

# UNIVERGE® SV9500 COMMUNICATION SOLUTION



Empowering the Smart Workforce

[www.nec.com/univerge](http://www.nec.com/univerge)



## Contents

- 4 Achieve the Smart Enterprise
- 6 Employ your Smartest Contact Center
- 8 Smart Mobility
- 10 The Smart Workforce
- 12 Making Calling Exciting
- 14 Highly Secure, Easy to Manage
- 15 Summary

## Choose the **NEC UNIVERGE® SV9500**

Leverage latest technology to optimize teamwork and business practices

Competitive businesses come in all sizes, but successful enterprises always have one thing in common: great teamwork. In the age of increasingly disparate working locations and job complexity, communications play a crucial part in achieving business success.

The smart enterprise innovates by leveraging the best and most current information technologies, tools, and products. With NEC's UNIVERGE® SV9500 Communications Server, smart enterprises are

empowered by technologies which optimize business practices, drive workforce engagement, and create a competitive advantage.



Empowering the  
**Smart Enterprise**

# The promise of the Smart Enterprise!

NEC UNIVERGE® SV9500 delivers



Today's economic environment challenges businesses of all sizes. To stay competitive, enterprises need the right tools that enable them to be more efficient, flexible and productive. That's why NEC has built smart enterprise solutions that leverage technologies to optimize business practices, drive workforce engagement, and create a competitive advantage.

NEC's UNIVERGE® SV9500 is the premier unified communications solution for enterprises that don't want to be left behind - designed to fit your needs, providing competitive businesses with the high-efficiency, easy-to-deploy technology that they require. Reliable, scalable, adaptable, and easy-to-manage, the SV9500 is built on cutting-edge technology

that supports voice, unified communications and collaboration, unified messaging, and mobility out-of-the-box, all the while remaining easy to manage.

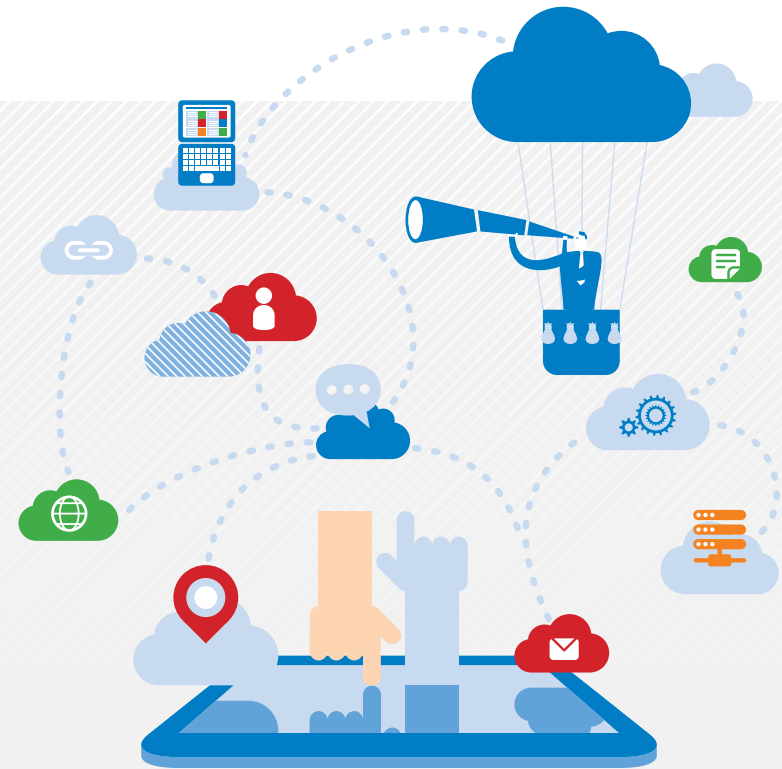
This robust, feature-rich system is ideal for geographically distributed businesses and enterprises. It is designed to help solve today's communications challenges and offers easy integration with NEC's unique vertical solutions.

