



# global

## Customer Partner Initiative

### **Program Overview**

Nortel Networks Global Customer Partner Initiative (GCPI) is designed to meet the needs of our strategic global customers. The objective of the GCPI is to provide a choice to our strategic global customers when they select a partner or partners to work with in the Asia Pacific region. The GCPI provides a unique programmatic framework that selects and manages specialist partners, known as Global Customer Partners, chosen for their ability to offer pan-regional fulfillment and maintenance capabilities.

Our strategic global customers can now choose to work with a Global Customer Partner or our existing local nPower Partners. When choosing to work with a Global Customer Partner our strategic global customers benefit from a single point of contact in the region for a portfolio of products. Global Customer Partners aim to provide consistent pricing and service levels across the region as well as reducing costs related to channel partner management. When choosing to work with our existing local nPower Partners our strategic global customers benefit from local expertise in the nPower Partners specific geography coupled with high levels of systems integration support.

In Asia Pacific, Nortel Networks has two partners who have achieved Global Customer Partner status. 3D Networks provides our Global Customers with integration & supply for our end to end Enterprise Portfolio including voice & data networking. Equant provides our Global Customers with integration & supply for our data networking portfolio.



## Equant

Equant (NYSE: ENT) (Euronext Paris: EQU) is a recognized industry leader in global communications infrastructure services for multinational businesses. Today, it serves thousands of the world's top companies, with the industry's most extensive portfolio of communications services and network solutions, including the market-leading IP VPN used by nearly 1,300 global businesses. Equant combines its network expertise, including unmatched seamless network reach in 220 countries and territories and local support in more than 30 languages in over 165 countries with its expanded services capabilities to provide global, integrated and customized communications services to enable its customers key business processes. Equant, a subsidiary of France Telecom, was named Best Global Carrier 2003 and Best Managed Service 2003 at the World Communication Awards and consistently leads industry surveys in corporate user satisfaction.

The Equant-Nortel Networks relationship has grown from strength to strength. In a period of over 13 years, Equant has deployed more than 2,000 Nortel Networks Passport switches and other Nortel Networks products in its global network. In mid-2001, Nortel Networks named Equant its first Global Solutions Partner. The two companies continue to expand the portfolio of innovative products to enterprise customers, including next-generation telephony solutions, secure IP virtual private networks and optical Ethernet.

For more information on Equant, go to:  
[www.equant.com](http://www.equant.com)



## 3D Networks

- Pan-regional co-ordination and support
- Consistent Service Levels and standardisation
- Reduced cost of ownership
- Simplified commercial processes
- Highest levels of expertise and certifications
- Best-in-class customer service delivery

### Already Smiling? There's more.

Partnering with 3D Networks for complex IT networking gives pan-regional customers more to smile about. Global customers face unique challenges and need a specialist partner to address them. As a leading voice and data systems integrator, we combine our presence and experience in the Asia Pacific region with our cutting-edge expertise and our resource pool of around 600 people and about 31 offices in the region, to become your Single Point of Contact. Take advantage of our Nortel Networks Global Customer Partner status in Asia Pacific region and our enviable pan-regional presence. What you will experience is cross-border coordination of the highest calibre. The result is ease of operations, reduced cost of ownership and time to focus on your core business. Reasons you will agree are important enough to keep you smiling.

To know more about how 3D Networks is helping pan-regional customers address their IT challenges, email [gcp@planetworld.com](mailto:gcp@planetworld.com)

### 3D Networks is the sole pan-Asian Platinum Partner of Nortel Networks.

#### Solutions Portfolio

Infrastructure solutions | Contact Centre solutions | Enterprise solutions for service providers | Infrastructure management and security services

#### Presence

Australia | China | Hong Kong | India | Malaysia | Philippines | Singapore | Thailand

For more information, please visit: [www.3dnetworks.com](http://www.3dnetworks.com)

## Local nPower Partners

In addition to Global Customer Partners, Nortel Networks nPower Partners provide Strategic Global Customers with experienced Nortel Networks systems integrators in their specific geography. To locate the relevant nPower Partner please go to: [www.nortelnetworks.com/](http://www.nortelnetworks.com/)  
Select Find a Reseller/Channel Partner

## Benefits of the GCPI to Strategic Global Customers

### Efficiency

Reduced vendor management costs from working with fewer partners in a region.

### Consistency

In terms of service levels and pricing by working with fewer partners in a region.

### Accountability

Fewer points of contact pricing from working with fewer partners in a region.

### Nortel Networks Visibility

Dedicated resources and processes to ensure visibility within Nortel Networks for customer requirements and issues.

## More Information

For further information on the Global Customer Partner Initiative, please contact:

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*Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireless Networks, Wireline Networks, Enterprise Networks, and Optical Networks. As a global company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the web at:*

[www.nortelnetworks.com](http://www.nortelnetworks.com)

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