

UNIVERGE® SV9100

HYBRID COMMUNICATIONS
FOR TODAY'S HYBRID WORKFORCE

A woman with long, wavy red hair and a friendly smile is holding a white tablet. She is wearing a grey long-sleeved top. The background is a blurred office environment with large windows and other people working.

DESIGNED FOR SMALL AND
MEDIUM SIZED BUSINESSES

UNIVERGE SV9100

FUTURE BUILDING ON THE PAST

As businesses increasingly transition to a hybrid work model, so must their communications systems. The traditional on-premises, hardware-based communications system does not easily and efficiently provide the flexibility and functionality required to fully support today's hybrid work model and a business's growth.

NEC's UNIVERGE SV9100 on-premises communications platform is one of the most reliable and feature-rich systems on the market today. Now, with UNIVERGE BLUE CONNECT BRIDGE, we can extend its unified communications (UC) capabilities to the cloud to create a fully integrated hybrid solution.

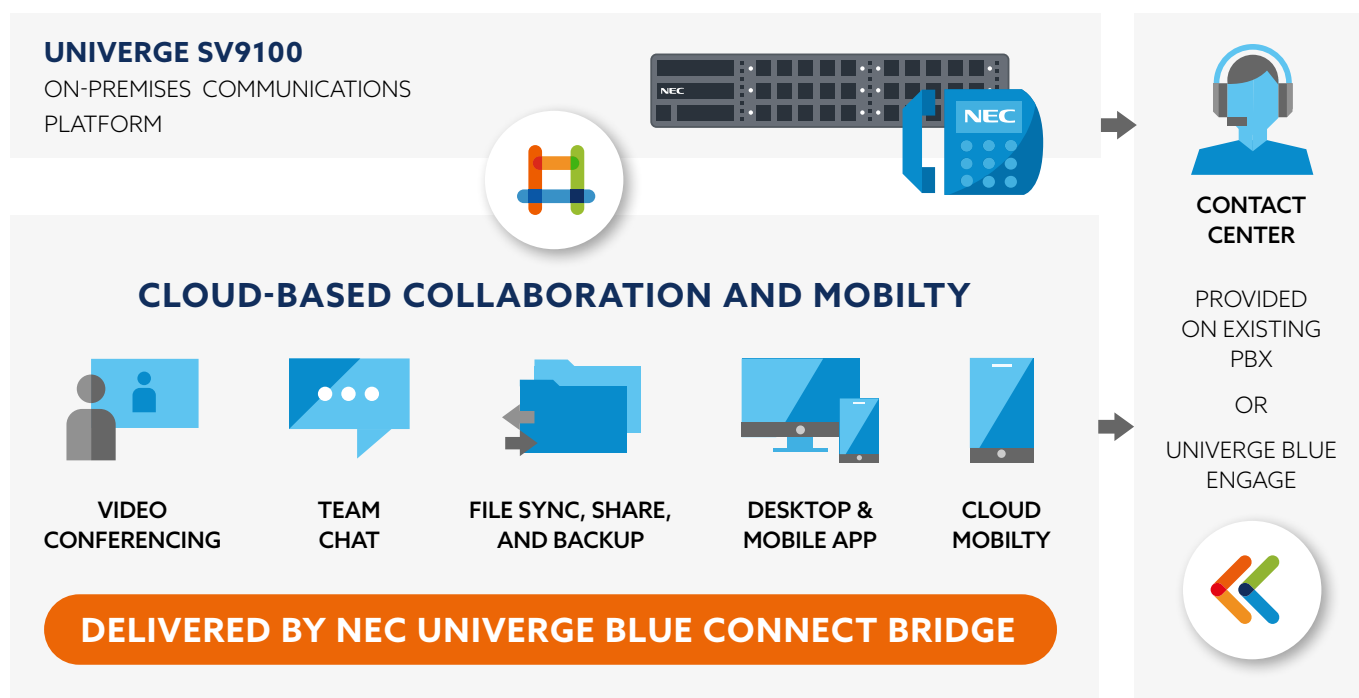
Bridging the best of both worlds together in one seamless solution. Building on the past to bring you a solution to meet all your communications needs now and into the future.



