

Orchestrating a brighter world

NEC

# UNIVERGE<sup>®</sup> SV9100

SMART COMMUNICATIONS  
FOR SMALL TO MEDIUM  
SIZED ENTERPRISES



NEW  
ENHANCED  
VERSION



# TODAY'S COMMUNICATION CHALLENGES

With an increasingly mobile workforce, keeping your team aligned and maintaining high levels of sharp customer service – an aging system simply won't keep your business competitive.



## A MODULAR APPROACH

The choice of communication solutions in the marketplace is vast – however, managing separate tools can waste time and drive down productivity. NEC's SV9100 brings all this together with a cost-effective, modular solution that keeps your team – and your customers – connected.

- > **Avoid the dangers of the ISDN switch off** – the SV9100 offers a simple upgrade to SIP technology
- > Cost-effective solution from **10 to 896 users** – plenty of capacity for an expanding business
- > **Latest upgradeable** communication technology – protect your investment
- > **Easily configured** – Integrates with existing IT technology as an analogue, digital or IP system
- > **Multi-generational workforce?** – The SV9100 combines feature-rich telephony as well as strong mobility, homeworking & BYOD capabilities





### ENHANCE YOUR CUSTOMER EXPERIENCE

IT'S NOT ABOUT YOU. IT'S ABOUT YOUR CUSTOMERS

The quality of their experience has a direct relationship with your competitive edge and your profitability. The SV9100 caters for demanding customers who want access to your products and services 24/7/365.



### ENHANCE YOUR EMPLOYEE EXPERIENCE

YOUR EMPLOYEES ARE YOUR MOST VALUABLE ASSET

Give them the right tools and you'll get a more engaged, productive workforce. Achieving this, especially for a multi-generational team, requires choice and flexibility when it comes to how they communicate and on which device.



### DISCOVER YOUR SMART WORKSPACE

WORK IS A THING YOU DO, NOT A PLACE YOU GO

Enable seamless digital and physical collaboration and use workplace resources more efficiently!

### DID YOU KNOW?

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

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SMART MOBILITY

COMMUNICATE  
ANYWHERE, ANYTIME



**ON THE ROAD**

SMARTPHONE LIKE YOUR DESK PHONE

Treat your smartphone like your desk phone with Mobile Extension. Enjoy the SV9100 system features while you're on the move.

- > Remain contactable through **one extension number** wherever you are
- > Access system features on the move – including **call transfer & caller ID**
- > **Call recording capabilities** on your mobile – your peace of mind is no longer restricted to just landline calls



**ON YOUR PREMISES**

CORDLESS FREEDOM

For the ultimate devices for voice, text messaging and in-house mobility – the SV9100's IP DECT wide ranging portfolio includes:

- > Excellent voice communication with **crystal clear** speech
- > Loudspeaker & **hands-free support**
- > **Seamless** handover and roaming
- > **High security** with DECT authentication
- > Seamless **integration** with NEC communication servers



## SINGLE NUMBER REACH

# IDENTIFIED AS THE MOST IMPORTANT UC CAPABILITY FOR SMBS



### NEC UNIVERGE® ST500

MAKE YOUR SMARTPHONE SMARTER

Voice & video mobile extension for your smartphone. Using your Apple iPhone, iPad and Android smart devices, the **UNIVERGE® ST500** enables your native contact lists to make and receive voice and video calls. Simply connect to WiFi or use your mobile data (3G/4G) to handle your calls.

- > Integrates into your **smartphone contacts**
- > Complete **call history**
- > **Video** calling capabilities
- > **BYOD** flexibility



### LARGER SITES & CAMPUSES

ALWAYS STAY CONNECTED

Ideal for campuses and other large premises environments, WiFi handsets have advanced wireless features for organizations on the go.

- > **Seamless roaming** within multiple business locations
- > **Cost reduction** through simpler IT management



FREE WIFI COMMUNICATIONS



VOICE & VIDEO EXTENSION FOR YOUR SMARTPHONE



INTEGRATES WITH YOUR SMARTPHONE CONTACTS



COLLABORATE WITH YOUR COLLEAGUES



WORKS WITH IPHONE, IPAD & ANDROID



COMPLETE CALL HISTORY

NEC UNIVERGE® ST500



# THE RISE OF THE HOMEWORKER

Productivity, cost savings and greater flexibility for your work force – just some of the reasons homeworking has increased by 20% in the last 10 years.