## At a glance

- > Premier IP unified communications
- > Voice/UC/UM delivered as an integrated solution
- > Comprehensive Contact Center suite
- > Broad range of mobility applications and devices
- > Wide-range of end-points
- > Single point configuration and management
- > 19-inch stackable chassis architecture with capacity up to 4,000 IP Station and expandable to 192,000 (FCCS)
- > Multi-Line SIP Client, Multi-Carrier support
- > Virtualized solution option
- > Delivers on NEC's green initiatives

# Achieve the Smart Enterprise

Work together - even though you're apart



Competing in today's business environment requires agility – when meeting challenges, making decisions, and delivering products and services. With more than 115 years of excellence in both Information and Communications Technologies (ICT), NEC shares its vision through its award-winning communications technologies.

“Increase your customer service levels and you'll increase your business”

## Redefining Enterprise Communications

The smart enterprise innovates by leveraging the best and most current information technologies, tools, and products. NEC has created a full set of Unified Communications and Collaboration applications that operate in conjunction with our telephony products, acting together as part of a fully converged easy-to-use IT solution.

## Innovating for the future

NEC's experience and innovation enable new approaches to how IT services are managed and delivered. Cloud delivery, business agility, real-time collaboration, and reliance on assured services are becoming essential foundational requirements for the success of the smart and secure enterprise. These pillars are part of a rapidly evolving technology foundation by means of which NEC is creating new ways for businesses to grow.

### Keeping in control

- > Centralized, intuitive and open management system
- > Single point of entry, open interfaces and optimum fit in IT environments
- > Better and easy insight in fixed and mobile call costs
- > 3 Delivery Models:
  - Pre-Packaged Server Model
  - Software Model
  - Appliance Model



## Innovation that **Fits your IT Architecture**

No one wants a communications system that's difficult to use and even harder to maintain and protect. That's why NEC's SV9500 is one of the easiest to configure Unified-Communications-capable systems on the market. The SV9500 easily integrates with existing IT technology as a fully interoperable digital or IP system.

### Maintain IT more efficiently

The user-friendly management interface streamlines system administration, giving your IT department one personalized portal to administer the entire communications system — Voice, Unified Communications, and Voicemail — all from one central location. The SV9500 meets all the needs of today's IT manager for operational efficiency, security and IT governance.

### Data Center ready

Working seamlessly in data centers and cloud environments, SV9500 aligns with IT strategies to virtualize communication and collaboration services - whether deployed in a data center, spread across an organization's different sites or hosted in the cloud.

### Virtualize your environment

The SV9500 gives you the option of a fully virtualized communications solution. By doing so you can deploy applications faster, increase performance and availability, and automate operations — resulting in IT that's easier to implement and less costly to own and maintain.

# Employ your Smartest Contact Center

Communication between you and your customers should never be difficult



Today's customers expect to be able to communicate with your business on their own time in whatever way they choose.

## Make it easy to connect and enhance customer experience

SV9500 Contact Center provides you with all the tools necessary to make each interaction between your customers and your business quick and easy. Between improved response times, reduced abandon rates, lower operating costs, and increased revenues, both you and your customers will see a return on your investment.

## 5 ways to transform your contact center

- 1 **Improve your customer service** – Skills-based routing means callers experience quicker, more efficient service
- 2 **Measure and manage your team** – Judge their performance on a daily basis with customised reports
- 3 **Keep your customers satisfied** – The Callback feature means customers who are unable to hold can leave a message and receive a call back
- 4 **Deliver multimedia easily** – Multimedia Queuing delivers all your communications to your agents in the familiar way calls are delivered and prioritised
- 5 **Motivate your team** – Dynamic wallboards encourage healthy competition between agents with performance levels displayed in real-time





## Make Collaborating easier with **Unified Communications**

NEC's SV9500 UC applications give you the communication tools you need to streamline communications and information delivery. With this powerful, manageable solution, your information is centralized and messages unified, so your employees can efficiently manage day-to-day business and real-time communications easily.

Users are able to dictate and manage how, when, and where he/she wants to be reached via the desktop and mobile clients. And with the help and inclusion of single number reach, an integrated softphone, call forwarding,

and voice/video conferencing and collaboration, you can ensure that your customers are able to reach anyone they need to, when they need to. It also provides you with the option of using the desktop client as a standalone application or integrated with your Microsoft® Office Outlook® client.

