




UNIVERGETM Cloud Services

Unified Communications as a Service (UCaaS)

Empowered by Innovation

NEC



**NEC has completely
changed the way businesses
communicate.**

With the UCaaS offering from NEC's UNIVERGE Cloud Services, your workforce will be empowered with the tools they need to become more agile, more flexible, and more productive in today's fast-paced digital world.

At a Glance

- The richest feature set of any single UCaaS offering on the market
- Optional private, hybrid or public cloud deployment models with low upfront costs
- Powerful, cloud-based enterprise applications delivered directly to each user
- Anywhere / anytime access allows your workforce to stay flexible and mobile
- Enables true collaboration among co-workers and customers helping to reduce travel costs
- Business benefits include overall lower costs for communications software and hardware
- User profiles allow You-Choose Endpoints for a seamless experience between devices
- Total call control and over 300 UC phone features available through the UC desktop app
- Perfect solution for businesses with remote users, multiple locations and/or geographic regions
- Comes standard with 911 capabilities for quick response to emergencies
- Easy installation, setup and support allows your IT staff to focus on other priorities
- Scales quickly and is flexible enough to grow alongside your ever-changing business
- Cloud updates provide instant upgrades and access to new applications and services
- Enterprise-level support and system monitoring 24 hours a day, 7 days a week
- Offers the latest encryption and security protocols available
- Built with enterprise-level features and apps by the leader in global enterprise communications

high-level communications platforms that simply can't keep up.

The cloud has opened new opportunities to unify communications networks with critical data needs by providing Unified Communications as a Service (UCaaS). This means dial tone, data, and a host of additional features and applications can now be delivered directly to your business, and all managed from the cloud. Although relatively new, there are a lot of options popping up quickly in the industry. But not all products are alike. Many UCaaS providers have cobbled together offerings based on a 3rd party platform or strategic partnerships. This leads to hidden charges and an uncertainty as to who is in control of your product for updates, support, and more. Smaller companies can even have unsecure data networks, opening up new problems for your business that may not have been there before.

Choosing the right UCaaS partner is critical.

The Business Communications Landscape is Changing

Businesses of all sizes are feeling pressure to adapt to a faster-paced, mobile-focused world. With the changing demands on an organization's workforce and budget, it's a challenge to stay competitive. Organizations need to have the right tools and resources to enable their workforce to do more with less.

Unified Communications (UC) has enabled businesses around the globe to address parts of these challenges. But with technology advancing faster than ever before, budgets and timeframes are getting squeezed in all areas. And with an overwhelming sense of change on the horizon, many businesses can't afford to invest in

Unified Communications as a Service (UCaaS) from NEC

Introducing Unified Communications as a Service (UCaaS) from NEC's UNIVERGE Cloud Services. Finally, a feature-rich UCaaS offering that is built, sold, installed, and supported by the leader in global enterprise communications, NEC.

NEC delivers a complete set of voice features and sophisticated UCaaS applications that will help your business decrease overall spending while improving individual productivity, responsiveness and accessibility – truly empowering your workforce.



True Collaboration through a Rich Set of Features

True Collaboration means anywhere, anytime access on any device. With UNIVERGE Cloud Services UCaaS, your employees will now have access to applications that will let them instantly chat, set up on-the-fly conferences (both video and voice), easily share and exchange documents, and even engage customers in real-time dialog. This will not only improve your workforce's ability to stay nimble, but will improve customer satisfaction.

UNIVERGE Cloud Services UCaaS comes standard with some of the most powerful applications and features in the industry. Voice applications and total call control comes standard with over 300 phone features, and when combined with a loaded UC desktop app, it will completely revolutionize the day-to-day operations of your business.

Your workforce will enjoy:

Rich Presence

Allows a user the ability to see if a co-worker is on or off their phone, working on their computer or even if they are in the office at all.

Scheduled-Based Presence and Availability

Users can route calls based on their schedule. Now, important calls can be taken in the home office, in the car or anywhere on the road.

Unified Messaging

All email and voicemail messages are sent to one inbox which allows users to easily retrieve messages from any location using a desk phone, computer or mobile device.

Voicemail

Through an easy-to-use interface, users can retrieve voice messages from any location, and set-up personalized greetings and choose notification options when a voicemail is received.

Fax Messaging

Allows users to receive incoming faxes to their mailbox and enables them to easily view, save, forward or delete the messages.

