UNIVERGE® BLUE

SV9500
PRIVATE CLOUD
FOR HOSPITALITY

HOSTED PRIVATE UNIFIED COMMUNICATIONS
CLOUD SOLUTION FOR ALL SIZE PROPERTIES

THE SMART CHOICE
FOR HOSPITALITY

Across all major geographic regions, NEC, with its 120+ years of experience in business, is one of the key suppliers of choice for the Hospitality industry. By merging leading IT and Communications network Technologies (ICT), we deploy solutions with the scalability, capability, and affordability to meet the demanding business needs of hotels, event centers, cruise lines, and travel organizations.

NEC understands that with technology changing exponentially and everything moving to the cloud, that businesses of all types and in all industries face the challenging decision of whether to keep and maintain their communications systems in-house or move to the cloud. On-premises solutions allow businesses more direct control over their communication systems, while cloud solutions offer the advantages of low upfront costs, a single monthly payment, and an always-current managed services technology. With NEC's UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality, the choice is simple! You can receive the benefits of both an on-premises and cloud-based communications solution without having to choose between the two!

WHAT YOU GET WITH UNIVERGE BLUE SV9500 PRIVATE CLOUD
A COMPREHENSIVE PRIVATE CLOUD-BASED SOLUTION

> **Operator and Guest Reservations Solutions** – Offerings ensure the maximum level of personalized interaction, and prompt and courteous attention to guests

> **Hospitality Messaging Solutions** – Guests have access to voicemail and wakeup call systems that they can personalize to their preferences and language

> **Guest Security** – Emergency notification systems and direct dial 911 help to elevate response time by quickly notifying assigned personnel and local authorities if or when an incident occurs. UNIVERGE BLUE SV9500 PRIVATE CLOUD complies with federal laws such as Kari's Law

> **Staff Mobility** – Access from anywhere, anytime to essential apps and information to help staff members stay reachable and productive

> **Property Management System (PMS) Connectivity** – Integration with many key front and back-office functions enables easier access to essential information related to effectively running a hotel

> **Hosted IT and Communications Infrastructure** – Ease of use and robust functionality increases staff efficiency and strengthens brand reputation – resulting in superior guest care. Maintenance and upgrades become a thing of the past while pay-to-grow planning aligns services and solutions to actual need

A SMART APPROACH
AGILITY AND MORE FLEXIBILITY

NEC's UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality is a complete turnkey, private communications solution, hosted in secure and resilient cloud datacenters. By switching to a private cloud model, you receive your own single, dedicated instance with ensured geographic redundancy to meet your unique business needs.

With the reputation for reliability and security that the UNIVERGE BLUE SV9500 offers, paired with NEC's UNIVERGE BLUE CLOUD SERVICES, UNIVERGE BLUE SV9500 PRIVATE CLOUD is ideal for all sized properties wanting the ease and cost effectiveness of a cloud solution while maintaining the security and privacy of an on-premises system.

UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality At-a-glance:
> Fast provisioning of new applications, features, and users provide an unparalleled level of agility
> Voice, Unified Messaging, and Unified Communications as an integrated solution
> Complete guest and administration voice messaging solutions specifically designed for the hotel industry with easy integration to Property Management Systems (PMS)
> A comprehensive Contact Center Suite ranging from basic to advanced features
> Enterprise grade quality within a private and secure cloud optimizes performance to meet your needs
> A range of mobility apps customizable to meet workforce requirements
> Avoid obsolescence and always remain current without the additional costs
> Pay only for the capacity needed with a single monthly bill- switch from a CAPEX financial model to OPEX
> Reduces on-site equipment and allows NEC to handle all existing infrastructure maintenance – removing the burden of developing, maintaining, powering, and securing infrastructure
> The flexibility to easily scale up services as the business grows
> Flexible SIP trunking arrangements contributing to additional cost savings

UNIVERGE® BLUE
SV9500
PRIVATE CLOUD
NEC

PRIVATE MANAGED CLOUD
THE BEST OF BOTH WORLDS

While the choices of unified communications solutions in the marketplace are vast, the available options for a dynamic and comprehensive delivery model are limited. It is important to choose a solution that offers you the flexibility to customize around your workforce needs and provides your business with the agility it requires to adapt to ever-changing customer demands.