YOUR BRIDGE TO THE CLOUD IS HERE

UNIVERGE SV9100 + UNIVERGE BLUE CONNECT BRIDGE

DELIVERS ALL THE MISSION-CRITICAL TOOLS IN ONE FULLY INTEGRATED SOLUTION



UNIVERGE BLUE CONNECT BRIDGE

BRINGING IT ALL TOGETHER



The choice of communication solutions in the marketplace is vast – however, managing multiple separate tools can waste time and drive down productivity. NEC's UNIVERGE SV9100 + UNIVERGE BLUE CONNECT BRIDGE simplifies management by reducing the number of tools needed and bringing all this together in a cost-effective solution that keeps your team – and your customers – connected.

The SV9100 provides you with 100+ enterprise-grade features, five nine's (99.999%) reliability, support for both VoIP or traditional TDM or a combination of both. It integrates seamlessly with UNIVERGE BLUE CONNECT BRIDGE which future proofs your technology by bridging it to the cloud.

SV9100 becomes cloud enabled with UNIVERGE BLUE CONNECT BRIDGE. With CONNECT BRIDGE, it extends the SV9100 with cloud-based voice via desktop and mobile apps creating a seamless all-in-one communications experience. Your team will be able to collaborate in the office, at home, or anywhere in between with integrated video conferencing, chat, and file sharing and backup.

ONE COMMUNICATIONS PLATFORM. ONE LOW MONTHLY PAYMENT. CRAZY SIMPLE!

THE RISE OF THE HYBRID WORKFORCE

A hybrid workforce is a type of blended labor force comprising employees who work remotely and those who work from an office or central location. If workers feel they are more productive in one location versus another, they can choose to work in that environment – or work in a combination of the two.

With so many employees now hybrid working, it is time to make the business changes needed to ensure your employees are satisfied and have the tools they need to get work done from any setting – in the office, hybrid, or remote.

CONNECT. COLLABORATE. COMMUNICATE... FROM WHEREVER

By pairing UNIVERGE BLUE CONNECT BRIDGE powerful communications tools with your SV9100, you can keep employees connected and engaged while taking care of your customers and moving your business forward.

CONNECT BRIDGE includes easy to use desktop and mobile clients which provide quick access to team chat, video conferencing, secure file sync/share, and inbound and outbound calling from wherever.

UNIVERGE BLUE CONNECT BRIDGE

KEY FEATURES

CALLING

Stay connected with colleagues from wherever you work:

- Place, receive, and manage calls from your desktop or mobile device
- Access company contacts through your corporate directory
- Access advanced calling options like Call Flip and more
- Place and receive calls with Wi-Fi or carrier minutes



TEAM CHAT

Communicate with more than voice and email:

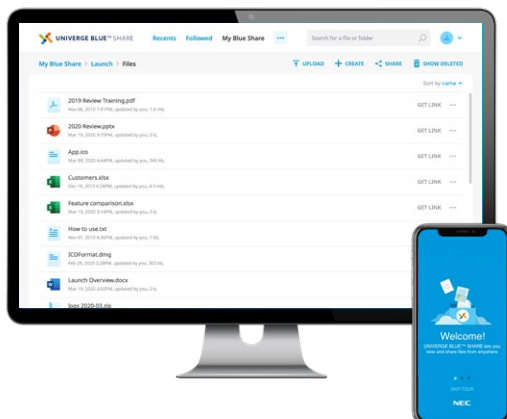
- Use private and public channels to message with CONNECT BRIDGE colleagues (individuals and groups) from your desktop or mobile device
- Share links and attachments
- Place calls directly from chat
- Quickly start a meeting to share your screen
- View colleagues' real-time working status to see if they are available for a quick call, chat, or meeting



VIDEO CONFERENCING

Meet face-to-face and share your screen with this fully integrated video conferencing solution for more interactive and productive team meetings:

- HD video meetings with up to 100 participants
- Host and join meetings from your desktop or mobile device
- Share your screen and make annotations for more collaborative meetings
- Record meetings and access from anywhere
- Advanced security settings available for meeting hosts
- Powerful note taking features, plus meeting transcription via Artificial Intelligence



FILE SHARING

Keep all your files together in a single, secure location:

- Keep all your files securely stored, up to date, and accessible from any device
- Quickly share files with anyone inside your organization with Team Chat, or outside your organization with email
- Easily restore previous versions or accidentally deleted files with file recovery and revision history
- Scan all files for virus and ransomware protection

UNIVERGE SV9100

SERVICE CUSTOMERS MORE EFFICIENTLY

First impressions count, so it is crucial that attendants/operators have access to the most advanced communications tools. The attendant/operator solutions available on the SV9100 can provide organizations with the latest technology in call processing capabilities and productivity enhancing applications.