Call Twinning

Helps users stay connected from any location by allowing them to easily program their phone to ring one or multiple devices at the same time, including mobile and wireless devices.

Find Me/Follow-Me

Eliminates phone-tag by giving users the ability to create rules for incoming phone calls to ensure important calls are routed to the right location or telephone device.

Call Transfer between Devices

While on a call, users can easily transfer from one device to another without interrupting their conversation - move a call from desktop to mobile or vice versa.

Single Number/Single Mailbox Access

Provides users with a UC phone number to distribute to customers and colleagues – minimizing the options and providing a single point of contact. In addition, all office and mobile phone voicemail messages are combined in one voice mailbox - eliminating the need of having to check multiple voice messaging systems.

Microsoft® Office Outlook® Integration

All UC functionality is compatible with Microsoft Outlook.

Audio Conferencing

Users can instantly set up three-party conference calls which allows them to quickly add a customer or colleague to a discussion.

Comprehensive Voice, Video and Web Collaboration

Users can exchange information easily between customers and colleagues through video, presentation/file sharing, white boarding or remote desktop access.



Anywhere, Anytime Access
on Any Device

Instant Messaging/Chat

Provides users with an easy way to quickly communicate and with presence capabilities, users will always know if someone is available to chat.

You Choose Endpoints

With NEC's innovative endpoints, users have a variety of choices that can be tailored to fit their specific role requirements.

Softphone

Any networked PC can be turned into a virtual desktop phone allowing users to take their phone extension with them to other locations. It offers the same features that users have come to expect from their desktop phone and enables them to send/receive calls, perform desktop video conferencing, and use advanced call forwarding and web-browser dialing.

Desktop Telephones

Provides users with maximum deployment flexibility through their modular design and enables customization to fit a user's specific needs. Advanced applications can also be delivered directly to the phones to enable users to work more efficiently.

Online Smart Directories

Provides users with quick access to all colleagues' extensions and availability – making it easier to connect.

Point-and-Click/Drag-and-Drop Call Management

Helps users increase efficiency and eliminate misdial numbers by enabling easy-to-use point-and-click and drag-and-drop call management features that can be used for placing calls, setting up conference calls and more.

Customized Automated IVR Messaging

Enables users to create customized messages and self-service menus (i.e. Press "1" for customer service, press "2" for sales, etc...) that provide callers access to the information they need.

Automated Attendant

Provides users with reliable 24x7 attendant, which allows callers to simply use verbal responses or their touchtone keypad to reach the appropriate person or department.



State-of-the Art Speech Recognition

Provides users with an intuitive speech interface that allows them, through simple voice commands, to manage their calendar and contacts, dial contacts by stating their name, and perform hands-free call transfers. (Optional)

Interactive Call Screening

Users can have their own virtual personal assistant, which announces the caller and lets them choose to accept, acknowledge or transfer the call. (Optional)

Call Recording

Enables users to record calls either on-demand or using preset automation. Recordings can be saved and easily accessed for reference at a later time. (Optional)

Fixed Mobile Convergence (FMC)

Enables a user's Smartphone device to receive calls through their business's Wi-Fi network while they are in the office. Once out of the office, calls are transparently bridged from the business's Wi-Fi to cellular networks and back again, ensuring calls are never dropped.

911

Comes standard as a dedicated phone line for all outgoing 911 calls.

Plus much more...



Changing the Game

NEC has completely changed the way you go about purchasing communications. Because the UCaaS model is a service, your business now purchases communications as an Operating Expense (OPEX). You simply choose the solution(s) that are best for you, pay one low, up-front cost and in a short amount of time, your business has fundamentally taken a leap forward for only a fraction of the upfront costs you would have incurred in a traditional Capital Expense (CAPEX) model. Because payment is handled by NEC Financial Services, even billing is simplified. One

low monthly payment provides you with all of your communications needs – it's that easy.

UNIVERGE Cloud Services UCaaS is designed to be one of the most hassle-free offerings available. There are plenty of options that allow you to customize your UCaaS platform to suit your business from day one. Start, by choosing from one of three custom UCaaS packages for your workforce. All three provide UC Basic Voice Plus with over 300 phone features, but are increasingly flexible and feature-rich.

If your business is like most in today's economy, it's either growing, or your business requirements are changing, faster than ever before. UNIVERGE Cloud Services is flexible, and can be customized to fit your exact needs. You decide what you need and when. Because services are delivered from the cloud, you can quickly and easily scale your communications up (or if need be, down) ensuring your organization has the tools necessary to stay competitive in the marketplace, but without straining your monthly budget.