With NEC's UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality hosted and private cloud solution, hoteliers can implement their unified communications system the way that best fits their business and industry needs while always keeping teams and guests connected while allowing employees to focus on their core business, instead of hardware maintenance. Whether you choose a hosted on-premises-based system, fully hosted in the cloud or hybrid system, UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality is an opportunity to change from a capital expense (CAPEX) model to an operating expense (OPEX) one, eliminating the need for a large upfront investment. Pay only for the capacity you need with a single monthly bill for system hardware, phones, and phone services plus SIP Trunking.

Benefits of NEC's UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality hosted private cloud:
> Provides greater agility to accommodate ever-changing business requirements
> Dedicated cloud environment means increased security
> Improved protection against unforeseen disasters
> Saves time and money
> Allows IT personnel to focus on their core business
> Always have access to the latest technology and updates, without having to invest a lot of capital
> Always compliant with highly sensitive data regulations
> Proactive response and restoration of monitoring events

## MOBILITY & REMOTE WORKING OPTIONS
ANYTIME, ANYWHERE UNIFIED COMMUNICATIONS

UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality gives you access to comprehensive and fully integrated unified communications (UC) solutions and applications directly from your mobile and off-site devices. By using the UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality's desktop and mobile applications, you can stay connected from virtually anywhere. Switch to SV9500 PRIVATE CLOUD for Hospitality and you receive full in-office capabilities at your fingertips, while at any remote location. Simply connect to Wi-Fi or use your mobile data (3G/4G/5G) to handle all your communications. Mobile application works with Apple® iPhone®, iPad® and Android™ devices.

The all-inclusive UNIVERGE BLUE SV9500 PRIVATE CLOUD Unified Communications Services include:

> Access to a complete suite of user-centric UC and collaboration from desktop and mobile applications
> Provides intuitive call control, instant messaging (IM), group chat, and audio/video conferencing
> Ability to set contact rules, and view presence and status change
> Individualized contact rules – assign different call treatments for individuals and groups based on presence status
> Seamless call transferring between devices and single-number reach
> Supports Microsoft® Exchange and Office 365® (fully integrated calendars)
> Includes an enterprise grade voicemail and unified messaging platform
> Record of communications history updated with call information
> One number, one voicemail, one complete call history
> Integration with smartphone contacts
> Improves teamwork among colleagues in geographically dispersed locations
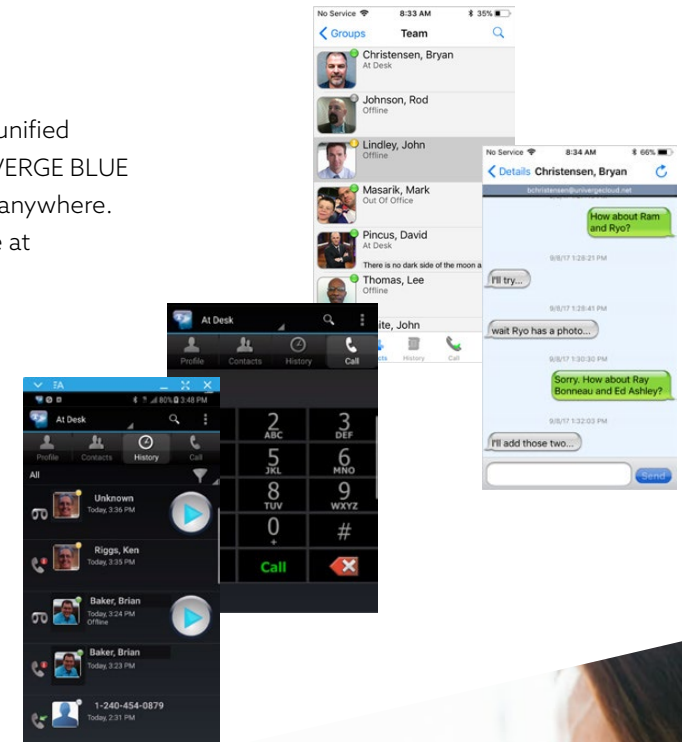
WORK FROM ANYWHERE

