UNIVERGE® BLUE

SV9500
PRIVATE CLOUD

HOSTED PRIVATE UNIFIED COMMUNICATIONS CLOUD SOLUTION FOR BUSINESSES OF ALL SIZES
TODAY’S COMMUNICATION CHALLENGES

With technology changing exponentially and everything moving to the cloud, enterprises face the challenging decision of whether to keep and maintain their communications systems in-house or move to the cloud. On-premises solutions allow enterprises 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 service technology.

With NEC’s UNIVERGE BLUE SV9500 PRIVATE CLOUD, enterprises receive the benefits of both an on-premises and cloud-based communications solution without having to choose between the two!

A SMART APPROACH
AGILITY AND MORE FLEXIBILITY

NEC’s UNIVERGE BLUE SV9500 PRIVATE CLOUD solution is a complete turnkey, private communications solution, hosted in secure and resilient cloud data centers. By switching to a private UNIVERGE BLUE® cloud model, customers receive their own single, dedicated instance with ensured geographic redundancy to meet their 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 businesses of any size wanting the ease and cost effectiveness of a cloud solution while maintaining the security and privacy they get with an on-premises system.

UNIVERGE BLUE SV9500 PRIVATE CLOUD At-a-glance:

> Fast provisioning of new applications, features, and users provide an unparalleled level of agility
> A range of mobility apps customizable to meet workforce requirements
> Voice, Unified Messaging, and Unified Communications as an integrated solution
> 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
> Pay only for the capacity needed with a single monthly bill- switch from a CAPEX financial model to OPEX
> Avoid obsolescence and always remain current without the additional costs
> Removed burdens of developing, maintaining, powering, and securing infrastructure by reducing on-site equipment and allowing NEC to handle all existing infrastructure maintenance
> The flexibility to easily scale up services as the business grows
> Flexible SIP trunking arrangements contributing to additional cost savings
While the choices of unified communication 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 hosted and private cloud solution, enterprises can implement their unified communications system the way that best fits their business and industry needs while always keeping teams and customers 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 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:
> 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
UNIVERGE BLUE SIP TRUNKING
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 pairing UNIVERGE BLUE SV9500 PRIVATE CLOUD with 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
UNIVERGE BLUE SV9500 PRIVATE CLOUD gives you access to comprehensive and fully integrated unified communication (UC) solutions and applications directly from your smartphone. Using Apple® iPhone®, iPad® and Android™ devices, the UNIVERGE BLUE SV9500 PRIVATE CLOUD mobile applications enable you to stay connected from virtually anywhere. By switching to UNIVERGE BLUE SV9500 PRIVATE CLOUD, 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.

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

- Enhanced mobile presence and UC features
- Instant Messaging between colleagues or group chats
- Ability to set contact rules, and view presence and status change
- Complete call control with IP, TDM, and SIP options
- 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 smart phone contacts
UNIVERGE® BLUE SV9500 PRIVATE CLOUD

THE RISE OF THE
THE REMOTE WORKER

Productivity, cost savings, greater flexibility, and safe work environments for your workforce – just some of the reasons working remote has increased globally around the world. With the UNIVERGE BLUE SV9500 PRIVATE CLOUD and hosted unified communications and collaboration solutions, your employees can work from any location and be reached anytime – just as if they were sitting at a desk in the corporate office.

STAY CONNECTED
ELEVATE THE EMPLOYEE EXPERIENCE

Staying connected is critical for remote workers. It helps them to be more productive, service customers better, and makes them feel more like part of the team, enhancing their overall employee experience. With NEC's UNIVERGE BLUE SV9500 PRIVATE CLOUD cost-effective voice and web collaboration solutions, your remote workers will never be or feel out of touch.

> Access to a complete suite of user-centric UC and collaboration applications from a single desktop client
> Provides intuitive call control, instant messaging (IM), group chat, and audio/video conferencing
> Individualized contact rules – assign different call treatments for individuals and groups based on presence status
> Enables real-time sharing and exchange of information between co-workers and customers
> Improves teamwork among colleagues in geographically dispersed locations

* https://www.owllabs.com/blog/remote-work-statistics
LIKE BEING IN THE OFFICE
EMPLOYEES ARE YOUR MOST VALUABLE ASSET

NEC’s range of IP desktop telephones deliver a user-friendly VoIP calling experience with complete phone system functionality – ideal for remote or home-based workers.

