bdm voice

UNIVERGE®
SV9100

SMART COMMUNICATIONS
FOR SMALL TO MEDIUM
SIZED ENTERPRISES

NEW ENHANCED VERSION

TODAY'S COMMUNICATION
CHALLENGES

With an increasingly mobile workforce, keeping your team aligned and maintaining high levels of sharp customer service – an aging system simply won't keep your business competitive.

A MODULAR APPROACH

The choice of communication solutions in the marketplace is vast – however, managing separate tools can waste time and drive down productivity. NEC's SV9100 brings all this together with a cost-effective, modular solution that keeps your team – and your customers – connected.

> **Avoid the dangers of the ISDN switch off** – the SV9100 offers a simple upgrade to SIP technology
> Cost-effective solution from **10 to 896 users** – plenty of capacity for an expanding business
> **Latest upgradeable** communication technology – protect your investment
> **Easily configured** – Integrates with existing IT technology as an analogue, digital or IP system
> **Multi-generational workforce?** – The SV9100 combines feature-rich telephony as well as strong mobility, homeworking & BYOD capabilities

ENHANCE YOUR CUSTOMER EXPERIENCE
IT'S NOT ABOUT YOU. IT'S ABOUT YOUR CUSTOMERS

The quality of their experience has a direct relationship with your competitive edge and your profitability. The SV9100 caters for demanding customers who want access to your products and services 24/7/365.

ENHANCE YOUR EMPLOYEE EXPERIENCE
YOUR EMPLOYEES ARE YOUR MOST VALUABLE ASSET

Give them the right tools and you'll get a more engaged, productive workforce. Achieving this, especially for a multi-generational team, requires choice and flexibility when it comes to how they communicate and on which device.

DISCOVER YOUR SMART WORKSPACE
WORK IS A THING YOU DO, NOT A PLACE YOU GO

Enable seamless digital and physical collaboration and use workplace resources more efficiently!

DID YOU KNOW?

58% OF CONSUMER'S EXPECTATIONS AREN'T MET DUE TO A COMPANY BEING UNAVAILABLE BY PHONE OR EMAIL

UNIVERGE®
SV9100

NEC

ON THE ROAD
SMARTPHONE LIKE YOUR DESK PHONE

Treat your smartphone like your desk phone with Mobile Extension. Enjoy the SV9100 system features while you're on the move.

> Remain contactable through **one extension number** wherever you are
> Access system features on the move – including **call transfer & caller ID**
> **Call recording capabilities** on your mobile – your peace of mind is no longer restricted to just landline calls

ON YOUR PREMISES
CORDLESS FREEDOM

For the ultimate devices for voice, text messaging and in-house mobility – the SV9100's IP DECT wide ranging portfolio includes:

> Excellent voice communication with **crystal clear** speech
> Loudspeaker & **hands-free support**
> **Seamless** handover and roaming
> **High security** with DECT authentication
> Seamless **integration** with NEC communication servers

SMART MOBILITY

COMMUNICATE ANYWHERE, ANYTIME

SINGLE NUMBER REACH

IDENTIFIED AS THE MOST IMPORTANT UC CAPABILITY FOR SMBS

NEC UNIVERGE® ST500
MAKE YOUR SMARTPHONE SMARTER

Voice & video mobile extension for your smartphone. Using your Apple iPhone, iPad and Android smart devices, the **UNIVERGE® ST500** enables your native contact lists to make and receive voice and video calls. Simply connect to WiFi or use your mobile data (3G/4G) to handle your calls.

