

Orchestrating a brighter world

NEC

# HYPERCONVERGED COMMUNICATIONS SUITE OF SOLUTIONS

ORCHESTRATING GLOBAL  
COMMUNICATIONS



# A SMART APPROACH TO UC

## COST EFFECTIVE, FLEXIBLE, REDUNDANT

In today's world, phone systems are becoming the virtual "front door" for enterprise customers and the primary tool for employees to collaborate and get work done. Despite this, many businesses still rely on legacy phone systems with unreliable public carrier connections to route calls and manage telephone lines and phone features, which can become expensive, tie up IT resources and cause downtime.

Orchestrating global communications, NEC's HyperConverged Communications Suite of Solutions offers enterprises access to 350+ US public carrier networks and 150+ international carriers in a single solution hosted in a private-cloud environment, providing unmatched reliability, visibility and control of voice, data and carrier networks.

A quick and simple solution for medium to large-sized businesses, the HyperConverged Communications combines feature-rich Unified Communications, Voice and Collaboration with Carrier Connectivity into one fully integrated system. It quickly improves IT operational efficiency, reduces costs, and gives employees the features they need to be productive, no matter their location.

**NEC's HyperConverged Communications Suite of Solutions Orchestrates Global Communication and Connectivity.**



### HYPERCONVERGED COMMUNICATIONS AT A GLANCE

- > **Pre-Integrated** with NEC's SV9500 Series and 3C Communications platforms
- > **Significant cost-savings** (30% or more across Enterprise Communications)
- > **Zero downtime** with unmatched redundancy, automatic intelligent failover and carrier diversity by relying on many carrier networks opposed to a single carrier solution
- > **Simplified global communications infrastructure** with your own dedicated PBX instance combined with a single global carrier solution
- > **Enjoy visibility and control over an entire carrier network** through one robust user-portal



## QUICKLY IMPROVE IT OPERATIONAL EFFICIENCY

### ACHIEVE HIGHER PRODUCTIVITY

Today, every organization needs a trusted digital foundation that makes it possible to adapt and transform without unnecessary downtime and disruption. The simplicity of a fully managed private-cloud directly impacts IT with higher productivity and lower costs, enabling a future-proof IT environment that allows enterprises to quickly scale up and down to meet the unique needs of their business. HyperConverged Communications seamlessly integrates into existing PBX hardware and internal networks, so the system can be up and running in days, not weeks.

- > Visibility and control of the carrier network through a single pain of glass
- > Rapid and infinite service scalability
- > Make changes to your network service in minutes opposed to days/weeks
- > Your own dedicated instance via a private managed cloud
- > Enjoy the flexibility of a hosted model with dedicated support from NEC



## QUICKLY REDUCE COSTS

### IMMEDIATE 30% SAVINGS ON CARRIER AND PBX COSTS

With HyperConverged Communications, enterprises can save 30% or more on carrier and Unified Communications (UC) costs by connecting to hundreds of carrier networks via Network Connect. Not only does HyperConverged reduce carrier costs, it's flexible deployment options and licensing offers a pay-per-device model and full flexibility to scale up and down as needed. By leveraging a private-cloud, enterprises can quickly lower their Total Cost of Ownership (TCO) and simplify IT management to deliver better value for their business.

- > Reduce total communications costs by 30% or more!
- > Eliminate up-front costs, annual maintenance, SWA and other support with a simplified monthly per device price
- > Significantly lower management overhead, lower TCO by leveraging NEC's private-cloud
- > Save as much as 25% on usage fees and hidden costs that traditional carriers tack on to your bill
- > Simplify billing from carriers – receive one bill that includes all communications and carrier costs





### SECURITY AND UNMATCHABLE RELIABILITY ELIMINATE DOWNTIME

Use an on demand private cloud in your own secure environment or a secure hosted data center to deliver high-bandwidth carrier connectivity and unified communications applications.

HyperConverged Communications intelligently adjusts to capacity needs, automates tasks, and seamlessly navigates network issues. By leveraging Network Connect's M2M and AI algorithms, each call is routed through the most cost-effective carrier with the best quality of service to the point of termination. This unmatched redundancy eliminates downtime to keep your business and employees connected.

- > **Eliminate downtime** with built-in automatic failover, re-route capabilities and carrier diversity
- > **Network Connect provides end-to-end encryption** within a single tenant, private cloud environment encrypting data in-flight and at rest. Private Managed Cloud ensures SECURITY with 1 to 1 resource delivery
- > **3C Deployments:** Certified by JITC (Joint Interoperability Task Command) – meeting the most stringent security and interoperability requirements of the U.S. Department of Defense (DoD)



### ENHANCED VISIBILITY AND CONTROL SINGLE PANE OF GLASS PORTAL

HyperConverged Communications is an all-in-one enterprise communications platform that offers unprecedented visibility and control of telecom usage. It delivers connectivity, application assurance, and number management across an entire enterprise through a single pane of glass user-portal. Now, enterprises can enjoy the visibility and control of their telecom network using the same tools carriers use to manage your service.

