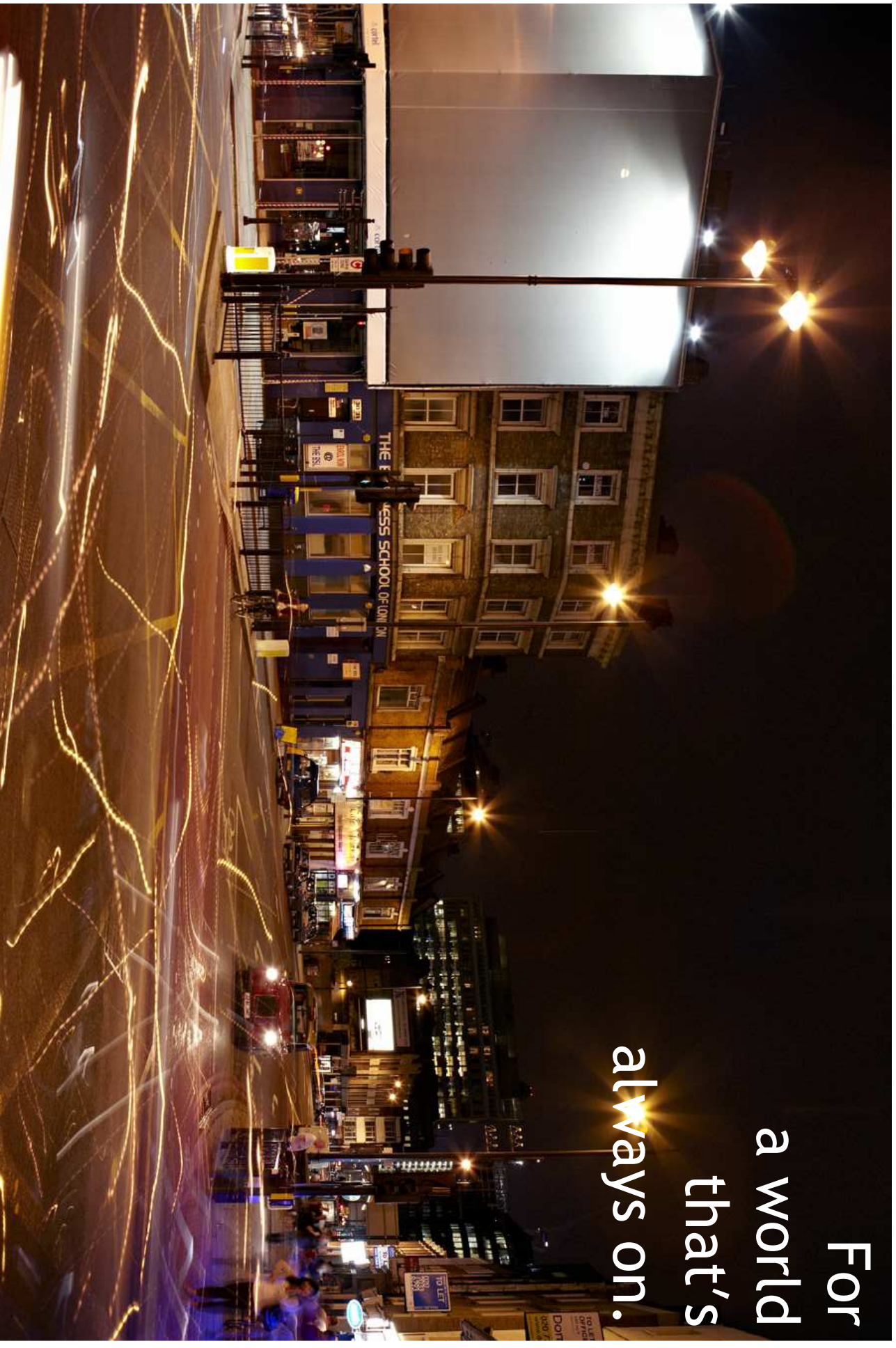


# Alcatel-Lucent Corporate Overview

August 2010



For  
a world  
that's  
always on.



## Alcatel-Lucent at a Glance

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**Ben Verwaayen**

Chief Executive Officer

- Worldwide Presence: More than 130 countries
- Annual Revenues: €15.2 billion (2009)
- Employees: More than 77,000
- Employee Nationalities: More than 100

### R&D PROFILE

- Budget: €2.4 billion (2009)
- Active Patents Held: 27,600
- Patents Awarded in 2009: 2,100
- Nobel Prizes Won: 7
- More than 500 experts in ~100 worldwide standards organizations.