> Integrates into your **smartphone contacts**
> Complete **call history**
> **Video** calling capabilities
> **BYOD** flexibility

LARGER SITES & CAMPUSES
ALWAYS STAY CONNECTED

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

FREE WIFI
COMMUNICATIONS

VOICE & VIDEO EXTENSION
FOR YOUR SMARTPHONE

INTEGRATES WITH YOUR
SMARTPHONE CONTACTS

COLLABORATE WITH
YOUR COLLEAGUES

WORKS WITH IPHONE,
IPAD & ANDROID

COMPLETE CALL
HISTORY

Connected

Eva Thompson
0412 582 555   0:07:01

Speaker   Mute   Keypad

Video   Transfer   Hold

NEC UNIVERGE® ST500

THE RISE OF THE
HOMEWORKER

Productivity, cost savings and greater flexibility for your work force – just some of the reasons homeworking has increased by 20% in the last 10 years.

SMART COLLABORATION
WITHOUT THE COST

NEC InAPP
BUILT-IN SOLUTION

The SV9100's InUC utilises WebRTC (Real-Time Communications) providing highly cost-effective video and collaboration working seamlessly within your IT environment.
SV9100 users are able to quickly set up audio and video conferences between two or more PCs or Android devices from anywhere with an internet and VPN or LAN for secure connectivity.

> **Video conferencing, document & screen sharin**g for up to 32 (4x8) SV9100 users
> **4 Free video conferencing channels** included
> **Presence** – see the status of your colleagues
> **Deskphone control** – for slicker call control, speed dials & more
> **Browser phone** – use your PC's audio rather than a telephone

DID YOU KNOW?
IT TAKES AN ESTIMATED 60 EMAILS TO MAKE A SINGLE BUSINESS DECISION AT WORK

THE FLEXIBLE ALTERNATIVE
CALLING FROM YOUR LAPTOP

The **SP310 Softphone** is a versatile, cost-effective IP phone installed on you PC or laptop and is used with a headset. It can be used as a primary desktop telephone, a supplemental desktop telephone or a remote/telecommuting device.
> Flexible, portable and **low-cost** solution
> Ideal for users working between **office/home** & remotely
> **Call control** from your laptop

LIKE BEING IN THE OFFICE
CALL CONTROL FROM HOME

NEC's range of **IP desktop telephones** deliver a user-friendly VoIP calling experience with complete phone system functionality – ideal for remote or homeworkers.
> Access to company **directory**
> 3-Way **conferencing**
> **Headset** support
   incl. Ear Hook Switch

INCREASE PRODUCTIVITY

HOMEWORKING LOWERS COSTS AND CAN REDUCE ABSENTEEISM BY OVER 60%

SAFETY & SECURITY
KEEPING STAFF, NETWORK AND PREMISES SAFE

INGUARD
TOLL FRAUD DEFENCE

NEC's InGuard application helps defend a business against toll fraud attacks and provides peace of mind for the user:

> **Effective 24/7 defence** from Toll Fraud

> **Low Cost Solution** – an on-board application with no extra PC/server required

> **Healthcheck Feature** – identify and resolve any weaknesses in your configuration during installation

MYCALLS CALL RECORDER
A RECORD FOR WHEN YOU NEED IT

MyCalls Call Recorder provides a record of who said what:

> **Disputes** – can be resolved quickly and painlessly, a great defence avoiding potentially costly litigation

> **Secure Access** – Recording, playback & storage are totally secure with encrypted audio files

> **Stop-start recording** – enables credit card bookings to be taken over the phone with PCI Compliancy

DESKTOP TELEPHONES
ONE-TOUCH PANIC KEYS

SV9100 desktop telephones can be programmed with a one-button emergency key.

> **Alerts all other phones** of an emergency including location/room it's coming from

> Enables a **speedy response** from supporting staff

DECT G577(H)
SOS BUTTON

Ensure personal safety with SOS alarming key.

> Other features including **Man Down** & **Location Detection** capabilities

ELECTRONIC DOOR SWITCH
PROTECT YOUR PREMISES

NEC door phones and electronic door locks can be operated from any number of phones on your premises.