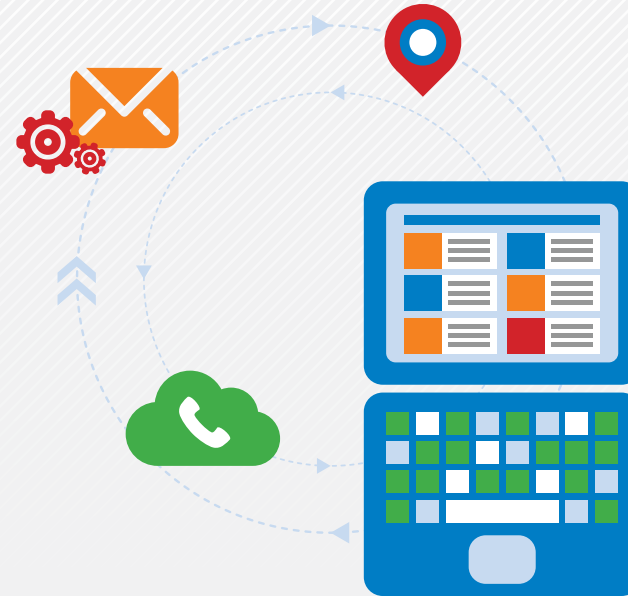
Your employees retain ownership of their communications. They set their schedule, and their phone rings accordingly. They launch a meeting or customer service session, and manage it directly from their desktop.

### **At a glance**

- > Presence
- > Call Control
- > Instant Messaging
- > Group Chat
- > Mobility
- > Collaboration
- > Voice/Video Conferencing
- > Microsoft® Outlook® presence integration
- > Organization/skill search
- > Multiple ringing of devices
- > Move call among multiple devices

# Smart Mobility

Communicate anywhere, any time



## On the road

Treat your smartphone like your deskphone with Mobile Extension. Enjoy the SV9500 system features while you're on the move.

- > Remain contactable through one extension number wherever you are – reduce voicemails and 'telephone tennis'
- > Use system features on the move – including call back, transfer and caller ID
- > Call recording capabilities on your mobile – your peace of mind is no longer restricted to just landline calls

## Mobile office

For flexible calling options, pair up your mobile with the Bluetooth deskphone adaptor:

- > Bluetooth adaptor provides a collaboration between a smartphone and your deskphone
- > Seamlessly continue a call started on your deskphone on your mobile



## Larger sites & campuses

Ideal for campuses and other large premises environments, WiFi handsets have advanced wireless features for organizations on the go.

- > Seamless roaming within multiple business locations
- > Cost reduction through simpler IT management
- > Multi-line operation





**Mobile features include:**

- > Single number reach and centralized, visual voicemail
- > Enterprise dialing, presence-enabled directory and call history
- > Native Apple® iPhone® and Android™ applications including IM and optional video/collaboration integration
- > Powerful text and alarm messaging capabilities for a wide variety of applications
- > Seamless, uninterrupted call transfer between mobile and desktop phones
- > Quick messaging for social networking with colleagues
- > Location detection to locate handsets and their users ensures immediate assistance when needed.

**Introducing mobile integration**

Combining WiFi, Fixed Mobile Convergence (FMC) and smartphone technology, the NEC Mobile Integration is a sophisticated solution offering users seamless access to a variety of networks across the premises of an organization.

- > **Single Number Reach** – Provide colleagues and customers with a single phone number
- > **Unified Voice Messaging** – No need to check multiple voicemail boxes for messages
- > **Seamless Roaming** – Use a smartphone to easily transfer calls from the business's Wi-Fi network to a cellular network, and back again
- > **Enterprise Dialing** – Use a smartphone to make station-to-station or external calls

**On your premises**

For the ultimate devices for voice, text messaging and in-house mobility - the SV9500's IP DECT wide ranging portfolio includes:

- > Security features including Man Down, Location Detection capabilities, SOS and more
- > Latest CAT-iq technology combining DECT and WiFi technology for data access on the move
- > Robust handsets for tougher environments



# The Smart Workforce

Keep working, stay connected



## In the office

During a working day, employees are actively in and out of meetings, moving around the office and other departments. Stay in touch with the flexible options the SV9300 offers to ensure calls are delivered regardless of location:

- > **Keep talking** – Stay connected with NEC's Bluetooth handsets which can be paired with mobile phones for the ultimate in flexible communications
- > **Hot desking** – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
- > **Call recording functionality** – Resolve disputes instantly, avoid litigation, stop-start recording for credit card orders, telesales training tool and more!

