Orchestrating a brighter world
NEC
UNIVERGE®
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.

- Supports **VoIP, traditional TDM** or a combination of both as well as **SIP technology** – future proofing your 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 analog, digital or IP system
- **Multi-generational workforce?** – The SV9100 combines feature-rich telephony as well as strong mobility, remote/home-based working & 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 to 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

UNIVERGE® SV9100

NEC

## SMART MOBILITY

# COMMUNICATE ANYWHERE, ANY TIME

### 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
ALWAYS STAY CONNECTED

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 Wi-Fi 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, NEC's mobile client options have advanced features for organizations on the go.

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

FREE W-IFI 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 REMOTE WORKER

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

## SMART COLLABORATION
WITHOUT THE COST

The SV9100's InUC utilizes 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 more advanced 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

## THE FLEXIBLE ALTERNATIVE
CALLING FROM YOUR LAPTOP

The **SP310 Softphone** is a versatile, cost-effective IP phone installed on you 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 home-based workers.

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

**WORKING FROM HOME/REMOTE INCREASES PRODUCTIVITY**

# LOWERS COSTS AND CAN REDUCE ABSENTEEISM BY OVER 60%

# SAFETY & SECURITY
# KEEPING STAFF, NETWORK AND PREMISES SAFE

## INGUARD
TOLL FRAUD DEFENSE

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

> **Effective 24/7 defense** 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

## VOIP CALL RECORDING
GAIN INSIGHTS INTO CUSTOMER INTERACTIONS

A comprehensive recording and quality management solution is imperative to ensure compliance, improve productivity and enhance the customer experience.

> **Disputes** – can be resolved quickly; dynamic searchable playlists allow for quick access to all recordings
> **Security** – ability to encrypt recordings or pause for specific portions of a conversation which satisfy PCI and HIPAA compliance requirements
> **eCoaching** – supervisors can share recordings that represent best practices to ensure customer interaction quality control

## 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 G266
SOS BUTTON

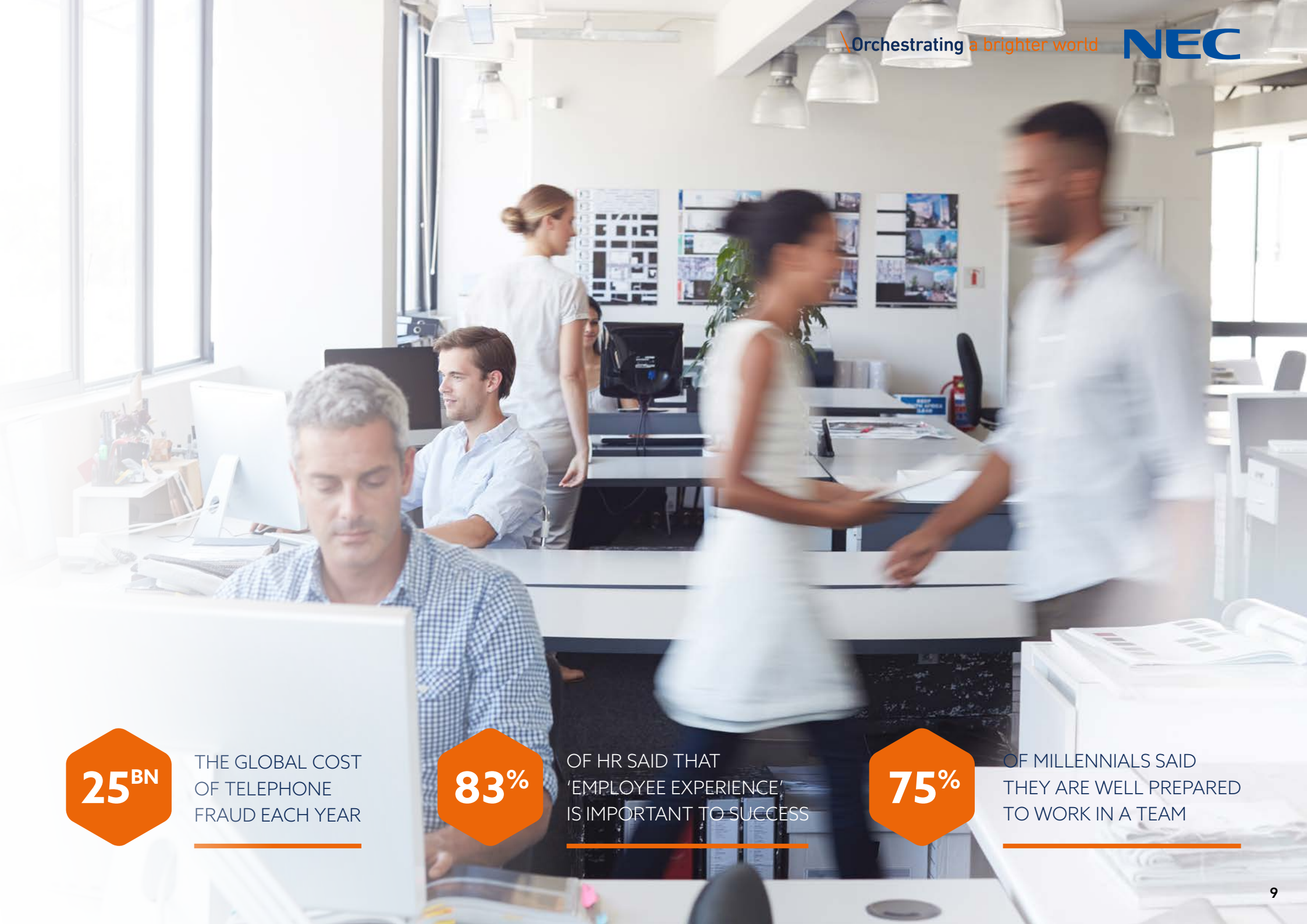
Ensure personal safety with SOS alarming key.