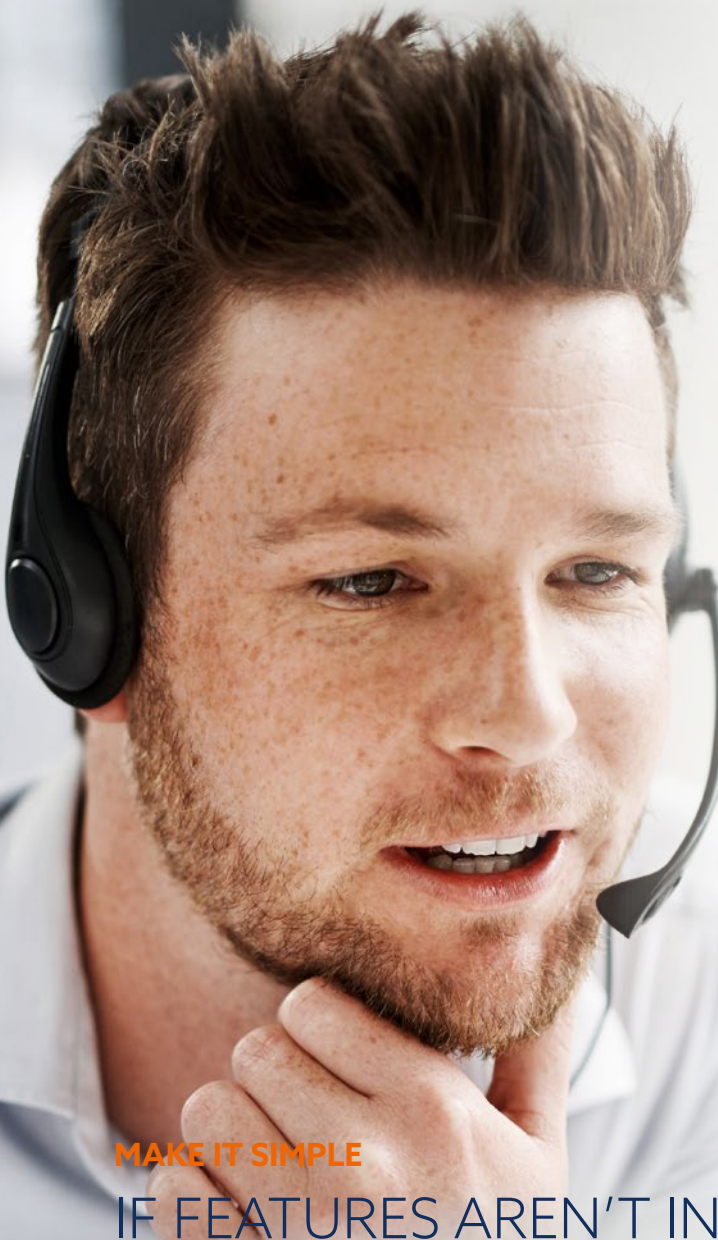> **Video Door Phones** enable staff to visually screen visitors at the entrance

Orchestrating a brighter world

NEC

25^BN THE GLOBAL COST OF TELEPHONE FRAUD EACH YEAR

83% OF HR SAID THAT 'EMPLOYEE EXPERIENCE' IS IMPORTANT TO SUCCESS

75% OF MILLENNIALS SAID THEY ARE WELL PREPARED TO WORK IN A TEAM

SIMPLE CALL MANAGEMENT
MONITOR. MEASURE. MANAGE.

A real-time dashboard of your team's communication makes call management easy!