### Paris

Global Headquarters



Combining the trusted capabilities  
of the network environment with  
the creative communication  
services of Web 2.0 and beyond.

Improving  
the  
end-user  
experience

## The Markets We Serve

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### Service Providers



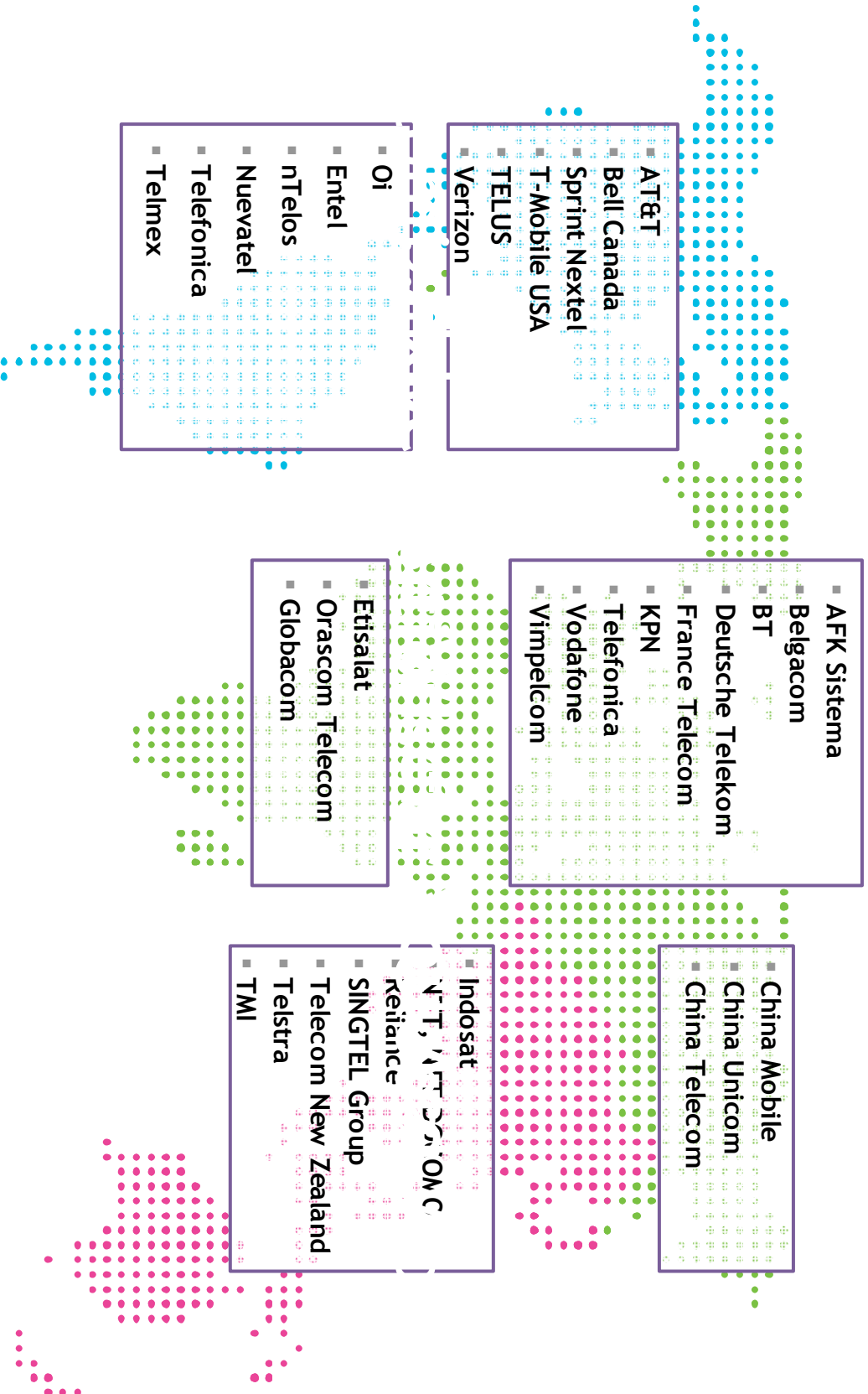
### Strategic Industries



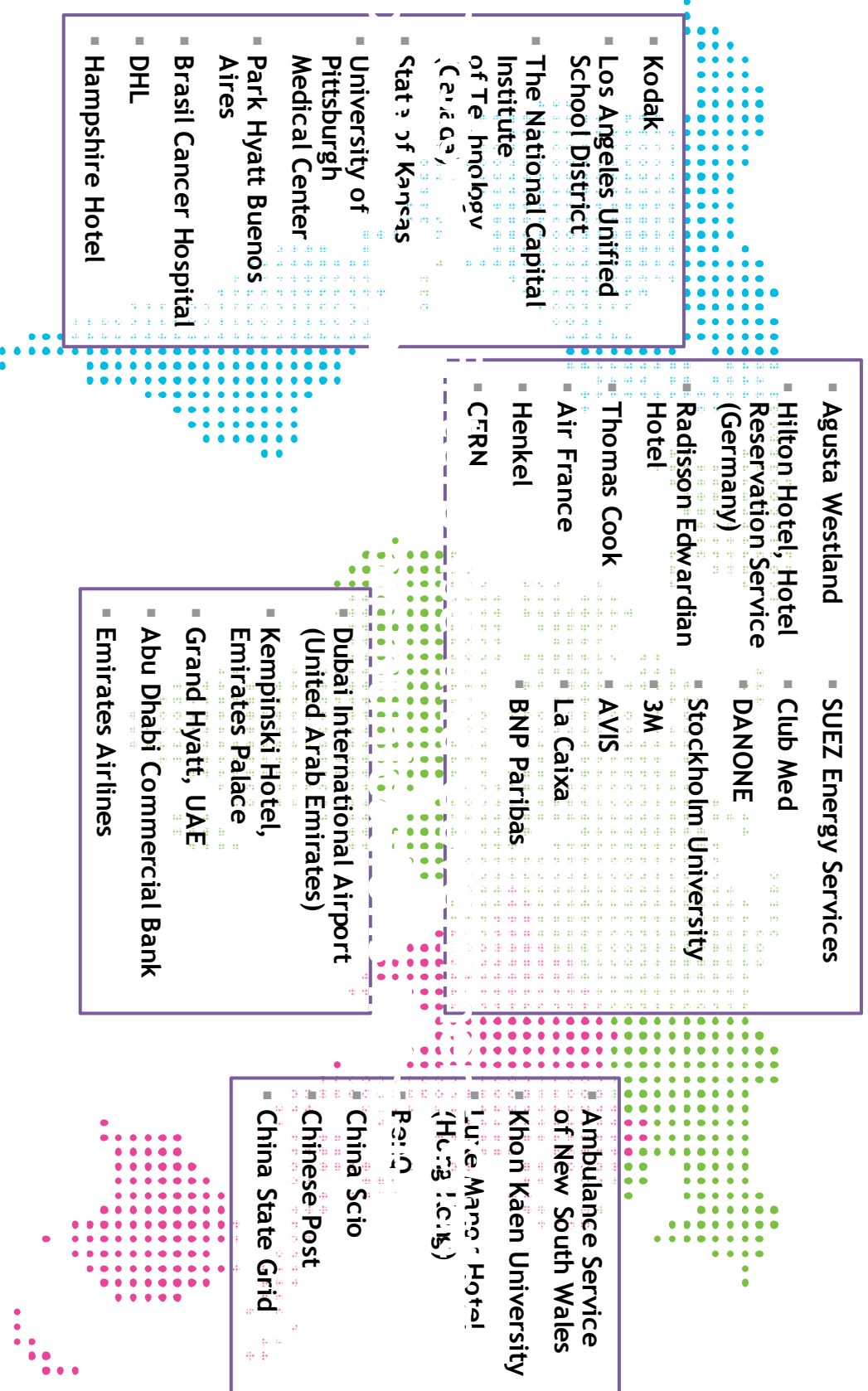
### Enterprises



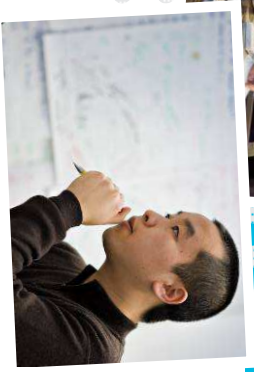
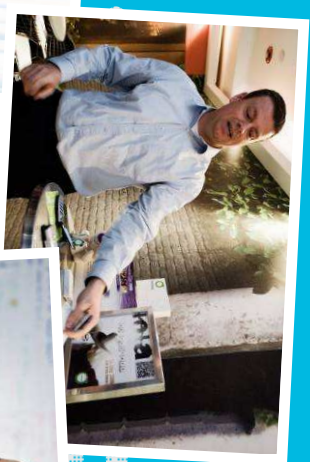
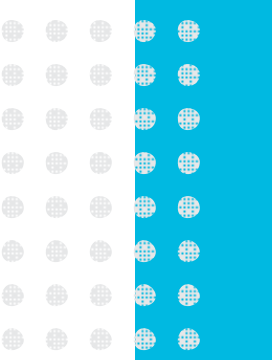
# We Are Where You Are—Service Providers