> 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



**25BN**

THE GLOBAL COST OF TELEPHONE FRAUD EACH YEAR

**83%**

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

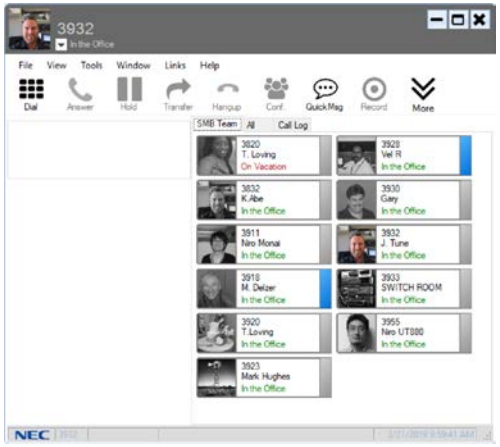
**75%**

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

# SIMPLIFIED MANAGEMENT
# CONNECT. COLLABORATE. COMMUNICATE.

Unifying your communications allows employees to get more done in less time by enabling them to decide how, when and where to be reached.

## STREAMLINE COMMUNICATIONS
### SIMPLIFIED MANAGEMENT THROUGH UNIFICATION




The SV9100's integrated unified communications (UC) solution enhances your employee's ability to collaborate which results in increased efficiency, productivity and improved customer satisfaction.

- Presence, desktop client, softphone, quick messaging, instant messaging, white-boarding and application sharing enable workers to provide customers the attention they deserve
- Intuitive interface, complete call control and accessible from any device or browser
- View colleague's real-time status and availability - virtually eliminating phone-tag
- Integration with popular contact and CRM applications including Microsoft® Office Outlook®, Goldmine® and ACT!®
- Ability to set up "Buddy Lists" for quick access to the people contacted most often
- Integration with the UNIVERGE® SV9100 Contact Center application for call center functionality