VOICE & VIDEO EXTENSION FOR YOUR MOBILE & OFF-SITE DEVICES

INTEGRATES WITH YOUR SMARTPHONE CONTACTS

COLLABORATE EASILY WITH YOUR COLLEAGUES

MOBILE CLIENT WORKS WITH IPHONE, IPAD & ANDROID

COMPLETE CALL HISTORY

GUEST MESSAGING AND WAKEUP SOLUTIONS
HOTEL GROUP APPROVED

NEC has combined voicemail guest directory, wake-up calls, and more into one powerful system. Our complete Guest and Administration Voice Messaging solutions are specifically designed for the hotel industry, with easy integration to a hotel's Property Management System (PMS) of choice. A good communications service within the hotel is vital and NEC's messaging applications are an important layer of technology that can often enhance the guest experience.

NEC's Unified Messaging / Voicemail solutions are full-featured applications that are supported on the UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality cloud platform. They offer personalized guest messaging in every room. This empowers your property to offer top-tier guest services, and automate time-consuming tasks, without sacrificing that personal touch. Property Management System (PMS) integration allows automatic activation and deactivation of a guest mailbox. A guest's messages and mailbox settings can be moved automatically when a room move message is received from the hotel PMS – enhancing staff efficiency.

POWERFUL SUPPORT & CONTROL
FOR FRONT AND BACK-OFFICE FUNCTIONS

To help ensure that your guests have a memorable stay, NEC offers Hospitality Management solutions that provide them access to the latest, most advanced messaging services.

Your business benefits from these solutions by utilizing their extensive features such as flexible numbering, room status, and toll-restriction check-in mode. Our Hospitality Management solutions even work with your PMS through a Property Management System Interface (PMSI) to support many key front and back-office functions.

They also seamlessly integrate with NEC's Unified Messaging systems to give guests the ability to add, delete, change, and confirm their personal greetings and wake-up calls. Guests can even change the system prompts to their preferred language and access your guest directory without going through your operator. It enables you to broadcast messages simultaneously to your entire hotel staff.

SMART COLLABORATION
ENHANCE THE CUSTOMER EXPERIENCE

Encourage collaboration by providing your employees with a more convenient, immediate, and secure way to work together and better support your guests.

NEC's UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality solution provides a web collaboration tool, which includes sophisticated audio conferencing, video collaboration, predefined dial-out conferencing, and mass notification. This comprehensive collaboration tool equips your employees with the tools they need to help them improve efficiency, lower spending by reducing the need for travel, and stay informed. As a result, your employees become more responsive and productive through real-time sharing of information and most importantly, service your guests better.

> Provides Meet-Me (both PIN-based or PIN-less) audio conferencing, Dial-Out (Firebar) conferencing, web and video collaboration, and mass notification all in one comprehensive solution
> Alleviates the need and expense of deploying multiple unique applications from multiple vendors
> Conduct informational meetings, presentations, and training sessions – which alleviates the need for face-to-face meetings and can result in reduction in travel expenses
> Multi-party video conferencing enables sharing of Microsoft Office documents, PDFs, pictures, and videos plus more
> Virtual whiteboarding allows participants to draw and make notes on existing documents
> Offers secure connections with individuals in geographically diverse locations – unique meeting ID and PIN required for each participant
> Record meetings for future reference

WORKING FROM HOME/REMOTE INCREASES PRODUCTIVITY

LOWERS COSTS AND CAN REDUCE ABSENTEEISM BY OVER 60%

ADVANCED GUEST ENGAGEMENT SOLUTIONS
FOR EXCEPTIONAL SERVICE & EXPERIENCES

Guests today expect a frictionless experience when interacting with your business and assume they will be able to communicate on their own time in whatever method they choose. The UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality hosted and private contact center and attendant solutions offer your guests a rich omni-channel environment which helps make each interaction with your organization exceptional.