These solutions promote optimal call management for businesses of all types by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined.

- › **Optimal call management** through a customizable, intuitive user interface
- › **Access to presence-enabled directory** with click to call, web chat, and email
- › **On screen call control** with flexible routing
- › Anyone can login to **attendant console functionality** to ensure phones are always covered
- › **VIP caller priority** routing reduces wait time and improves service levels
- › Callers receive **queue announcements**, including call back options
- › On demand **call recording** when needed
- › **Multilingual capabilities** where the user can select their preferred language



UNIVERGE BLUE ENGAGE

KEY FEATURES

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. UNIVERGE BLUE ENGAGE Contact Center as a Service is a perfect complement to the SV9100 with CONNECT BRIDGE... making each interaction with your customer quick, easy, and effective.

Between improved response times, reduced call abandon rates, lower operating costs, and increased revenues, both you and your customers will see a return on your investment through superior customer service. The SV9100 also offers on-prem solution options to choose from to fit your unique contact center needs.



THE SMART CONTACT CENTER

4 WAYS TO CREATE A FRICTIONLESS CUSTOMER EXPERIENCE



1. Ensure multimedia customer engagement

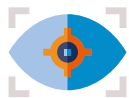
A single contact point for efficient multi-channel personalized interaction.



2. Improve your customer service

Skills-based routing equates to quicker, more efficient service.

With callback, customers don't wait in queue, reducing call abandonment.



3. Measure and manage your team

Real-time dashboard and historical 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.

SAFE & SECURE FOR STAFF, NETWORK, AND PREMISES

SMART ACCESS (OPTIONAL ADD-ON)

TRANSFORM EMPLOYEE & VISITOR EXPERIENCE

The service not only transforms the visitor experience and enhances staff and employee efficiency, but it also reduces waiting times and boosts safety and security.

- › An easy-to-use, automated, private, and touch-free self-service solution that guides employees, visitors, or others through the check-in/check-out process normally provided at a reception desk
- › A person's identity is verified, reservation information is retrieved, and an entry badge and information supporting a person's stay are automatically issued

INGUARD

TOLL FRAUD DEFENSE

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

- › Effective 24/7 defense from Toll Fraud
- › Low-Cost Solution – an on-board application with no extra PC/server required
- › Health check Feature – identify and resolve any weaknesses in your configuration during installation

DESKTOP TELEPHONES

ONE-TOUCH SOS KEYS

- › SV9100 desktop telephones can be programmed with a one-button emergency key
- › Alerts all other phones of an emergency including location/room it is coming from
- › Enables a speedy response from supporting staff

NEC DECT HANDSETS

SOS BUTTON

- › Ensure personal safety with SOS alarming key
- › Other features including Man Down & Location Detection capabilities



UNIVERGE SV9100

DESKTOP AND DECT PHONES

- > **Wide range** – Choose from IP or digital, 2-line keys to 32+ or self-labeling, grayscale, color or touch-screen display, custom keypads, plus more
- > **Hot desking** – 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
- > **Headset adapter** – Allows easy connection to wireless headsets
- > **Directories** – Personal, system, and corporate directories available



Mono: Easy call control from the office



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



8-line Key Module / 60-line DSS Console



DECT handsets: for any working environment

UNIVERGE SV9100 + CONNECT BRIDGE

A TRUE HYBRID WORK MODEL FOR SUCCESS



With businesses increasingly moving to a hybrid work model, now more than ever, you need a communications and collaboration solution, like the SV9100 with CONNECT BRIDGE...one that is:

- **Flexible** – can expand and contract, ebb, and flow as your hybrid work model takes shape, then changes, as the working world continues to evolve
- **Capable of keeping business in the middle** – so your customers can reach you at the same business phone number or whatever method that they prefer, regardless of where you or your employees are
- **Crazy simple** – it just works, and complexity is a nonissue, because your focus should be on growing your business and not worrying about your communications system

To learn more, please contact your NEC authorized representative.

 OVER
\$29 BILLION
REVENUE

 **#1**
SMB & ENTERPRISE
COMMS WORLDWIDE

LEADER IN
BIOMETRICS




75 MILLION
GLOBAL USERS


TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)



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


125+
COUNTRIES

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



4,000+
CHANNEL
PARTNERS


107,000
TEAM MEMBERS
WORLDWIDE



For further information please contact NEC Corporation of America or:

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