INREPORTS
QUICK, EASY AND COST-EFFECTIVE

Quick, easy and cost effective, **InReports** makes the ideal starting point for call management. Call performance is critical to your teams' productivity as well as levels of customer service. InReports provides 24/7 monitoring and analysis of your entire company's communications via a browser.
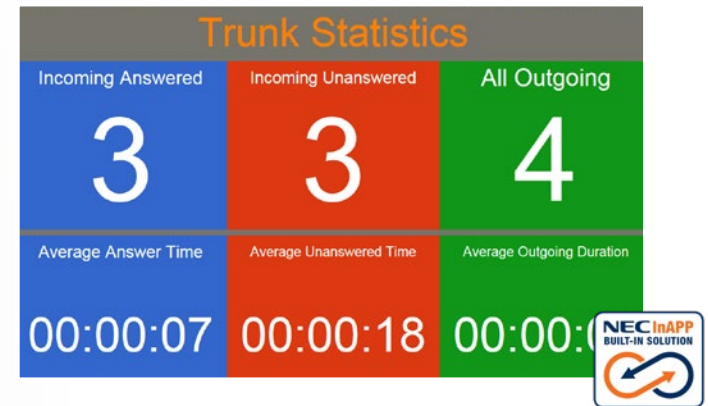
It then produces pre-defined, graphically enhanced reports which are presented clearly in a number of different ways: Lists, Charts and Wallboards.

Business benefits of InReports include:
> **Easy evaluation** of your team's communication performance
> **Real-time business critical stats** e.g average answer time, unanswered calls
> **Wallboard display** stats for team motivation

MAKE IT SIMPLE

IF FEATURES AREN'T INSTANT AND INTUITIVE THEY SIMPLY DON'T GET USED

ADVANCED CALL MANAGEMENT
MYCALLS

The MyCalls suite of applications provides your team with the tools to succeed in making your business more customer centric and more profitable.

YOUR MANAGERS
MYCALLS CALL MANAGER

Improve your business performance across the board:
> **Protect Sales Revenues** – Abandoned calls are flagged & logged enabling rapid call-backs
> **Manage by Exception** – User-defined system alarms alert managers to urgent situations
> **Reduce Call Costs** – Unauthorised calls, e.g. mobiles/premium rate numbers are highlighted

YOUR CUSTOMERS
MYCALLS CALL MANAGER

GDPR is a serious challenge for many organisations, especially if a customer expresses the 'right to be forgotten'.
> **Remove Personal Information feature** – deletes all call records, & even call recordings of a specified number in one fell swoop
> Older records can also be **easily 'anonymized'**

YOUR AGENTS
MYCALLS CALL CENTRE

A powerful, robust Automatic Call Distribution (ACD) system and much more:
> **Drag & drop call control** – Easy call management & prioritisation
> **Instant Message** – Send an urgent IM to another employee e.g. a call waiting or a visitor in reception
> **Agent Control** – Gives your team flexibility to log in and out of ACD queues

YOUR RECEPTIONIST
MYCALLS OPERATOR CONSOLE

Slick and efficient call control at the hub of your company communications
> **Caller ID screenpops** – enable a warmer, personalised greeting for your callers
> **Quicker call control** – speed dials, click to email & IM
> **Drag & drop call queues** – deal with call traffic spikes easily; prioritise VIP callers

CREATE A FIRST-RATE EXPERIENCE
FOR YOUR CUSTOMERS

Today's customer expects to communicate with your business in their own time in whatever way they choose. The SV9100 Business ConneCT Contact Centre makes each interaction with your customers quick, easy and effective.

Supporting multiple customer touchpoints, the multi-channel environment handles email, live Webchat, WhatsApp and voice via a single interface to provide customers a rich omni-channel experience. Voice calls, emails and webchats are routed to the best suited agent, reducing waiting time and improving customer satisfaction and staff motivation.

UNIVERGE® BUSINESS CONNECT
4 WAYS TO TRANSFORM YOUR CONTACT CENTRE

1. **Ensure Multimedia Customer Engagement** – A single contact point for efficient multi-channel personalised interaction via phone, Webchat, WhatsApp or email including multimedia queuing.

2. **Improve your customer service** – Skills-based routing means callers experience quicker, more efficient service. With callback customers don't have to wait in queue, reducing call abandonment.

3. **Measure and manage your team** – Real-time dashboard and customised reporting provide important optimization metrics to manage staffing and service levels.