- > **Visibility into all inbound and outbound calls** with the ability to navigate around network issues automatically
- > **Schedule alerts and notifications** associated with quality of service and billing issues
- > **Robust reporting capabilities:** Run reports on company-wide call history, usage, performance, call trends, phishing identification, robo-call identification and more
- > **One portal** for all locations and regions

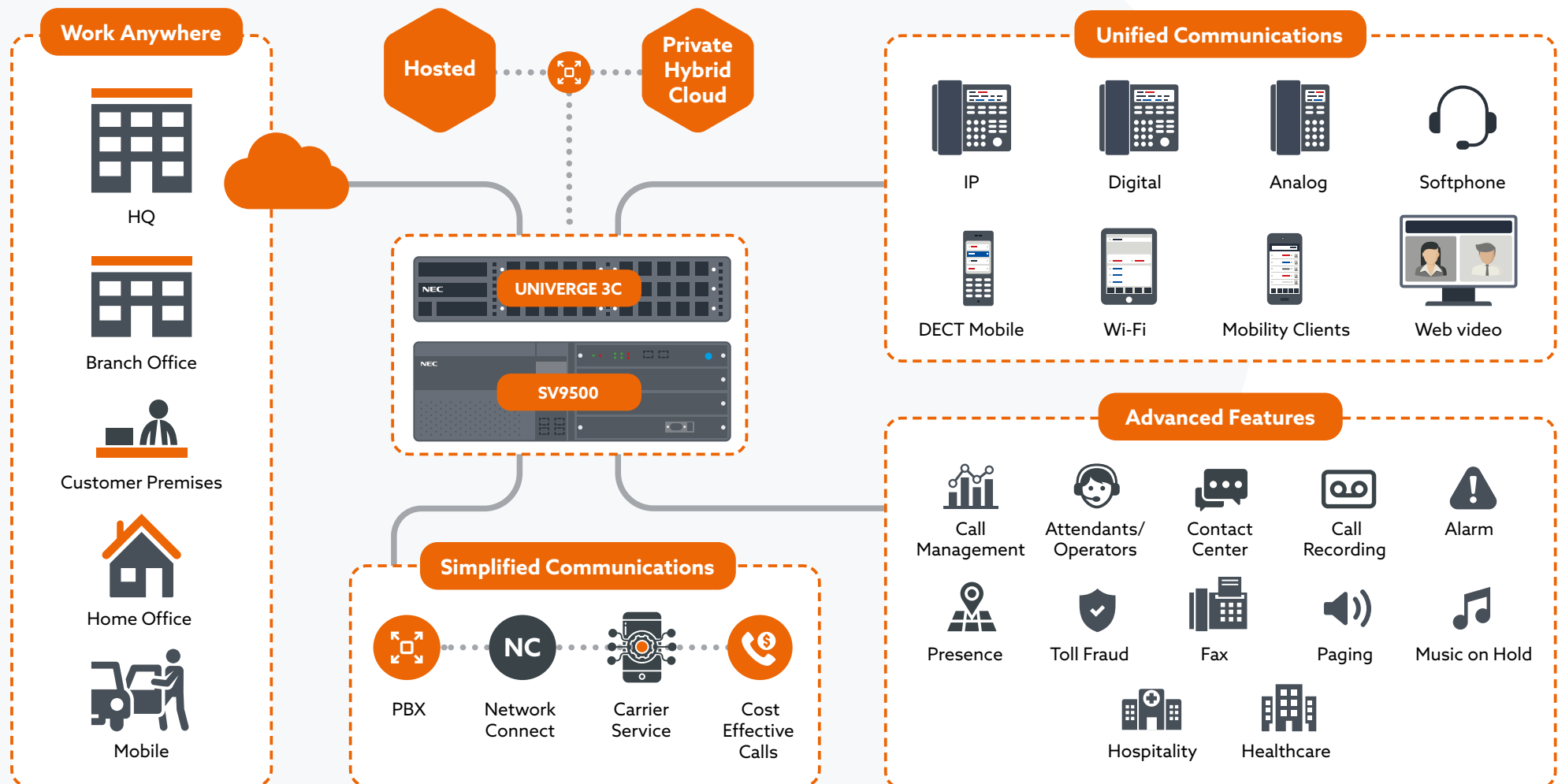


**REACHABILITY MATTERS**

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

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# HYPERCONVERGED COMMUNICATIONS SUITE OVERVIEW



## NETWORK CONNECT INTELLIGENT CALL ROUTING

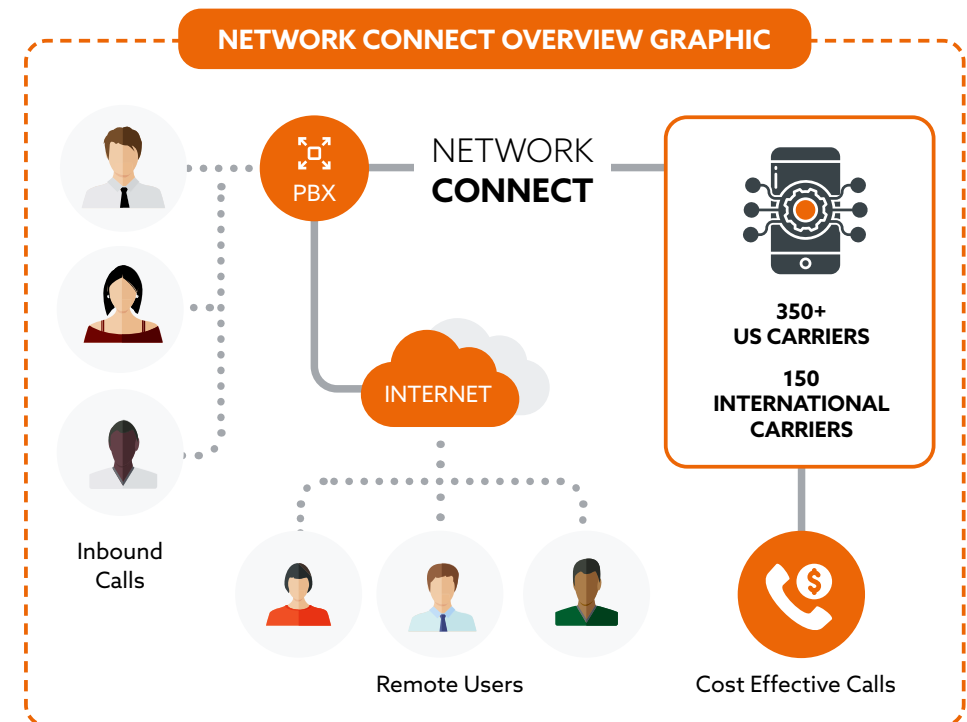
# HYPERCONVERGED CARRIER CONNECTIVITY

HyperConverged Communications uses the Network Connect connectivity component to provide access to over 350 US and 150 Global carrier networks.

Until Network Connect, enterprises relied on a single carrier or maintained multiple disparate service provider relationships for connectivity diversity, geographic reach and cost competition. Enterprises can now leverage over 350 US and 150 international public carriers to receive better service levels and 30% cost savings. HyperConverged Communications provides regulated carrier services with unmatched redundancy to enterprise customers.

### **NETWORK CONNECT** AT A GLANCE

- > Receive up to 30% or more cost savings
- > Leverages M2M and AI algorithms to route incoming and outgoing calls through the most cost-effective carrier network and highest quality of service
- > Eliminates retail fees, charges for un-used features and call-time rounding from your phone bill
- > Turnkey access to hundreds of voice carrier networks
- > Centralized and consolidated network management for better visibility
- > Supports private connections, E911 services, and inbound caller ID
- > Supports T.38 protocol allowing support for FAX data over an IP network