**SMART COLLABORATION**  
WITHOUT THE COST



The SV9100's InUC utilises WebRTC (Real-Time Communications) providing highly cost-effective video and collaboration working seamlessly within your IT environment.

SV9100 users are able to quickly set up audio and video conferences between two or more PCs or Android devices from anywhere with an internet and VPN or LAN for secure connectivity.

- > **Video conferencing, document & screen sharing** for up to 32 (4x8) SV9100 users
- > **4 Free video conferencing channels** included
- > **Presence** – see the status of your colleagues
- > **Deskphone control** – for slicker call control, speed dials & more
- > **Browser phone** – use your PC's audio rather than a telephone

## DID YOU KNOW?

IT TAKES AN ESTIMATED 60 EMAILS TO MAKE  
A SINGLE BUSINESS DECISION AT WORK

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### THE FLEXIBLE ALTERNATIVE CALLING FROM YOUR LAPTOP

The **SP310 Softphone** is a versatile, cost-effective IP phone installed on your PC or laptop and is used with a headset. It can be used as a primary desktop telephone, a supplemental desktop telephone or a remote/telecommuting device.

- > Flexible, portable and **low-cost** solution
- > Ideal for users working between **office/home** & remotely
- > **Call control** from your laptop



### LIKE BEING IN THE OFFICE CALL CONTROL FROM HOME

NEC's range of **IP desktop telephones** deliver a user-friendly VoIP calling experience with complete phone system functionality – ideal for remote or homeworkers.

- > Access to company **directory**
- > 3-Way **conferencing**
- > **Headset** support  
incl. Ear Hook Switch



## INCREASE PRODUCTIVITY

# HOMWORKING LOWERS COSTS AND CAN REDUCE ABSENTEEISM BY OVER 60%

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# SAFETY & SECURITY

## KEEPING STAFF, NETWORK AND PREMISES SAFE



### INGUARD TOLL FRAUD DEFENCE



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

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



### MYCALLS CALL RECORDER A RECORD FOR WHEN YOU NEED IT

MyCalls Call Recorder provides a record of who said what:

- > **Disputes** – can be resolved quickly and painlessly, a great defence avoiding potentially costly litigation
- > **Secure Access** – Recording, playback & storage are totally secure with encrypted audio files
- > **Stop-start recording** – enables credit card bookings to be taken over the phone with PCI Compliancy



### DESKTOP TELEPHONES ONE-TOUCH PANIC KEYS

SV9100 desktop telephones can be programmed with a one-button emergency key.

- > **Alerts all other phones** of an emergency including location/room it's coming from
- > Enables a **speedy response** from supporting staff



### DECT G577(H) SOS BUTTON

Ensure personal safety with SOS alarming key.

- > Other features including **Man Down & Location Detection** capabilities



### ELECTRONIC DOOR SWITCH PROTECT YOUR PREMISES

NEC door phones and electronic door locks can be operated from any number of phones on your premises.

- > **Video Door Phones** enable staff to visually screen visitors at the entrance

