

## **Service Providers Use CEM for Competitive Advantage**

Companies analyzed in this report include:

- Alcatel-Lucent (NYSE: ALU)
- Arantech, a subsidiary of Tektronix, a wholly-owned subsidiary of Danaher Corp. (NYSE: DHR)
- CA Technologies Inc. (Nasdaq: CA)
- Compuware Corp. (Nasdaq: CPWR)
- Ericsson AB (Nasdaq: ERIC)
- Nokia Siemens Networks, a joint venture of Nokia Corp. (NYSE: NOK) and Siemens AG (NYSE: SI; Frankfurt: SIE)
- Openet Telecom Ltd.
- Redknee Solutions Inc. (TSK: RKN)
- Tibco Software Inc. (Nasdaq: TIBX)