UC PREMIUM

UC STANDARD

- ✓ All UC Standard Features
- UNIFIED MESSAGING**
 - Feature-Rich UC Voicemail:
 - ✓ Web-based & TUI control
 - ✓ E-mail Delivery
- SOFTPHONE MOBILITY**
 - ✓ UC Mobile Client
- VIDEO CONFERENCING**
 - ✓ Supported soft & video phones
- CALL RECORDING
ADDITIONAL DEVICE**
 - ✓ You-Choose Endpoint

UC STANDARD

UC BASIC

- ✓ All UC Basic Features
- DESKTOP APPLICATION**
 - ✓ IM/Chat
 - ✓ Presence
 - ✓ Call Control
 - ✓ User Profiles
 - ✓ Device Management
- DEVICE OPTION**
 - ✓ You-choose soft/hard phones
- VOICEMAIL**

UC BASIC

VOICE PLUS

Standard with over 200+ Features Including:

- ✓ E911
- ✓ Call Waiting
- ✓ Caller ID
- ✓ Call Transfer
- ✓ Call Forward
- ✓ Technical Support 24x7

PACKAGE ADD-ONS

- Voice Mail
- Unified Messaging
- UC Fax
- Call Recording
- Additional Devices

ADDITIONAL OFFERINGS

- Queuing Group
- Contact Center
- FMC/Dual Mode
- Packaged Long Distance
- MPLS

SYSTEM OFFERINGS

- Internet (Site)
- Disaster Recovery
- Redundant Gateway
- Managed Services

Trusting The Cloud

If you're like most business-owners today, you have some reservations about the cloud model. But it's a leap that most businesses will have to take to stay competitive. In doing so, your business will need a trusted, proven advisor to help with the transition.

Infrastructure / Delivery

NEC UNIVERGE Cloud Services has taken great care to build the infrastructure that delivers your UCaaS offering to every location or geographic region that needs to be connected. Years of telephony experience, combined with superior technology and the expertise that only a Fortune 100 company can bring, ensures that your experience in the cloud will be turbulence-free.

Data Security

NEC's data centers are part of a network that spans North and South America, but are connected globally. All UNIVERGE Cloud Services data is instantly backed up and mirrored in multiple data centers to ensure a disaster-proof backbone for your business communications. Each data center not only meets the highest requirements for physical security, but also is monitored 24x7, offers the latest encryption and security protocols available and undergoes constant scrutiny to protect your network from unwanted guests.

24/7 Support

UNIVERGE Cloud Services offers support 24 hours a day, 7 days a week. That doesn't mean someone will "get back to you," that means:

- A voice on the other end of the line
- Instant notification of unexpected network or communication errors
- Issue resolution and follow-up
- Knowledgeable, and down-to-earth support experts
- The power of a global, enterprise-focused corporation focused on your issues

Peace-of-Mind Options

If that's not enough for you, UNIVERGE Cloud Services provides Peace-of-Mind options for your business. You can choose from Powerful Disaster Recovery applications for your communications and data, to optional methods for delivery including: public, hybrid or private cloud models. You can even choose to have a 100% redundant, on-site backup of your entire communications platform, ensuring not a moment goes by in the unlikely event of an emergency.

Choose, Connect, Grow

NEC UNIVERGE Cloud Services is more than a UCaaS offering. By choosing NEC, you are partnering with a company that is invested in the success, growth, and technological advancement of your business. Over the next year and beyond, NEC will continue to shape the industry and how UCaaS is delivered and used.

Just as your business is continually growing and changing, your UCaaS offering will become a gateway to new enterprise-level services, applications, and content. Each application will have the features, security, flexibility, and support you expect from NEC.



Corporate Headquarters

NEC Corporation of America

www.necam.com

About NEC Corporation of America Headquartered in Irving, Texas, NEC Corporation of America is a leading provider of innovative IT, network and communications products and solutions for service carriers, Fortune 1000 and SMB businesses across multiple vertical industries, including Healthcare, Government, Education and Hospitality. NEC Corporation of America delivers one of the industry's broadest portfolios of technology solutions and professional services, including unified communications, wireless, voice and data, managed services, server and storage infrastructure, optical network systems, microwave radio communications and biometric security. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with operations in 30 countries and more than \$38.5 billion in revenues. For more information, please visit www.necam.com.

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