# We Are Where You Are—Enterprises and Strategic Industries



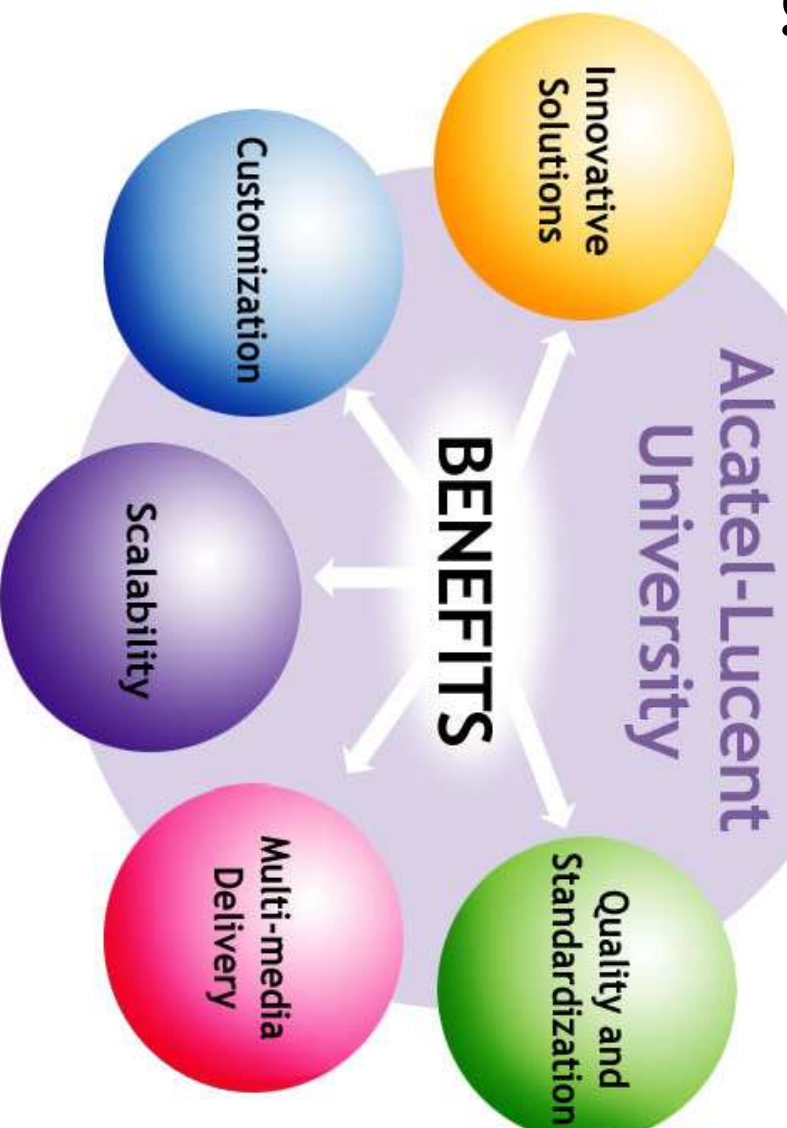
# Alcatel-Lucent University



## Alcatel-Lucent University Benefits

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Alcatel-Lucent University enhances customer proficiency and satisfaction with Alcatel-Lucent products and services by offering high-quality, cost-effective learning solutions.



# Alcatel-Lucent University Locations

Alcatel-Lucent University's global network of 18 training centers is strategically located in close proximity to major customer and employee concentrations. Each is individually accredited to ensure a consistent, high-quality training experience.



Present in 22 countries with 650 learning professionals reaching 37,000 customers and 65,000 employees worldwide.