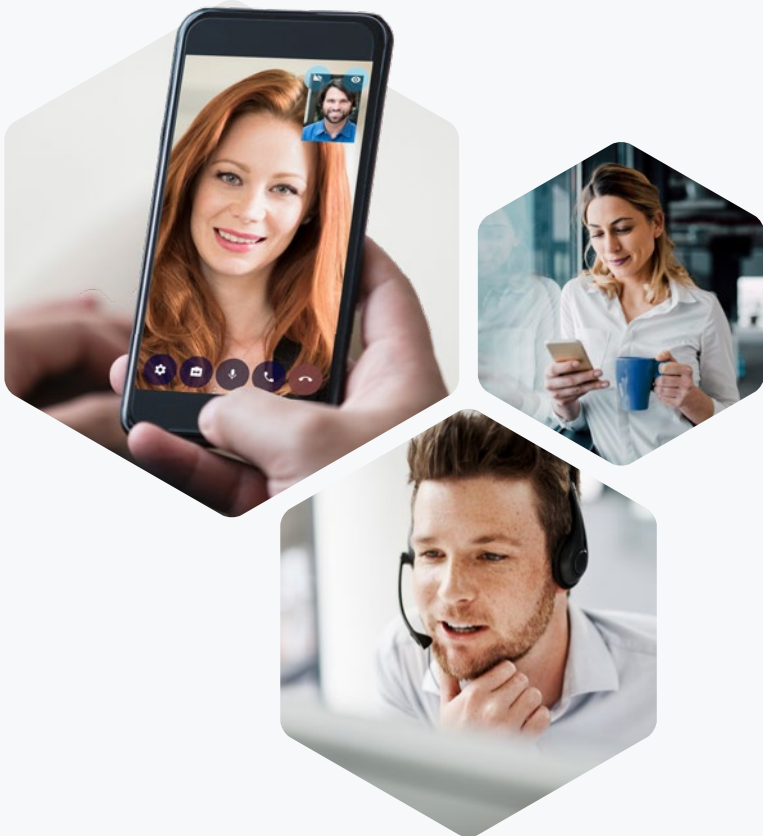
As a leader in global communications technology, and the first to automate call-routing in 1956, NEC now offers the latest advancement of innovation in switching and routing through Network Connect.



## HYPERCONVERGED COMMUNICATIONS FOR

# NEC'S SV9500 COMMUNICATIONS PLATFORM

The UNIVERGE® SV9500 Communications Platform is a robust, feature-rich communications system with integrated service provider connectivity, ideal for geographically distributed businesses and enterprises.



Designed to help solve today's communications and collaboration challenges and offer significant cost-savings, HyperConverged Communications for NEC's SV9500 extends the strength of the SV9500 series from on-premises to a managed cloud platform, saving organization's time, money, and resources.



### **HYPERCONVERGED SV9500** AT A GLANCE

- > Powerful Unified Communications applications with Mobility, Unified Messaging and Service Provider Connectivity integrated within the solution
- > A comprehensive contact center suite ranging from basic to advanced features
- > Virtualize service provider connectivity, manage hundreds of sites and providers with control of voice, data, messaging and OTT applications from a single dashboard and API
- > Native integrations into all certified HyperConverged Communications Service Providers
- > Deliver automatic management of enterprise offerings, invoicing and payments, HC Application provisioning, SLAs/MSAs and ticketing
- > Use existing SV9500 licenses, desktop phones and other hardware – removing costs that you would incur by moving to a new provider
- > Secure, centralized administration and expense management, making your communications system a more productive and cost-effective asset



## HYPERCONVERGED COMMUNICATIONS FOR NEC'S SV9500 COMMUNICATIONS PLATFORM

NEC'S SV9500 Platform supports a wide range of desk phones, DECT phones and handsets that suit any work environment.

- > **Wide range** – Choose from IP or digital, 2-line keys to 32+ or self-labelling, grayscale, color or touch-screen display, custom keypads, plus more
- > **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 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



**GT890:** IP Desktop Video Telephone



**8-line Key Module / 60-line DSS Console**



**DECT handsets:** for any working environment

\*Handsets may have regional availability - check with your NEC reseller for further details

## HYPERCONVERGED COMMUNICATIONS FOR NEC'S UNIVERGE 3C PLATFORM

HyperConverged UNIVERGE 3C provides a complete suite of Unified Communications & Collaboration (UC&C) with full telephony applications and service provider connectivity in a private cloud model at a ground-breaking cost point.

Easy installation and integration of applications makes it extremely smooth for organizations to migrate. HyperConverged Communications for UNIVERGE® 3C virtualizes service provider connectivity, allowing enterprises to manage hundreds of sites with control of voice, data, messaging and OTT applications from a single dashboard and API. Easy installation and integration of applications enables a seamless migration.



### HYPERCONVERGED UNIVERGE 3C AT A GLANCE

- > Combines all the features and functionality of UNIVERGE® 3C Communications platform with NEC's Network Connect service provider connectivity
- > Native integrations into all certified HyperConverged Communications Service Providers
- > Automatic management of enterprise offerings, invoicing and payments, HC Application provisioning, SLAs/MSAs and ticketing
- > Complete visibility into inbound and outbound calls within the HyperConverged portal
- > Leverage existing 3C licenses, desktop phones and other hardware to further reduce costs
- > Certified by JITC (Joint Interoperability Task Command) – meeting the most stringent security and interoperability requirements of the U.S. Department of Defense (DoD)





DRIVING DIGITAL TRANSFORMATION  
BY SEAMLESS INTEGRATION IN  
DATA CENTERS AND THE CLOUD

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## HYPERCONVERGED COMMUNICATIONS COMPREHENSIVE UC&C

# CONNECT, COMMUNICATE, COLLABORATE

Comprehensive user-centric communication and collaboration features are integrated into a single robust UC Client. These include:



**Smart Directory** view of all contacts, their phone numbers and their availability within the enterprise.



**Rich Presence** allows to identify users' availability based on phone status as well as calendar information and contact them on their preferred device.