4. **Motivate your team** – Dynamic wallboards encourage healthy competition between agents. Customer interaction history ensures smooth conversations and a more personal connection.

DESKTOP PHONES FOR EVERY WORK ENVIRONMENT

The SV9100 includes a diverse range of desktop telephones that best fits the individual's role for easy call control from the office, remote office or homeworking, hot-desking and more.

THE ULTIMATE DEVICES
WIDE RANGE PHONES

Choose from IP or digital; grayscale, or colour displays and even video calling.

> **Hotdesking** – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
> **User-friendly interface** – Little or no staff training required
> **Customizable** – Function keys can be adapted to the exact individual requirements of your business
> **Wireless headset adapte**r – Allows easy connection to wireless headsets
> **Directories** – Personal, system and corporate directories available

For the full range of SV9100 handsets visit **www.nec-enterprise.com** for further details.

Mono: Easy call control from the office

Color: Easy call control from the office, remote or home-based working, hot-desking

Video Telephone

8-line Key Module / 60-line DSS Console

DECT handsets: for any working environment

WHY YOU NEED TO
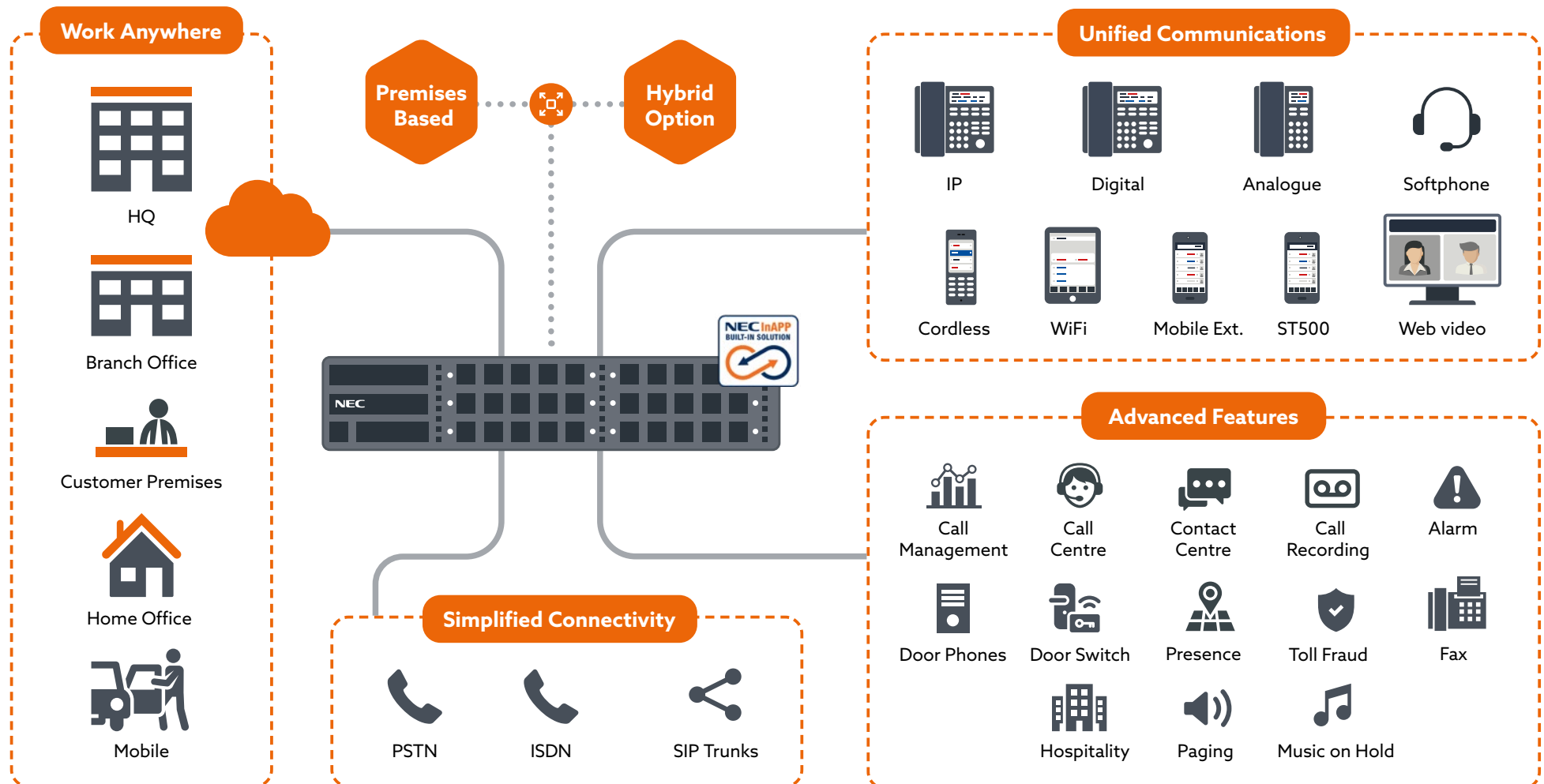# UPGRADE YOUR BUSINESS COMMUNICATIONS

Top 10 reasons for making a move to NEC's award winning UNIVERGE® SV9100 communications solution.

1 **Don't get caught out with the ISDN switch off!** The SV9100 uses SIP technology which future-proofs your investment.

2 **Keep your customer experience sparkling:** Ensure a sharper, more responsive approach to your customer communications and keep your business competitive.

3 **Avoid the risk of business downtime:** Technical support on your existing system may now be limited or even 'end of life'.