# Alcatel-Lucent University

1.4M Student hours delivered to customers  
1.2M Student hours delivered to employees

WEB AND DISTANCE  
LEARNING



CUSTOMER SUPPORT



MULTI-MEDIA OPTIONS



ASSESSMENTS



ON-SITE OR SURFCASE  
TRAINING DELIVERIES



COURSE  
EVALUATIONS



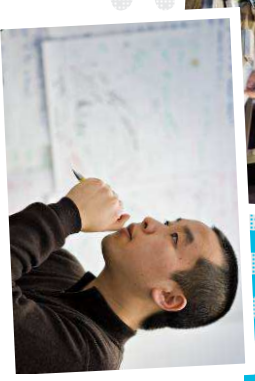
HIGH-TECH LABS



SUBJECT MATTER  
EXPERTS & CONSULTING



# Tecnologias que nos usamos para ensino



# Portal do Cliente

Alcatel-Lucent University

Address: <http://www.alcatel-lucent.com/university>

Alcatel-Lucent

Solutions Products Services Innovation Support About Us

Home | Contact Us | Sign In/Register (MyAccess)

Worldwide [Change]

Home

Alcatel-Lucent University

Learning solutions for your business & Business Partner Portal

In today's challenging business environment, you need a knowledge partner. Alcatel-Lucent University delivers innovative learning solutions that enable our customers to keep pace with changes in technology and develop the skills needed to excel in a highly competitive market.

**Training Delivery Options**  
Our blended learning strategy combines technology-enabled learning with hands-on classroom training. [More](#)

**University Locations**  
Our global network of training centers is strategically located to be in close proximity to our customers & employees. [More](#)

**Course Catalog**  
Access to a broad inventory of learning solutions available in a variety of convenient formats. [More](#)

**Quick Links**

- Service Routing Certification
- Develop Knowledge with Alcatel-Lucent University

**University Brochure**

**Training QuickTour**

Quick Search

Require Login?

Search Catalog

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# LMS

The screenshot shows the Alcatel-Lucent University LMS interface. At the top, the browser window displays the URL 'Alcatel-Lucent University - Mozilla Firefox' and various navigation links like 'File', 'Edit', 'View', 'History', 'Bookmarks', 'Tools', and 'Help'. The main header includes 'Alcatel-Lucent University' and 'Always-On Learning Portal'. Below the header, there are navigation tabs for 'Home', 'My Training', 'Reports', and 'My profile'. The user is identified as 'Rafael PEDROSA FERNANDEZ' and is logged in as 'My Alcatel-Lucent Training'.

The main content area is titled 'Alcatel-Lucent UNIVERSITY' and features a 'Welcome to Alcatel-Lucent University' message. Below this, there is a 'Catalog Search' section with a search bar and options for 'Quick Search', 'Advanced Search', and 'Browse Offerings'. A 'Search Full Catalog' button is also present.

The 'Current Scheduled Training' section displays a table of training offerings:

| Name  | Status    |            |
|---|-----------|------------|
| Francais Langue étrangère- Individuel module de 40 heures     | Confirmed | 04/18/2005 |
| Francais Langue étrangère- Individuel module de 40 heures     | Confirmed | 04/04/2005 |
| GAIA Sales Transformation                                     | Confirmed | 08/16/2010 |
| GAIA Induction Program  | Confirmed | Launch Now |
| Principal Operating Model (PROM) Overview                     | Confirmed | Launch Now |
| English Language Skills Assessment (ELISA) by invitation only | Confirmed |            |

Below the table, there are sections for 'Add Learning', 'Competencies', and 'Curricula', all of which show 'No items found'. There is also a 'Request Multi-Rater Assessment' button.

On the right side, there are 'Site Resources' including 'University Contacts', 'Global Help Desks', and 'LMS Support Process'. Below this, there are 'News and Events' with a 'LMS Quick Tour' and an announcement for 'Announcing SkillPort 7.0'.

The footer of the page includes the Alcatel-Lucent logo and the text 'All Rights Reserved © Alcatel-Lucent 2010'.

# Redes Sociais

**engage**  
Connect Collaborate Contribute


Engage! Group: CALA High Potentials 2010

Last updated: 6 minutes ago

[Overview](#) (customize) | 
 [Members](#) (54) | 
 [Discussions](#) (10) | 
 [Documents](#) (23) | 
 [Blog](#)

**ANNOUNCEMENT: Three project areas have been created. Coaches have been defined** [Show Details](#)

**Group Overview**



Group of CALA High Potentials - 2010

**Created by:** Cesar Torres Ferrero  
 Created: 10/01/2010  
 Group Type: Private group  
 Created: 10/17/2010






**Latest Poll**

**Which team will do the best project?**

|                |
|----------------|
| UNO (71.5%)    |
| SK10-1 (28.5%) |
| Three (0%)     |