NEC'S UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality contact center solutions provide all the tools necessary to make each interaction between your guests and your organization quick and easy. Between improved response times, reduced call abandon rates, lower operating costs, increased management effectiveness, and increased revenues, both you and your guests will see a return on your investment through superior customer service and loyalty.

> UC agent desktop applications provide real-time status and availability of colleagues
> Multimedia communication channels - voice, email, web chat, social media (WhatsApp, Facebook Business API, Twitter)
> Routes calls, webchats, apps, and emails to agents based on language, skill or service
> Estimated time-to-answer and spoken queue depth announcements
> Option for callers to request an immediate or scheduled callback
> Custom informational announcements to callers in queue
> Real-time dashboard, wallboard, and reporting
> Auto-attendant menus and selections to enable caller to reach the appropriate agent
> Allows agents and operators to dynamically switch between various roles as needed
> Scales easily for future growth

BOOST SERVICE STANDARDS
OPTIMIZE PERFORMANCE AND RESPONSIVENESS

First impressions count, so it is crucial that attendants/operators have access to the most advanced communications tools.

The UC and Attendant solutions available on the UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality can provide organizations with the latest technology in call processing capabilities and productivity enhancing applications. It promotes optimal call management 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
> Presence-enabled directory that integrates with corporate directory data
> Skills-based directory search to quickly find the person most suitable to assist the caller
> On screen call control with flexible routing and call recording
> Access to presence-enabled directory with click to call, email, short
  message service, and instant message
> Integration with middleware to connect to a hotel's PMS, providing real-time
  information about check-in/check-out status of a guest and extensive guest
  information like language and VIP status
> Optional threat recording, 911 alerts, on-call schedules,
  message taking, and procedure management
> Multilingual support where the language is selected
  by the user

FIRST IMPRESSIONS COUNT

YOU NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION

WILL ROGERS

SIMPLE CALL MANAGEMENT
MONITOR. MEASURE. MANAGE.

Recent technology advancements have given rise to many innovative multimedia applications and services that have significantly increased user productivity. However, this increase in feature and service capabilities is of little value without proper administration and management. NEC's UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality offers secure, centralized administration and expense management, making your communications system a more productive and cost-effective asset.

SINGLE POINT OF ADMINISTRATION
POWERFUL INTUITIVE TOOLS FOR SIMPLIFIED MANAGEMENT

The UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality web-based management solution provides powerful, wizards-based tools and templates to make it easy to do everyday tasks quickly and efficiently. Its secure, centralized administration enhances productivity and reliability.

> Single point of administration for users, extensions, and their voice mailboxes
> Powerful toolset, easy-to-use with intuitive interface
> Extensive online help system
> Template-based programming
> LDAP integration, auto-provisioning, and audit history
> Reliable fault management
> Advanced security through extensive controls
> Emergency Location Management

GREATER INSIGHT
CONTROL EXPENSES AND MONITOR USAGE

Manage your communications costs, boost team visibility, and maximize staff resources by staying on top of costs associated with your telecom network.

> Feature-rich call accounting system which delivers complete visibility into telecom usage
> Analyzes real device usage, online inventory, and additional equipment and services
> Simple and intuitive, requiring no technical expertise
> Extensive integrated reporting system

SAFETY FIRST
QUICK RESPONSE SOLUTIONS

When an emergency happens, knowing the source and severity of the situation is equally as important as the ability to quickly and accurately alert, and keep on-site and emergency personnel informed. UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality offers solutions to help coordinate an emergency response when the situation demands it whether the incident is isolated or widespread. SV9500 PRIVATE CLOUD complies with federal laws such as Kari's Law.

