

ConneXion

May 2009 – No.17



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From the CEO

I believe the global recession will select the winning telecom operators of the next decade. To date the economic downturn has been relatively kind to operators: usage and revenue is not collapsing, profitability is holding up, and stock value is, in general, outperforming the market as a whole. But this extended period of grace cannot last forever in the face of generalised tough economic factors. Operators will eventually be affected by the overall conditions. In particular, rising unemployment and reduced disposable income will change long-term trends in user spending. In the current recession, the operators that exploit the situation (e.g. invest in infrastructure, prepare new services, make acquisitions, develop their talents) will emerge with an enhanced competitive advantage once the storm has passed.

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New Training Program in Marketing & Sales: Optimizing Call Center Performance

With the arrival of the Internet and other technologies, consumers have become more demanding when it comes to obtaining fast and precise answers to the questions they ask to the businesses from whom they purchase services. In the highly competitive world of telecommunications, call center representatives are expected to provide excellent and highly informed service to callers in order to retain existing customers, recruit potential new ones, and to differentiate the telecom service provider from its competitors. With the growing use of call centers, there have been many criticisms related to call center performance. For example, callers often complain about long wait times and poorly informed staff, while call center representatives are often offended by the abusive attitude of unsatisfied customers.

According to Neotelis' senior expert in call centers, Mr. Paul Wignall, in order to achieve operational success a call center must have the right combination of three elements: people, process and technology. The key is to maintain a

balance and to ensure the proper proportions between the three elements. Call center success is achievable when skilled agents interact properly with your customers, utilizing the right management processes and technology.

With over 20 years experience in call center management, Mr. Wignall will lead our latest Marketing & Sales Training Program: 'Optimizing Call Center Performance'. This 5-day Training Program will focus on three main areas: productivity, quality and continuous improvement, and will provide participants the tools and techniques to identify what to do to achieve performance goals in their call centers.

Neotelis also offers on-site consulting services to assist you in analyzing the performance of your call center. 'Call Center Health Check' is a 9-day program including 5 days of on-site analysis that will leave you in a position to aggressively formulate specific operational improvements to increase the performance of your call center.

What Clients Say

"This was by far the most interesting and useful telecom training I have been to" said a participant who attended the 'International Settlements & Traffic Management' Training Program held in Cape Town, South Africa on 2-6 February 2009.

"It was not only a refresher course for the engineers but it also expanded our range of ken. Am glad to say that it exposed me to some new things that I find all worthy to read about" said a participant about the 'Overview of Telecom Technologies & Services' Training Program that took place on 9-13 March 2009 in Kampala, Uganda.

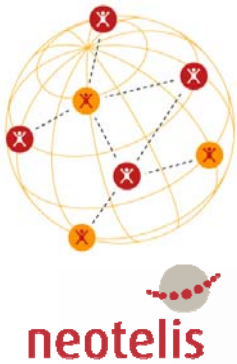


For further information about our 'Optimizing Call Center Performance' Training Program or the 'Call Center Health Check', please contact Ms. Yaëlle Philippe-Auguste at yphilippe-auguste@neotelis.com.

Announcing Upcoming Training Programs

- Accords d'interconnexion – négociation & gestion, 8-19 juin 2009, Paris, France
- Financial Strategies & Management for Telecom Executives, 15-19 June 2009, Montreal, Canada
- Customer Service & Call Centers for Executives, 6-17 July 2009, Montreal, Canada
- Telecommunications Management Fundamentals, 13-24 July 2009, Montreal, Canada
- Telecom Regulation Essentials, 20-31 July 2009, Montreal, Canada
- Overview of Telecom Technologies & Services, 3-7 August 2009, Montreal, Canada
- LRIC in Telecommunications, 10-14 August 2009, Montreal, Canada
- Next Generation Networks, 10-14 August 2009, Amsterdam, Netherlands





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Neotelis CEO speaks at the ITU Human Capacity Development Forum for Europe and the CIS

Neotelis participated in the inaugural ITU Human Capacity Development Forum for Europe and the CIS that took place in Budva, Montenegro from 30 March to 2 April 2009.

The CEO of Neotelis Mr. Michel Bruyère delivered a presentation titled 'ICT Training – Global Experience of a Canadian Provider'. Ms. Ekaterina Cheina, Sales Manager, was also present at the Neotelis exhibit to provide participants with information on the company's human capacity building services. The Forum gathered decision-makers and managers involved in human capacity building, training, and learning and development activities from national administrations and service providers, as well as executive training providers and telecom academies.

The objective of the event was to identify key challenges and needs of the sector and to share best practices in human capacity development. Throughout the event, Mr. Bruyère and Ms. Cheina had the opportunity to discuss potential collaboration with leading professionals representing organizations from the region. Participants from the following countries were present at this ITU HCD Forum: Armenia, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Greece, Italy, Kyrgyz Republic, Latvia, Moldova, Montenegro, Poland, Romania, Russia, Serbia, Slovenia, Spain, Switzerland, Tajikistan, Ukraine and the United Kingdom.

For further information about Neotelis services, please contact Ms. Ekaterina Cheina at ekaterina@neotelis.com.



Mr. Michel Bruyère and Ms. Ekaterina Cheina at ITU HCD in April 2009 in Montenegro

What Clients Say



"It has definitely changed my life forever. The training touched on the very issues done in my department" said a participant about the 'Network Planning & Management' Training Program that took place in Windhoek, Namibia on 23-27 February 2009.

New Training Programs in the Area of Networks, Engineering & Operations

Neotelis was proud to introduce in April new Training Programs in the area of Networks, Engineering & Operations. We have expanded our range of technical Training Programs to a total of 37, including 11 new ones. Our new list is divided in five different categories: General/Management, Switching, Transmission, IP and Wireless/Mobile. Participants attending our Training Programs will find a balanced mix of theory and practice: presentations on the main concepts, workshops, live

discussions on participants' business realities and issues, and hands-on exercises with equipment. Please find out more about our new Training Programs in Networks, Engineering & Operations by visiting the 'Training' section on our website at www.neotelis.com. We hope to have the pleasure to see you attend one of our Training Programs in a near future.

For further information about our Training Programs, please contact Ms. Yvonne Philippe-Auguste at yphilippe-auguste@neotelis.com.

COO of Neotelis attends the Canadian Ambassadors in Africa Reception

On the 2nd of February 2009 Ms. Wendy Swan, COO of Neotelis, attended a reception organized in Ottawa, Canada by the Canadian Council of Africa (CCA) and Export Development Canada (EDC). All members of CCA were exclusively invited to meet with the Canadian Ambassadors and High Commissioners to Africa who were on a visit to the capital of Canada. African Ambassadors to Canada were also present at the event. During the reception, Ms. Swan had the opportunity to meet various Canadian and African Ambassadors and to discuss with them the work in telecommunications that Neotelis is doing in many African countries.

For further information about our participation in national events, please contact Ms. Evelyn Phan at evelyn@neotelis.com.