**Single Number/Mailbox** enables a single phone number for multiple devices like smartphone and desktop terminal to distribute to all contacts and combine mobile and office phone messages into a single mailbox.



MS Office **Outlook® Integration** synchronizes meeting calendars and contact groups.



An **intuitive speech interface** enables to manage calendar and contacts, dial contacts by stating their name, and perform hands-free call transfer.



**Audio Conferencing** enables users to set-up multi-party conferences quickly.



**Instant Messaging/Chat** provides a less-intrusive alternative to phone or video.



**Customized Interactive Voice Response (IVR)** enables callers to retrieve information automatically.



**Automated Attendant** provides 24x7 call routing incl. speech interface or DTMF.



**Interactive Call Screening** is a virtual personal assistant, which announces a caller and lets users choose to accept, acknowledge or transfer the call.



**External parties can join** a web meeting and do NOT have to download any application. A web browser will do.



**Softphone functionality** allows employees to use their computers or mobile devices to initiate/receive/forward calls.



**Desktop Video Conferencing** allows users to easily set up video conferences.



**Collaboration** includes multiple-party video display, presentation/file sharing, whiteboarding and remote controls.



**Call Recording** can be done on-demand or using preset automation.



**Contact Center and Operator Attendant** guides callers, webchats and emails to the best suited employee, reducing wait time and improving staff motivation.



**Federated Networks** - Federation is supported between UNIVERGE 3C sites as well between UNIVERGE 3C and Skype® for Business. It allows sharing of Presence information and enables chat with colleagues.



# BUSINESS PHONES FOR EVERY WORK ENVIRONMENT

UNIVERGE 3C™ supports a wide range of desk phones and handsets to suit and support every possible work environment.



## THE ULTIMATE DEVICES WIDE RANGE OF PHONES

Choose from grayscale or color displays, and even video calling.

- > **Hotdesking** – Allows handsets and desk space to be shared by a number of employees, helping to 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 adapter** – Allows easy connection to wireless headsets
- > **Directories** – Personal, system and corporate directories available



**Mono:** Easy call control from the office

**8-line Key Module / 60-line DSS Console**



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



**Video Telephone**



**DECT handsets:** for any working environment

## NEC'S HYPERCONVERGED COMMUNICATIONS SUITE OF SOLUTIONS ORCHESTRATES GLOBAL COMMUNICATION AND CONNECTIVITY

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## HYPERCONVERGED COMMUNICATIONS AT A GLANCE

# WELCOME TO NOW!



**POWERFUL UC&C SOFTWARE SERVICES PLATFORM  
WITH BUILT-IN CARRIER**



**TURNKEY ACCESS TO HUNDREDS  
OF CARRIER NETWORKS**



**ENABLES ALL FORMS OF COMMUNICATIONS (AUDIO, VIDEO,  
INSTANT MESSAGING, E-MAIL, VOICEMAIL, WEB COLLABORATION)**



**HIGHLY RELIABLE ARCHITECTURE ENSURES  
BUSINESS CONTINUITY**



**EASY TO INSTALL, MANAGE, UPGRADE AND SUPPORT**



**A NATURAL FIT INTO ENTERPRISE VIRTUALIZED  
IT INFRASTRUCTURES**



**SIGNIFICANT SAVINGS FOR EXISTING CUSTOMERS WHO CAN LEVERAGE  
THEIR CURRENT INVESTMENT IN EITHER 3C OR SV PLATFORMS**



OVER  
**\$26 BILLION**  
**REVENUE**



**#1**  
**SMB & ENTERPRISE**  
**COMMS WORLDWIDE**

**LEADER IN**  
**BIOMETRICS**



**TOP 100**  
**GLOBAL INNOVATORS**  
(THOMSON REUTERS)



**75 MILLION**  
**GLOBAL USERS**

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



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



**4,000+**  
**CHANNEL**  
**PARTNERS**



**125+**  
**COUNTRIES**



107,000  
**TEAM MEMBERS**  
**WORLDWIDE**



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**Corporate Headquarters (Japan)** – NEC Corporation – [www.nec.com](http://www.nec.com)

For further information please contact NEC or:

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 120 years of expertise in technological innovation to empower people, businesses and society.

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