Total Votes: 7 - Full Results  
[Create a poll](#)

**Top Participants**





-  Natalia Rodriguez Figueiras Ribeiro
-  Emma LOPEZ
-  Rafael Pedrosa Ferreira
-  Eliashen BRAVO
-  Ricardo Martins

[View all participants](#)

**Recent Content**

-  **Re: Project to be developed in the stretch program**  
4 days ago in CALA High Potentials 2010
-  **Re: What are you doing for marketing this week?**  
4 days ago in CALA High Potentials 2010
-  **Alcatel-Lucent Book for ALE - The Shift**  
4 days ago in CALA High Potentials 2010
-  **Social Networks, sIP**  
1 week ago in CALA High Potentials 2010
-  **Generations: Silent, Boomers, Xers and Millennials**  
1 week ago in CALA High Potentials 2010
-  **Re: Application Enablement strategy**  
1 week ago in CALA High Potentials 2010
-  **Cometina for the future!**  
1 week ago in CALA High Potentials 2010







**Projects**

-  SK10-1 Team Project
-  Relevantial - pre-project
-  Team Three Project
-  UNO Team Project

**Resources**

- [STRETCH - web page](#)
- [Stretch Kick Off](#)
- [STRETCH - Calendar](#)
- [CALA Movement group](#)
- [Manager's Resource Center](#) - click here  
 These resources can help managers improve their performance. They include the following documents and content on transitioning to the new role, giving feedback, responding to change, and development for the team. And more.

**Actions**

-  Start a discussion
-  Create a document
-  Create a blog post
-  Create a announcement
-  Create a poll
-  Create a contest

## Always-on

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Alcatel-Lucent University is transforming the way Alcatel-Lucent employees' access and experience learning. The [Always-On Learning Portal \(AOP\)](#) gives you the freedom to search for learning opportunities that are meaningful to you, your job or professional interests.

## Go Green

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The team's green initiative is focused on reducing paper use in the classroom by providing students enrolled in ALUniv courses with electronic PDF files instead of paper course materials.

# Skillport

Alcatel Lucent SkillPort Home - Mozilla Firefox

Alcatel-Lucent UNIVERSITY

SEARCH & LEARN

Search for:  Category: All Language: English (all) Search

SKILLPORT CATALOG

MY PLAN

MY PROGRESS

User Guides & Tips >>  
Skillport Video Tours >>  
KnowledgeCenters >>  
PML/MASBA Certifications  
Certification Matrix  
Newly Released Offerings  
Change Your Password  
Support >>

WELCOME TO THE SkillPort Online Learning Portal

SPONSORED BY Alcatel-Lucent UNIVERSITY

WELCOME TO SkillPort - your online learning portal of training and on-the-job support tools.

**For a quick start and helpful hints:**

- View the 3 minute *Skillport Video Tours* on **left** shortcut menu.
- Review the 4-page *Quick Start Guide* under User Guides & Tips on **left** shortcut menu.

**What's the MOST used tool on SkillPort? -> SEARCH & LEARN™**

- Perform searches across your full library of resources, and be directed to the specific book page, course topic, or other tool you need for instant and relevant answers.
- This powerful search engine allows you to use complex search expressions. Results are ranked by relevancy so you can quickly find what you need.

Powered by Skillsoft

Welcome Rafael, Logged In: Nov 23, 2010 7:54 PM | My Profile | Log Out  
Home | Books24x7 | Professional & Academic Affiliations

Done

# Learning2.g0

The screenshot shows a Mozilla Firefox browser window with the address bar displaying "Alcatel-Lucent Video Sharing Service - Learning2.g0 - the different channel - Mozilla Firefox". The page content includes:

- Navigation:** Home, Contents, Channels, People, Upload, Search.
- Header:** Alcatel-Lucent Video Sharing Service, Developed by Bell Labs with the cooperation of Alcatel-Lucent University.
- User Profile:** Welcome rafaelle, My Profile & Content, Log out.
- Main Content:** A video player for "Learning2.g0 - the different channel." with a title "THIS IS AN EMPLOYEE-MADE OR POSTED CONTENT (internal only)". Below the player are tabs for "Hypermedia tools", "People Tagging", "Subtitling", and "Thumbnail Chooser".
- Related Contents:** A list of related videos including "UTVI News Special - The...", "How to play L2g0 videos...", and "Verizon 4G Network in P...".
- Export this Video Sequence:** A section with fields for Video URL, Video Embed, Video Embed + Hypermedia Player, and Download Video.