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

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

> Dial-out (Firebar) Conferencing allows the calling of a predetermined group of people and automatically place 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
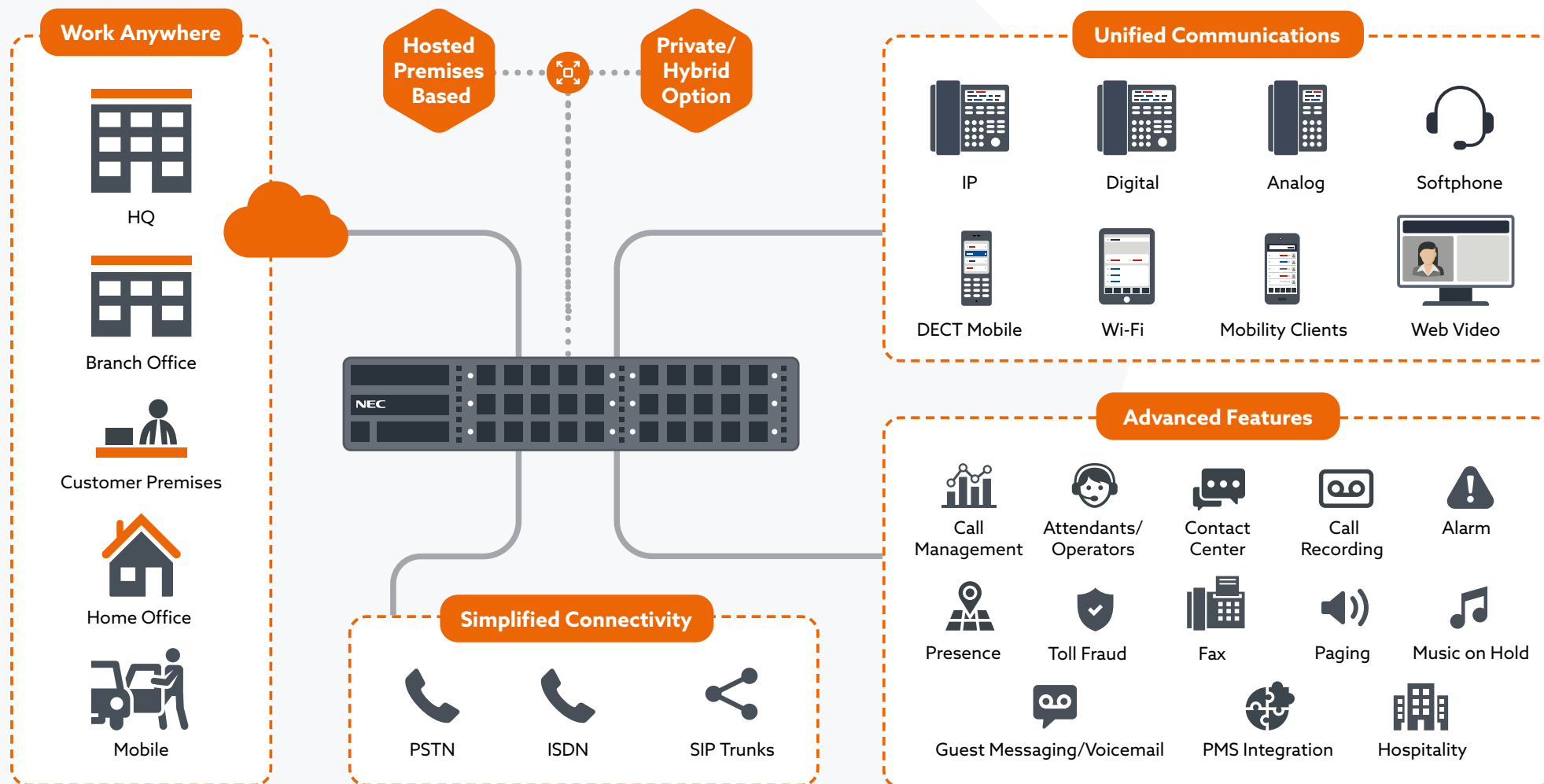### LOCATES POSITION OF 911 CALLERS

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

> Real-time monitoring of 911 calls
> Direct dial 911 in compliance with Kari's Law
> Notifies 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 compliance