4 **Improve your employee experience:** Keep your team happy so they can communicate with flexibility – the SV9100 offers more mobility, BYOD and homeworking options.

5 **More features built-in:** That means less licences, less hardware and less extras to pay for.

6 **Toll fraud defence:** Protect your business against potentially huge company costs with NEC's InGuard.

7 **Avoiding potential litigation** Call Recording proves who said what with encryption security.

8 **Save money:** No more business mobile charges with ST500 mobile client or Mobile Extension; Save on travel, fuel costs and even hotel costs using built-in audio conferencing.

9 **Start building your own Smart Workspace:** Your mobile teams don't require a handset each – the Hotdesking feature enables shared hardware and even reductions in premises costs.

10 **Choose the world's no.1:** NEC are global no. 1 in the PXB-IP & PBX Market sub 100 extensions – Q3 2019 according to industry analysts MZA.

ALL-IN-ONE FUNCTIONALITY, SCALABLE AND RELIABLE
UNIVERGE® SV9100 SYSTEM OVERVIEW

Work Anywhere

- HQ
- Branch Office
- Customer Premises
- Home Office
- Mobile

Premises Based   **Hybrid Option**

NEC InAPP BUILT-IN SOLUTION

NEC

Unified Communications

| IP | Digital | Analogue | Softphone |
| Cordless | WiFi | Mobile Ext. | ST500 | Web video |

Simplified Connectivity

- PSTN
- ISDN
- SIP Trunks

Advanced Features

Call Management	Call Centre	Contact Centre	Call Recording	Alarm
Door Phones	Door Switch	Presence	Toll Fraud	Fax
Hospitality	Paging	Music on Hold		

OVER
$26 BILLION
REVENUE

75 MILLION
GLOBAL USERS

125+
COUNTRIES

#1

SMB & ENTERPRISE
COMMS WORLDWIDE

GLOBAL 100
MOST SUSTAINABLE
COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)

LEADER IN
BIOMETRICS

RECOGNIZED
AS A LEADER
BY FROST & SULLIVAN
IN ENTERPRISE
COMMUNICATIONS
TRANSFORMATION

TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)

4,000+
CHANNEL
PARTNERS

107,000
TEAM MEMBERS
WORLDWIDE

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