25<sup>BN</sup>

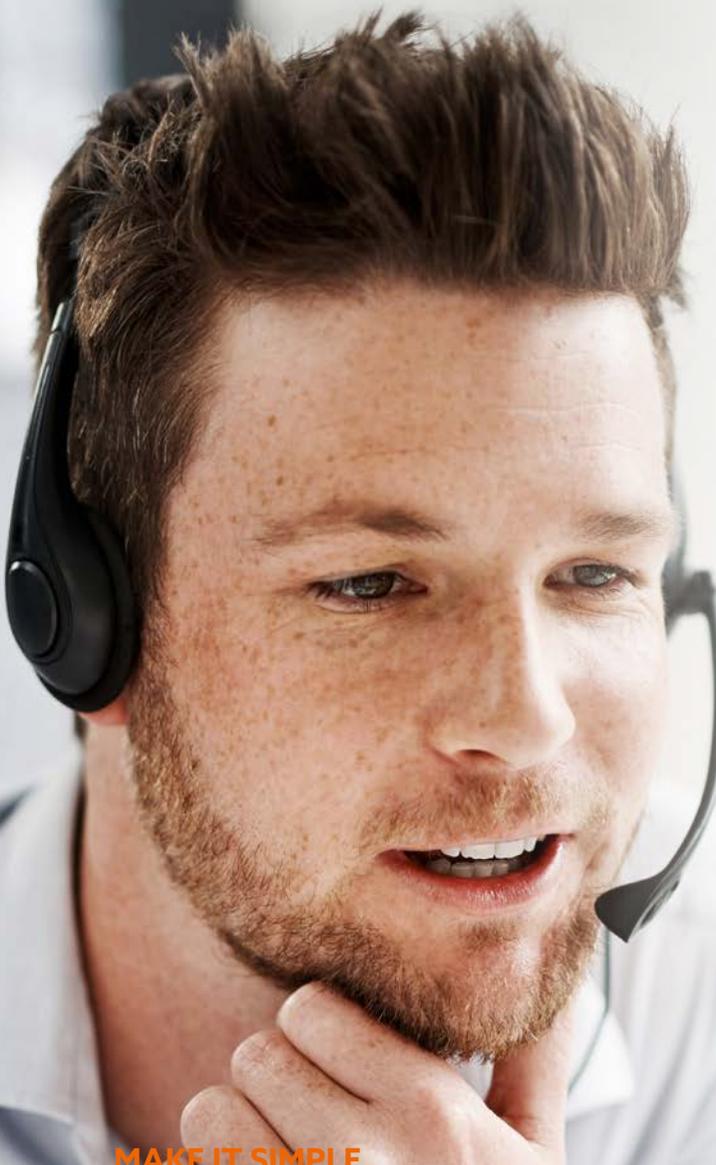
THE GLOBAL COST  
OF TELEPHONE  
FRAUD EACH YEAR

83%

OF HR SAID THAT  
'EMPLOYEE EXPERIENCE'  
IS IMPORTANT TO SUCCESS

75%

OF MILLENNIALS SAID  
THEY ARE WELL PREPARED  
TO WORK IN A TEAM



# SIMPLE CALL MANAGEMENT

## MONITOR. MEASURE. MANAGE.

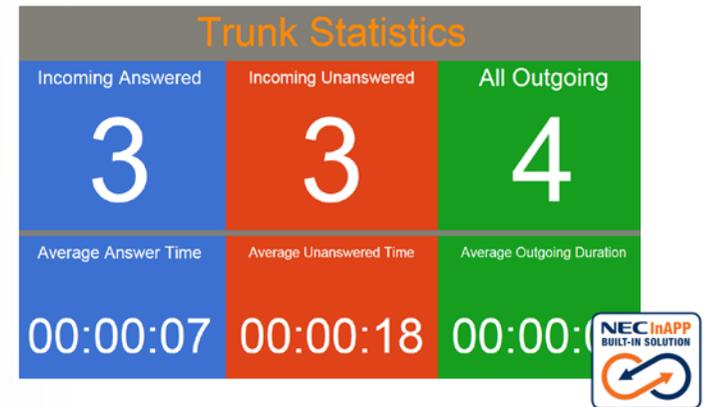
A real-time dashboard of your team's communication makes call management easy!



### INREPORTS

QUICK, EASY AND COST-EFFECTIVE

Quick, easy and cost effective, **InReports** makes the ideal starting point for call management. Call performance is critical to your teams' productivity as well as levels of customer service. InReports provides 24/7 monitoring and analysis of your entire company's communications via a browser.



It then produces pre-defined, graphically enhanced reports which are presented clearly in a number of different ways: Lists, Charts and Wallboards.

Business benefits of InReports include:

- > **Easy evaluation** of your team's communication performance
- > **Real-time business critical stats** e.g average answer time, unanswered calls
- > **Wallboard display** stats for team motivation

MAKE IT SIMPLE

IF FEATURES AREN'T INSTANT AND INTUITIVE THEY SIMPLY DON'T GET USED

# ADVANCED CALL MANAGEMENT MYCALLS



The MyCalls suite of applications provides your team with the tools to succeed in making your business more customer centric and more profitable.