> Easy to use intuitive interfaces
> Supports a wide-range of applications to help improve efficiency and productivity
> Access to company directory
> 3-way conferencing
> Headset support including support for Ear Hook Switch (EHS)

SMART COLLABORATION
ENHANCE THE CUSTOMER EXPERIENCE

Encourage collaboration by providing your employees with a more convenient, immediate and secure way to work together with others. NEC’s UNIVERGE BLUE SV9500 PRIVATE CLOUD 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 customers 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 can result in reduction in travel expenses
> Multi-party video-conferencing enables sharing of Microsoft Office documents, PDFs, pictures, and videos plus more
> Virtual white-boarding 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
ADVANCED CUSTOMER ENGAGEMENT SOLUTIONS FOR EXCEPTIONAL SERVICE & EXperiences

Customers 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 Contact Center and Attendant solutions offer your customers a rich omni-channel environment which helps make each interaction with your organization exceptional.

> UC agent desktop application provides real-time status and availability of colleagues
> Multiple communication channels – web-based chat, email, and voice
> Skills-based routing
> 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
> 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
First impressions count, so it is crucial that attendants/operators have access to the most advanced communications tools. The UC and Attendance solutions available on the UNIVERGE BLUE SV9500 PRIVATE CLOUD can provide organizations with the latest technology in call processing capabilities and productivity enhancing applications. It promotes 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
- 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, e-mail, short message service, and instant message
- Optional threat recording, 911 alerts, on-call schedules, message taking, and procedure management

**WORKING FROM HOME/REMOTE INCREASES PRODUCTIVITY**

LOWERS COSTS AND CAN REDUCE ABSENTEEISM BY OVER 60%
ADVANCED VERTICAL COMMUNICATIONS TECHNOLOGY
TAILORED TO YOUR INDUSTRY NEEDS

NEC has a rich history providing communications technology solutions tailored for Hospitality, Healthcare, Education, Government, Finance, Manufacturing, and Transportation based organizations. If you are looking for a communications solution that meets your industry’s individual needs, NEC has the solution for you.

HEALTHCARE FACILITIES & CLINICS

Every healthcare facility administrator wants to streamline clinical workflows and enable better patient care. The UNIVERGE BLUE SV9500 PRIVATE CLOUD communications solution lets healthcare facilities and clinics meet the challenges of information sharing securely, head on. From managing the care of the patients or residents, to ensuring that physicians, nurses, and staff can be reached from one phone extension no matter their location.

The UNIVERGE BLUE SV9500 PRIVATE CLOUD is a unique solution that reduces the administrative and process-driven strains on your IT system, so your staff can get back to what they do best: caring for patients/residents and providing exceptional care.
IN EDUCATION

Connected learning helps to deliver broader and more intuitive access to pertinent information and resources through direct and increased availability. The UNIVERGE BLUE SV9500 PRIVATE CLOUD unified communications and collaboration solutions help make the learning experience and educator experience simpler and more personal. By bringing together the tools and technologies that promote highly adaptive accessibility, SV9500 PRIVATE CLOUD makes connecting easier, exchanging information more seamless and promotes a collaborative environment that can strengthen an educational institution’s reputation. It also helps institutions improve productivity and creates an environment where efficiency and responsiveness ensure an exceptional student experience.

IN YOUR HOTEL

A hospitality environment presents the ultimate challenge for customer service employees and the UNIVERGE BLUE SV9500 PRIVATE CLOUD caters to these needs perfectly. With the demand for a mobile, connected workforce growing in the hospitality industry, efficient communications are critical to maintaining high-quality guest services.

UNIVERGE BLUE SV9500 PRIVATE CLOUD users get access to robust hospitality centric offerings, which optimize hotel operations and improve efficiency. Your staff will be able to be productive regardless of location – resulting in increased responsiveness to guest needs.

FOR THE GOVERNMENT

City and state governments are simplifying the deployment, operations, and interoperability of their communications solutions. The UNIVERGE BLUE SV9500 PRIVATE CLOUD platform allows governments to streamline communications and ultimately provide more connected end-user experiences from any location across multiple devices.

The UNIVERGE BLUE SV9500 PRIVATE CLOUD also improves enterprise telephony with advanced communications features all while running in your own secure, safe environment.
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 offers secure, centralized administration and expense management, making your communications system a more productive and cost-effective asset.

**SIMPLE CALL MANAGEMENT**
**MONITOR. MEASURE. MANAGE.**

The UNIVERGE BLUE SV9500 PRIVATE CLOUD 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

**SINGLE POINT OF ADMINISTRATION**
**POWERFUL INTUITIVE TOOLS FOR SIMPLIFIED MANAGEMENT**

**GREATER INSIGHT**
**CONTROL EXPENSES AND MONITOR USAGE**

Manage enterprise 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 offers solutions to help coordinate an emergency response when the situation demands it whether the incident is isolated or widespread.

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 customers.

> 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
> Notifies key personnel of emergency situations by text message or e-mail
> 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**

**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
- Hospitality
- Healthcare

**Simplified Connectivity**
- PSTN
- ISDN
- SIP Trunks
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 the NEC communication 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-labelling, 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 business
> Wireless headset adapter – Allows 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
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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