## In the boardroom

- > **Flexible boardroom meetings** – Audio and video conferencing capabilities for maximum convenience and spontaneity
- > **Increased communication 'visibility'** – Call management tools provide a real-time snapshot of caller activity and customer service levels across the company



## At the reception desk

The shop window to your business – here's how to create a smarter reception area:

- > **Save time** – With Click-to-dial, quickly connect to the person you need to reach
- > **Greet your callers by name** – Caller ID enhances your customer service



### On the road

Salesteams and other mobile workers have to be in the know – all the time, no matter where in the world they are.

- > **Mobile calls** – Can be recorded as you would a desk phone call

### At the warehouse

Communications need to be just as advanced in the warehouse as in the office. Gone are the days when an old mobile handset will suffice.

- > **The IP DECT range** – Includes handsets with a robust build, advanced messaging - remain reachable in all departments!
- > **Safety features** – Include Man Down, Location Detection and more



### Customize your solution by industry

NEC has a rich history providing solutions tailored for Hospitality, Healthcare, Education, Government, Finance, Manufacturing, and Transportation based organizations. If you're looking for a communications solution that meets your industry's individual needs, we're the people to talk to.

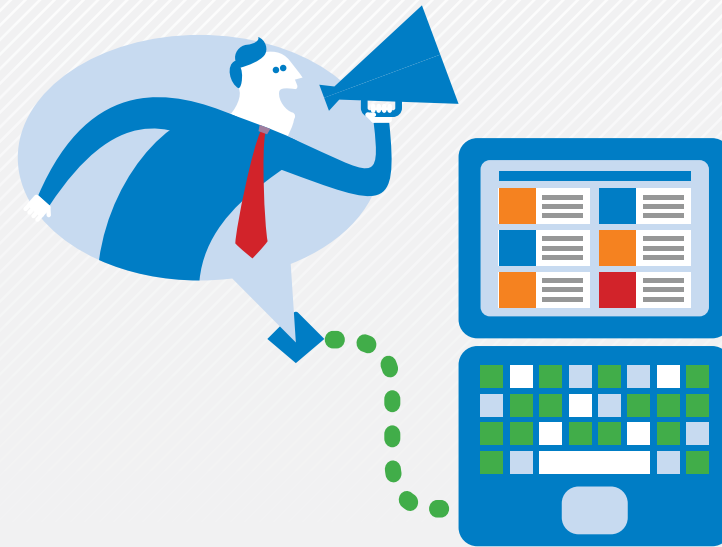
### Your homeworkers

Users can enjoy complete phone user experience from the home office. As well as providing greater working flexibility for the individual, business benefits include the cost and time savings of travel and even the associated costs of workspace.

- > **IP desktop telephones** – Provide access to system features from the home, e.g. company directory, call transfer and more
- > **Video conferencing** – Face to face communications with colleagues and customers

# Making Calling Exciting

Freedom of Choice and Personalization ensure a smart work environment



Having employees use old devices that are ill-equipped to handle their multi-faceted communications needs is bad for business. That's why the UNIVERGE® SV9500 platform supports the latest range of NEC desktop and mobile endpoints, including the DT800/DT400 series, and voice over WLAN and IP Digitally Enhanced Cordless Telephone (DECT) mobile handsets.

## Call from your desk phone

For those interested in keeping handsets stationary: NEC's innovative desktop endpoint design is intended to deliver maximum deployment flexibility, while a wide range of choices allow for multiple combinations that fit any and all business niches or personalization requirements.