## YOUR MANAGERS MYCALLS CALL MANAGER

Improve your business performance across the board:

- > **Protect Sales Revenues** – Abandoned calls are flagged & logged enabling rapid call-backs
- > **Manage by Exception** – User-defined system alarms alert managers to urgent situations
- > **Reduce Call Costs** – Unauthorised calls, e.g. mobiles/premium rate numbers are highlighted



## YOUR CUSTOMERS MYCALLS CALL MANAGER

GDPR is a serious challenge for many organisations, especially if a customer expresses the 'right to be forgotten'.

- > **Remove Personal Information feature** – deletes all call records, & even call recordings of a specified number in one fell swoop
- > Older records can also be **easily 'anonymized'**



## YOUR AGENTS MYCALLS CALL CENTRE

A powerful, robust Automatic Call Distribution (ACD) system and much more:

- > **Drag & drop call control** – Easy call management & prioritisation
- > **Instant Message** – Send an urgent IM to another employee e.g. a call waiting or a visitor in reception
- > **Agent Control** – Gives your team flexibility to log in and out of ACD queues



## YOUR RECEPTIONIST MYCALLS OPERATOR CONSOLE

Slick and efficient call control at the hub of your company communications

- > **Caller ID screenpops** – enable a warmer, personalised greeting for your callers
- > **Quicker call control** – speed dials, click to email & IM
- > **Drag & drop call queues** – deal with call traffic spikes easily; prioritise VIP callers

# 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. The SV9100 Business ConneCT Contact Centre makes each interaction with your customers quick, easy and effective.

Supporting multiple customer touchpoints, the multi-channel environment handles email, live Webchat, WhatsApp and voice via a single interface to provide customers a rich omni-channel experience. Voice calls, emails and webchats are routed to the best suited agent, reducing waiting time and improving customer satisfaction and staff motivation.



## UNIVERGE® BUSINESS CONNECT

4 WAYS TO TRANSFORM YOUR CONTACT CENTRE

1. **Ensure Multimedia Customer Engagement** – A single contact point for efficient multi-channel personalised interaction via phone, Webchat, WhatsApp or email including multimedia queuing.
2. **Improve your customer service** – Skills-based routing means callers experience quicker, more efficient service. With callback customers don't have to wait in queue, reducing call abandonment.
3. **Measure and manage your team** – Real-time dashboard and customised 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.



# DESKTOP PHONES FOR EVERY WORK ENVIRONMENT

The SV9100 includes a diverse range of desktop telephones that best fits the individual's role for easy call control from the office, remote office or homeworking, hot-desking and more.



## THE ULTIMATE DEVICES WIDE RANGE PHONES

Choose from IP or digital; grayscale, or colour displays and even video calling.

- > **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

For the full range of SV9100 handsets visit [www.nec-enterprise.com](http://www.nec-enterprise.com) for further details.



