\Orchestrating a brighter world NEC

UNIVERGE®
SV9500

HYBRID COMMUNICATIONS FOR TODAY'S HYBRID WORKFORCE



SMART COMMUNICATIONS FOR SMALL, MEDIUM, AND LARGE SIZE BUSINESSES

UNIVERGE SV9500
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 SV9500 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.

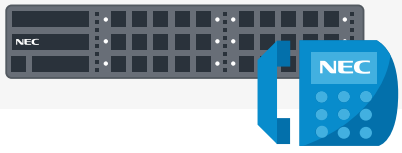


YOUR BRIDGE TO THE CLOUD IS HERE

UNIVERGE SV9500 + UNIVERGE BLUE CONNECT BRIDGE

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

UNIVERGE SV9500
ON-PREMISES COMMUNICATIONS PLATFORM



CLOUD-BASED COLLABORATION AND MOBILTY



VIDEO CONFERENCING | TEAM CHAT | FILE SYNC, SHARE, AND BACKUP | DESKTOP & MOBILE APP | CLOUD MOBILTY

DELIVERED BY NEC UNIVERGE BLUE CONNECT BRIDGE



CONTACT CENTER

PROVIDED ON EXISTING PBX

OR

UNIVERGE BLUE ENGAGE

UNIVERGE SV9500 + **UNIVERGE** BLUE CONNECT BRIDGE



The choice of communication solutions in the marketplace is vast – however, managing separate tools can waste time and drive down productivity. NEC's UNIVERGE SV9500 + UNIVERGE BLUE CONNECT BRIDGE brings all this together with a cost-effective solution that keeps your team – and your customers – connected.

The SV9500 provides you with 100+ enterprise-grade features and five nine's (99.999%) reliability. It gives you the option to choose a full redundancy appliance server model, virtualized software model, or Enterprise (SE) model for smaller businesses. It is expandable to 16,000 IP extensions within a single system and up to 192,000 IP extensions in a networked system – plenty of capacity for growth.

You choose the SV9500 model that best fits your organization:

- **Full Redundancy Appliance Server Model** – 3U 19-inch rack high-availability Appliance Server with redundant power, network ports, and Intel® Core CPU
- **Virtualized Software Model** – SV9500 Linux® virtual machine for VMware® ESXi and Microsoft® Hyper-V®
- **Enterprise (SE) Model** – brings the power and abilities of the SV9500 to smaller-size organizations

Plus, it integrates seamlessly with UNIVERGE BLUE CONNECT BRIDGE which future proofs your technology by bridging it to the cloud. Cloud-enabling the SV9500 with UNIVERGE BLUE CONNECT BRIDGE extends the platform 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 workforce 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, at home or anywhere in between.

CONNECT. COLLABORATE. COMMUNICATE... FROM WHEREVER

By pairing UNIVERGE BLUE CONNECT BRIDGE powerful communications tools with your SV9500, 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:

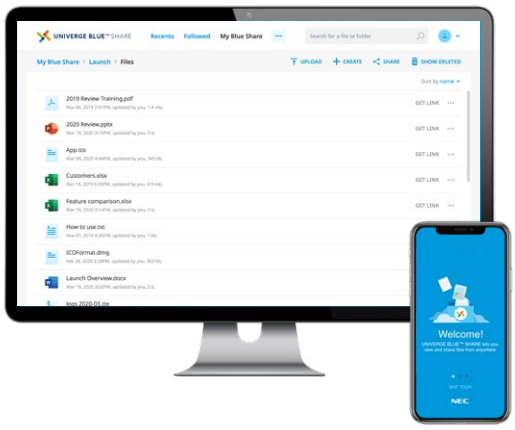
- Use private and public channels to message with CONNECT BRIDGE colleagues (individuals and groups) from your desktop or mobile device
- Share links and attachments
- Place calls directly from chat
- Quicky start a meeting to share your screen
- View colleagues' real-time working status to see if they 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 SV9500
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 SV9500 can provide organizations with the latest technology in call processing capabilities and productivity-enhancing applications.

These solutions promote optimal call management by delivering the tools necessary to manage heavy call volume for businesses of all types. 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
- **Skills-based directory search** to find the person most suitable to assist the caller quickly
- **On-screen call control** with flexible routing
- **Optional threat recording**, 911 alerts, on-call schedules, message taking, and procedure management
- Anyone can login to **attendant console functionality** to ensure phones are always covered



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 SV9500 with CONNECT BRIDGE... making each customer interaction 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 SV9500 also offers on-prem solution options to choose from to fit your unique contact center needs.

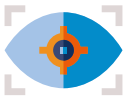
THE SMART CONTACT CENTER
4 WAYS TO CREATE A FRICTIONLESS CUSTOMER EXPERIENCE



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

TRANSFORM EMPLOYEE & VISITOR EXPERIENCE
EFFICIENT, SEAMLESS TOUCH-FREE SELF-SERVICE SOLUTION

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
- Restricts access to those who are pre-registered and ensures a company's health and regulatory policies are adhered to

GET THE WORD OUT DURING EMERGENCIES
AUDIO CONFERENCING, COLLABORATION & NOTIFICATION

A secure and comprehensive collaboration solution that enables real-time sharing and the exchange of information between colleagues and customers.

- Dial-out (Firebar) Conferencing allows the calling of a predetermined group of people and, upon off-hook, places them into an audio conference
- Mass Notification delivery options of voice, email, and SMS or a combination of all three
- Send out emergency alerts, organization information, reminders, special event notices, etc.
- Better collaboration among colleagues, especially among organizations with a geographically dispersed workforce

QUICKLY NOTIFY FIRST RESPONDERS
LOCATES POSITION OF 911 CALLERS

This solution automatically passes the location of the dialer to the nearest assigned public safety answering point while notifying designated emergency responders that an emergency call has been made and its exact location.

- Real-time monitoring of 911 calls
- Sends alerts to key personnel of emergency situations by text message or email
- Push notifications to select groups in the event of a verified emergency or just a general announcement
- E911 compliant
- Kari's Law and RAY BAUM's Act compliant

DESKTOP TELEPHONES
ONE-TOUCH PANIC KEYS

SV9500 desktop telephones can be programmed with a one-button emergency key.

- Alerts all other phones of an emergency, including the location/room it is coming from
- Enables a speedy response from supporting staff



NEC DECT HANDSETS
SOS BUTTON

With NEC's mobile handsets, employees can respond to requests and get their work done while away from their desk and have the tools to do so safely.

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



UNIVERGE SV9500
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 adapte**r – 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 SV9500 + 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 SV9500 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.

\Orchestrating a brighter world NEC

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)



107,000
TEAM MEMBERS
WORLDWIDE

4,000+
CHANNEL PARTNERS

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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