UNIVERGE BLUE SV9500 PRIVATE CLOUD
SYSTEM OVERVIEW

Work Anywhere

HQ

Branch Office

Customer Premises

Home Office

Mobile

Hosted Premises Based

Private/ Hybrid Option

Simplified Connectivity

PSTN

ISDN

SIP Trunks

Unified Communications

IP

Digital

Analog

Softphone

DECT Mobile

Wi-Fi

Mobility Clients

Web Video

Advanced Features

Call Management

Attendants/ Operators

Contact Center

Call Recording

Alarm

Presence

Toll Fraud

Fax

Paging

Music on Hold

Guest Messaging/Voicemail

PMS Integration

Hospitality

NEC

DESKTOP TELEPHONES
RELIABLE VOICE COMMUNICATIONS

No matter what communications system you have in place, you still need some type of device to be able to communicate whether you are an employee or a guest.

UNIVERGE BLUE SV9500 PRIVATE CLOUD FOR HOSPITALITY DESKTOP TELEPHONES FOR BACK AND FRONT OFFICE

For the ultimate in-house communications experience, UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality's wide-ranging IP desktop phone portfolio includes:

> Intuitive and interactive navigation of communications features
> Interactive keys or touch – the choice is yours!
> Flexibility to add on modules – Add additional functions such as direct-dial buttons and additional line key options to turn your phone into a switchboard
> Wide range – Choose from IP, 6-line keys to 32+ or self-labeling, grayscale, color or touch-screen display, custom keypads, plus more
> User-friendly interface – Little or no staff training required
> Customizable – Function keys can be adapted to the exact individual requirements of your property
> Wireless headset adapter – Allows for easy connection to wireless headsets
> Directories – Personal, system, and corporate directories available
> Built-In POE to power the device and give it a network connection
> TLS and SRTP security encryption technology to protect calls and accounts
> Directory features to quickly look up contacts by using the keyboard
> Hands-free, full duplex transmission, handset, and Bluetooth support

GUESTROOM TELEPHONES

UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality is compatible with all major guestroom telephone providers.

UNIVERGE BLUE SV9500 PRIVATE CLOUD
TELEPHONES FOR HOSPITALITY

DT820
8-Button Self-Labeling Phone

DT920
6-Button Phone

DT920
12-Button Phone

DT920
8-Button Self-Labeling
Phone with Color Display

DT930
Touch Panel
Color Display Phone

DT930
24-Button Phone
with Large Color Display

COST EFFECTIVE
CONNECTIONS

Businesses today are constantly looking for ways to cut their IT costs while also improving the quality of their communications network. By paring UNIVERGE BLUE SV9500 PRIVATE CLOUD for Hospitality with UNIVERGE BLUE SIP TRUNKING, businesses can receive significant cost savings and offer a quick return on investment! With SIP TRUNKING included, costly hard-wired Public Switch Telephone Network (PSTN) trunk connections and gateways are eliminated and voice and data are combined on a single line which enables NEC to optimize your bandwidth and improve quality of service.

UNIVERGE BLUE SIP TRUNKING enables low upfront costs and is included in your single monthly payment.

> Reduces overall costs and provides always-available connectivity
> Manage all communications and data traffic over your IP network
> Eliminates the need to maintain a separate trunking system for telephony
> Unbundled SIP Trunks available for 3rd party applications

UNIVERGE BLUE SIP TRUNKING

COSTS SAVINGS PLUS
SIMPLIFIED ARCHITECTURE,
SCALABILITY, AND FLEXIBILITY

OVER
$29 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

Americas (US, Canada, Latin America) – NEC Corporation of America – *www.necam.com*
EMEA (Europe, Middle East, Africa) – NEC Enterprise Solutions – *www.nec-enterprise.com*
Australia – NEC Australia Pty Ltd – *au.nec.com*
Asia Pacific – NEC Asia Pacific – *www.nec.com.sg*
Corporate Headquarters (Japan) – NEC Corporation – *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. For more information, visit NEC at http://www.nec.com

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