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



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



**Video Telephone**

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

**DECT handsets:** for any working environment

# WHY YOU NEED TO UPGRADE YOUR BUSINESS COMMUNICATIONS

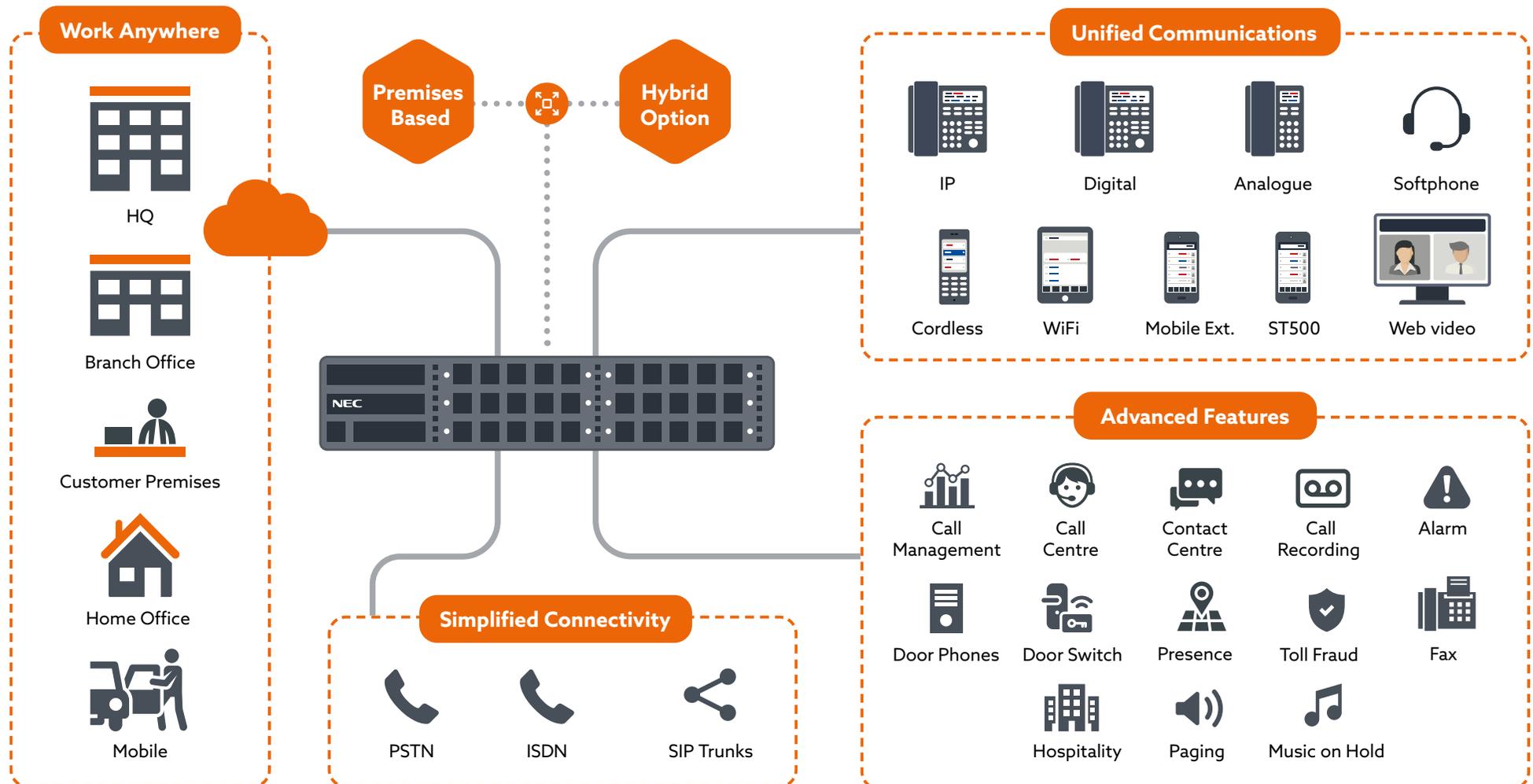
Top 10 reasons for making a move to NEC's award winning UNIVERGE® SV9100 communications solution.



- 1 Don't get caught out with the ISDN switch off!** The SV9100 uses SIP technology which future-proofs your investment.
- 2 Keep your customer experience sparkling:** Ensure a sharper, more responsive approach to your customer communications and keep your business competitive.
- 3 Avoid the risk of business downtime:** Technical support on your existing system may now be limited or even 'end of life'.
- 4 Improve your employee experience:** Keep your team happy so they can communicate with flexibility - the SV9100 offers more mobility, BYOD and homeworking options.
- 5 More features built-in:** That means less licences, less hardware and less extras to pay for.
- 6 Toll fraud defence:** Protect your business against potentially huge company costs with NEC's InGuard.
- 7 Avoiding potential litigation** Call Recording proves who said what with encryption security.
- 8 Save money:** No more business mobile charges with ST500 mobile client or Mobile Extension; Save on travel, fuel costs and even hotel costs using built-in audio conferencing.
- 9 Start building your own Smart Workspace:** Your mobile teams don't require a handset each - the Hotdesking feature enables shared hardware and even reductions in premises costs.
- 10 Choose the world's no.1:** NEC are global no. 1 in the PXB-IP & PBX Market sub 100 extensions - Q3 2019 according to industry analysts MZA.

# ALL-IN-ONE FUNCTIONALITY, SCALABLE AND RELIABLE

## UNIVERGE® SV9100 SYSTEM OVERVIEW





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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