## UNIVERGE® Desktop Telephones make office life better

- > **Wide range of choices** - choose from IP or digital, 2-line keys to 32+ or DESI-less, grayscale, color or touch-screen display, custom keypads, plus more
- > **Customizable function keys** – can be adapted to the exact individual requirements of your business
- > **User-friendly interface** – little or no staff training required
- > **Bluetooth connection adapter** - enables users to receive and place calls through either their smart device or desktop telephone
- > **Wireless adapter** – allows placement of telephones anywhere within range of wireless network





## The Desktop Telephone **Reinvented**

Communication continues to evolve each day, and to keep up, so must your desktop telephone. The increasing technological innovations of smartphones and tablets has led to the creation of a new breed of desktop phone. NEC's new UT880 integrates the traditional desktop telephone and an Android tablet into one device that provides you with an innovative, feature-packed desktop phone that revolutionizes your calling experience.

### **UC functionality**

The UT880 also provides you with access to your NEC desktop client. All UC functionality, from corporate directory, presence, and instant messaging to unified messaging and call control, is available at your fingertips.

### **NEC's UT880 takes it to the next level**

- > A full seven-inch color display with four-finger multi-touch capabilities
- > UNIVERGE Multi-Line client that emulates any NEC telephone
- > Open interface for application development
- > Supports SV9500 platform voice functionality and hands-free speakerphone
- > Integrated Bluetooth capability
- > Built-in camera for video conferencing
- > Android OS support
- > Multiple login support
- > USB port



# Highly Secure, Easy to Manage

Performance and control made easy

- > Centralized, intuitive and open management system
- > Single point of entry, open interfaces and optimum fit in IT domain
- > Advanced security through extensive controls
- > Better and easy insight in fixed and mobile call costs
- > Virtualization support



It is of strategic importance for any company to centrally manage their communications system. This enables an organization to keep a firm grip on their communication costs, reachability and the serviceability of its system. Secure, easy-to-use and robust, our management solutions are designed to increase overall productivity while delivering flexibility and simplicity.

## Centralized and integrated

NEC's UNIVERGE® MA4000 Management System provides centralized web-based management and seamlessly supports the day-to-day management tasks of all communication servers – including the SV9000 series. MA4000 provides a true single point of entry and greatly reduces the amount of time and effort necessary to maintain your enterprise network.

## Powerful and proactive

Evaluate the quality of service provided by a specific element or the overall performance of your network. MA4000 offers a complete overview of all the characteristics of an extension and/or group. Administrators can easily locate, add, modify and delete extensions and/or groups, assign them to users and program buttons. Stop network problems before they start. Faults are collected from all communication servers in real time. These can be categorized by type, severity, source or description and generate notices for each kind of fault.

## Manage and reduce expenditure

Better and easy insight in combined fixed and mobile phone costs, improve customer services and allow you to monitor performance and control expenses. MA4000 Expense Management intelligently transforms raw data into qualified Information. It provides you with the tools to significantly improve performance, enhance customer service and reduce costs.

## Smart Scalability – Scale More Efficiently

### Grows with your business

> Stations: 4,000 ports per system

> FCCS: 64 nodes/192,000 ports



### Handsets for every work situation – IP DECT, WiFi & Terminals



### Business boosting applications – Extend your communication



UC & C



Call Management



Unified Messaging



Contact Center



Attendant



Management



**Corporate Headquarters (Japan)**

NEC Corporation  
[www.nec.com](http://www.nec.com)

**Asia Pacific**

NEC Asia Pacific  
[www.nec.com.sg](http://www.nec.com.sg)

**Australia**

NEC Australia Pty Ltd  
[au.nec.com](http://au.nec.com)

**Americas (US, Canada, Latin America)**

NEC Corporation of America  
[www.necam.com](http://www.necam.com)

**EMEA (Europe, Middle East, Africa)**

NEC Enterprise Solutions  
[www.nec-enterprise.com](http://www.nec-enterprise.com)

**About NEC Corporation** - NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 100 years of expertise in technological innovation to empower people, businesses and society. For more information, visit NEC at <http://www.nec.com>

NEC is a registered trademark of NEC Corporation. All Rights Reserved. Other product or service marks mentioned herein are the trademarks of their respective owners. (C)2014 NEC Corporation. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice.