

SV9300 &amp; SV9500

# Remote Working

FOR THE ENTERPRISE



## KEEPING YOUR BUSINESS RUNNING NO MATTER WHAT THE EMERGENCY

With a pandemic virus outbreak impacting societies and economies around the globe, many companies are more than ever enabling their employees to work from home.

NEC IP Communications systems have been capable of supporting remote workers for the last 20 years and in most cases the core components needed will already be in place. It may be as simple as using existing capacity or adding some additional licenses and configuration. In some cases additional hardware may also be required.

Here we outline the options applicable to NEC's UNIVERGE SV9300 and SV9500 systems.



### HOW WILL YOUR STAFF BE IMPACTED?

Having staff working from home introduces many issues from social to technical. Companies want to ensure the technical issues are minimized to allow employees to feel more comfortable and less anxious about the transition.

There are many ways to enable staff to work from home and it is not a one size fits all proposition. In fact, customers may choose multiple methods and offer them to their employees based on job roles and the level of features / functionality required.



### THINGS TO CONSIDER

- Choose a solution that matches an employee's role
- Consider the security changes required to protect your employees and networks
- Headsets may be required for audio quality and staff comfort
- Select tools that are already familiar to your staff if possible
- Choose solutions that are easy to use and require minimal employee training



## WORKING FROM HOME OPTIONS

**Desk phones** can be configured to work from home. It provides employees with the exact same experience at home as in the office.

**Softphones** offer comprehensive calling capabilities on a laptop or PC complimented with advanced features like video and messaging.

**Mobile clients** offer a level of mobility unmatched by any other solution, allowing work from anywhere there is internet service.

**Web-Based collaboration** enables participants to share content via audio, video and desktop—perfect for meetings and presentations.

**Audio conferencing** is an essential tool for holding group meetings and conferences.

**Unified Communications** provides full-featured voice, IM, and presence experience on PC's and smart phones.

**Skype® for Business Integration** leverages the best features of Skype for Business and adds on crystal clear phone capabilities.

**Mobile Extension** extends desk phone numbers to a mobile phone—no smart phone software required.

**Call forward all** is a last resort but a simple way to never miss a call.



## DESK PHONES

For employees that love their desk phone, the DT820, DT830, DT920 and DT930 phones all support VPN connections. This allows an employee to take a compatible NEC desk phone home, plug it into their home router and have it work just like it does in the office.

Employees do not require any additional training or headsets and all applications that control the phone will continue to work. Perfect for console and contact center operators.

Businesses will require a VPN concentrator within their corporate network and these details will need to be pre-configured into the phone.

- Supported on SV9300 and SV9500 communications platforms
- A VPN is required.
- Perfect for contact center and attendant console operators.



## SOFTPHONES

For employees that need full telephone functionality and want to work from their PC (Laptop) without the need to lug around a physical phone then NEC's SP350 softphones are the way to go.

Just connect up a USB or Bluetooth headset and employees are ready to make and receive calls. The softphones works just like desk phones with virtually no loss in functionality.

The softphone is easy to install and configure.

In addition, SP350 supports Instant Messaging, video conferencing and application sharing among SP350 users.

- SP350 is supported on SV9300 and SV9500 communications platforms
- A VPN is required.
- A Bluetooth or USB headset is required.
- Perfect for productivity workers, contact center operators and attendant console operators





## MOBILE CLIENTS

For employees that need to make and receive calls but don't need a lot of additional functionality, a mobile client is the answer. The UNIVERGE ST500 mobile client can be installed on almost all iPhones and Android phones. It will connect to the NEC phone system over the internet (it will use Wi-Fi or mobile data) and presents the user an intuitive, easy to use interface with complete access to their smartphone's contacts for incoming calls and making calls.

As an added bonus, the ST500 supports video calling to other ST500 and GT890 desk phone users.

- Supported on SV9300 and SV9500 communications platforms
- Bluetooth or wired headset is useful.
- A UNIVERGE BX Series Session Border Controller is required.
- Perfect for productivity or highly mobile workers



## AUDIO CONFERENCING

Meetings still need to happen and now, more than ever, companies will need to be able to get multiple staff into a conference call. Hosted dial-in-conferencing services can soon become expensive with most services charging by the minute (per person). By enabling conferencing on an existing phone system, companies can save significant usage costs and home workers can dial directly into the system via its extension number without the need to pay for carrier phone call costs. In most cases, audio conferences can be password protected and staff can add, remove or mute participants with their phone.

- Supported on all NEC communications platforms
- Essential for all types of workers



## UNIFIED COMMUNICATIONS FOR ENTERPRISE

Staff will know when other employees are available with integrated presence, and instant messaging capabilities.

With UNIVERGE Business ConneCT, phone calls can be made from the employee's PC, independent of the role he/she has in the organization (employee, agent operator).

In peak hours e.g. some of the office staff or remote workers can easily act as Operator or Contact Center Agent, thanks to the common design.

- Business ConneCT is supported on SV9300 and SV9500 platforms.
- A VPN is required for PC and soft phone features.
- A session border controller is required for smartphone calling features.
- Bluetooth or USB headset is required.
- Perfect for productivity workers and mobile staff





## SKYPE FOR BUSINESS INTEGRATION

If you already use Skype For Business, NEC's UC Connector for the SV9500 and SV9300 allow your staff to also make and receive calls from their PC. Leverage the benefits of the Skype for Business with instant messaging, presence and conferencing capabilities. Enhance it with the ability to call other employees and to know who is calling. UC Connector's interface is easy to understand and use.

- UC Connector is supported on the SV9300 and SV9500 platforms.
- A VPN is required for soft phone features.
- A Bluetooth or USB headset is required.
- Perfect for productivity workers



## MOBILE EXTENSION

Mobile extension allows all calls to a person's desk phone to be automatically sent to their mobile. Employees can also dial into the phone system and then dial a customer. The system will present their desk phone number -no-one needs to give out their mobile or landline number. Users can also dial extensions with short dialing codes and access phone features like transfer and conference.

- Supported on SV9300 and SV9500 communications platforms
- Requires additional trunks, one for incoming and one for outgoing call legs



## CALL FORWARD ALL

For employees that only need to answer the occasional call having all calls redirected to their mobile phone is simple. Calls will automatically be routed to the employees mobile but call costs may increase dramatically and when the employee returns calls, they will be using their mobile phone and providing the mobile phones caller ID to the customer (unless they block it).

No application control is available and all voicemails will be answered by the mobile phone's voicemail system, not your centralized Unified Messaging. Call logs will also be lost.

This should be considered as a last resort.

- Call forwarding is supported on all NEC platforms.



## THINGS TO CONSIDER

### Networking

To enable remote workers, companies may need to perform changes to their existing network. Changes include:

- Adding additional bandwidth to support remote workers
- Implementing voice and application security (see VPNs and SBCs below)
- Reconfiguring a network to implement QoS
- Reconfiguring firewalls and routers

### Security

To ensure network and voice system safety, it is mandatory that a VPN or Session Border Controller is installed and correctly configured. This is to protect a company's voice and data networks from toll fraud, hacking and abuse.

### VPNs

Some scenarios will require the use of a VPN to route traffic (securely and safely) from the employee's laptop or phone to the phone system. It is expected that there is a working VPN in place with capacity and licenses to support the additional remote users.



### Session Border Controllers (SBCs)

Some scenarios will allow for voice communications to be routed over the internet using the employee's existing home network. In this case a UNIVERGE BX series Session Border Controller is required and will need to be appropriately licensed for the correct number of users and concurrent voice calls.





## PHONE SYSTEM UPGRADES

### Phone System Hardware and Licenses

In some cases the NEC communications platform may need additional hardware or software added to support remote workers.

This includes but is not limited to:

- VoIP resource cards
- Media gateways
- Device and Capacity licenses
- Main software upgrades
- VoIP resource licenses
- Memory expansion modules

### SV8000 series

Although the SV8000 series is unavailable for expansion (hardware and licenses) and in End of support phase as of December 31, 2019, we are allowing SV8500 and SV8300 customers to purchase the required mobility licenses for a limited time. This does not extend the support on these systems past the original EOS date of December 2018. We will, however, offer best effort support on the purchased mobility components.

If you do purchase any additional licenses these (along with the licenses already on the platform) can be migrated to an SV9000 series platform at a reduced cost ,should you decide to bring your communications platform up to the latest, supportable release.



## HOW MUCH WILL IT COST?

Your NEC representative can assist you in establishing the most cost effective way to implement your remote working requirements. That said, in most cases it may be surprisingly less than expected and it will offer a level of functionality and flexibility staff have been demanding. It will also provide businesses a level of business continuity allowing staff to keep working no matter what happens.

Please contact an NEC representative to talk through your options and get an obligation free quote.



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