

## **Alcatel Selects EBSuite.com as CRM Partner in North America**

**FREMONT, California – May 2006** – EBSuite.com (EBSuite) an online, on-demand Customer Relationship Management (CRM) software company, today announced a formal partnership with Alcatel (Paris: CGEP.PA and NYSE: ALA) for their North American operations.

“EBSuite is proud to share the news about our work with this high profile leader in telecommunications,” said An Jiang, CEO, EBSuite.com. “Our relationship with Alcatel in North America builds on our strength in the technology and communications sectors and will help us drive incremental business for both companies.” Alcatel will offer a web based front-end and back-end internal customer support solution for its employees in North America.

Alcatel selected EBSuite’s Customer Support-Help Desk solution to help the North American Human Resources Information Center organization improve employee satisfaction and lower service costs. This software technology will allow Alcatel’s North American HRIC to accurately record and track every employee point of contact across all personnel, functions, departments and call centers and efficiently escalate issues as required.

David Mortensen, senior project manager for Alcatel North America IT CRM said, “I’ve evaluated many CRM systems and have never found any this intuitive and easy to work with. We are also very pleased about our experience working with EBSuite. Their team helped us define and refine our requirements throughout the CRM evaluation and selection process, and they were also indispensable during system implementation. Their knowledge and rapid response to all customization requests enabled us to speed installation such that when the system goes live, we expect to see immediate benefits in terms of customer support and better management of all our call centers.”

EBSuite, whose customer base and revenues increased more than 100% from fiscal year 2004 to 2005, has established international headquarters in Fremont, California. The organization’s

Atlanta office services East coast customers. In 2005, the company launched operations in Beijing, China, where the local team is conducting engineering and regional business development activities. To read customer case studies on California State University Northridge, International AutoSource, TechMontreal and more, or learn about becoming a value added reseller, visit the EBSuite web site at [www.ebsuite.com](http://www.ebsuite.com).

### **About EBSuite.com**

EBSuite.com is a leading global provider of customizable, on-demand Customer Relationship Management (CRM) solutions. Leveraging a unique modular application design, EBSuite.com helps companies reduce software and operations costs and delivers the most comprehensive feature-rich suite of CRM applications in the industry. Our fast, flexible and secure business solutions provide customers quick and easy access to vital sales, marketing and business information. We help rapidly install all applications and seamlessly integrate the software within our customer's technology infrastructure. With no contracts, hidden fees or implementation costs, customers are up and running in 24 hours or less. For more information and a free trial, please visit [www.ebsuite.com](http://www.ebsuite.com).

### **About Alcatel**

Alcatel provides communications solutions to telecommunication carriers, Internet service providers and enterprises for delivery of voice, data and video applications to their customers or employees. Alcatel brings its leading position in fixed and mobile broadband networks, applications and services, to help its partners and customers build a user-centric broadband world. With sales of EURO 13.1 billion and 58,000 employees in 2005, Alcatel operates in more than 130 countries. Visit our web site at [www.alcatel.com](http://www.alcatel.com).

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