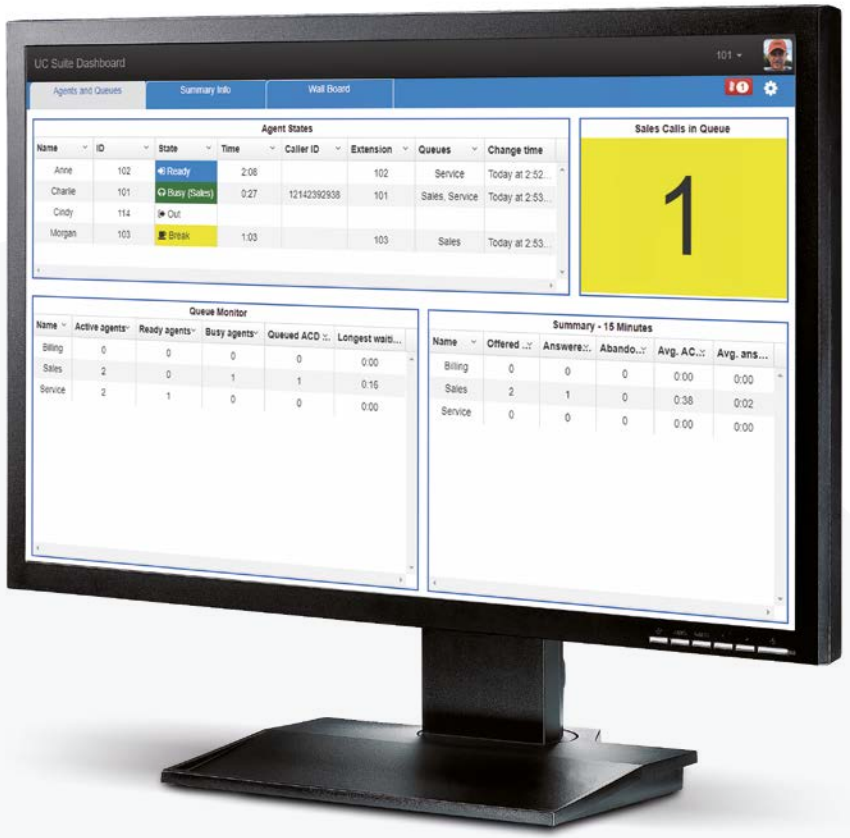
## COST-EFFECTIVE CALL MANAGEMENT

SERVICE CUSTOMERS MORE EFFICEINTLY

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 SV9100 can provide organizations with the latest technology in call processing capabilities and productivity enhancing applications.

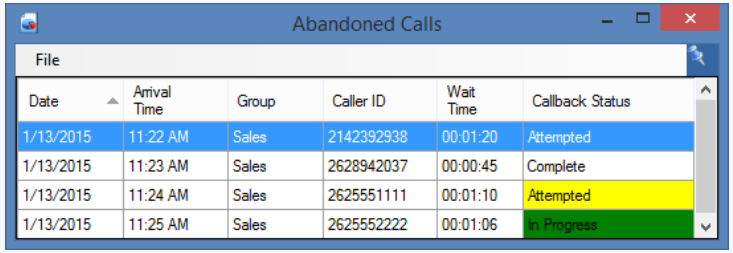
It promotes optimal call management for businesses of all types by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined.

- Optimal call management through a customizable, intuitive user interfaces
- Access to presence-enabled directory with click to call, web chat and email
- On screen call control with flexible routing
- Anyone can have attendant console functionality enabled on their PC and login to ensure phones are covered at all times
- Personalized messages can be sent to a user's PC or directly to a multiline display phone alerting them that a call is waiting
- VIP caller priority routing reduces wait time and improves service levels
- Callers receive queue announcements, including call back options - keeping them informed
- On demand call recording when needed
- Multilingual capabilities where the user can select their preferred language




## MAKE IT SIMPLE

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



# 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. SV9100's contact center solutions make each interaction with your customers 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 SV9100 offers different 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 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 customized 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 AND DECT PHONES

- **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 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

**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

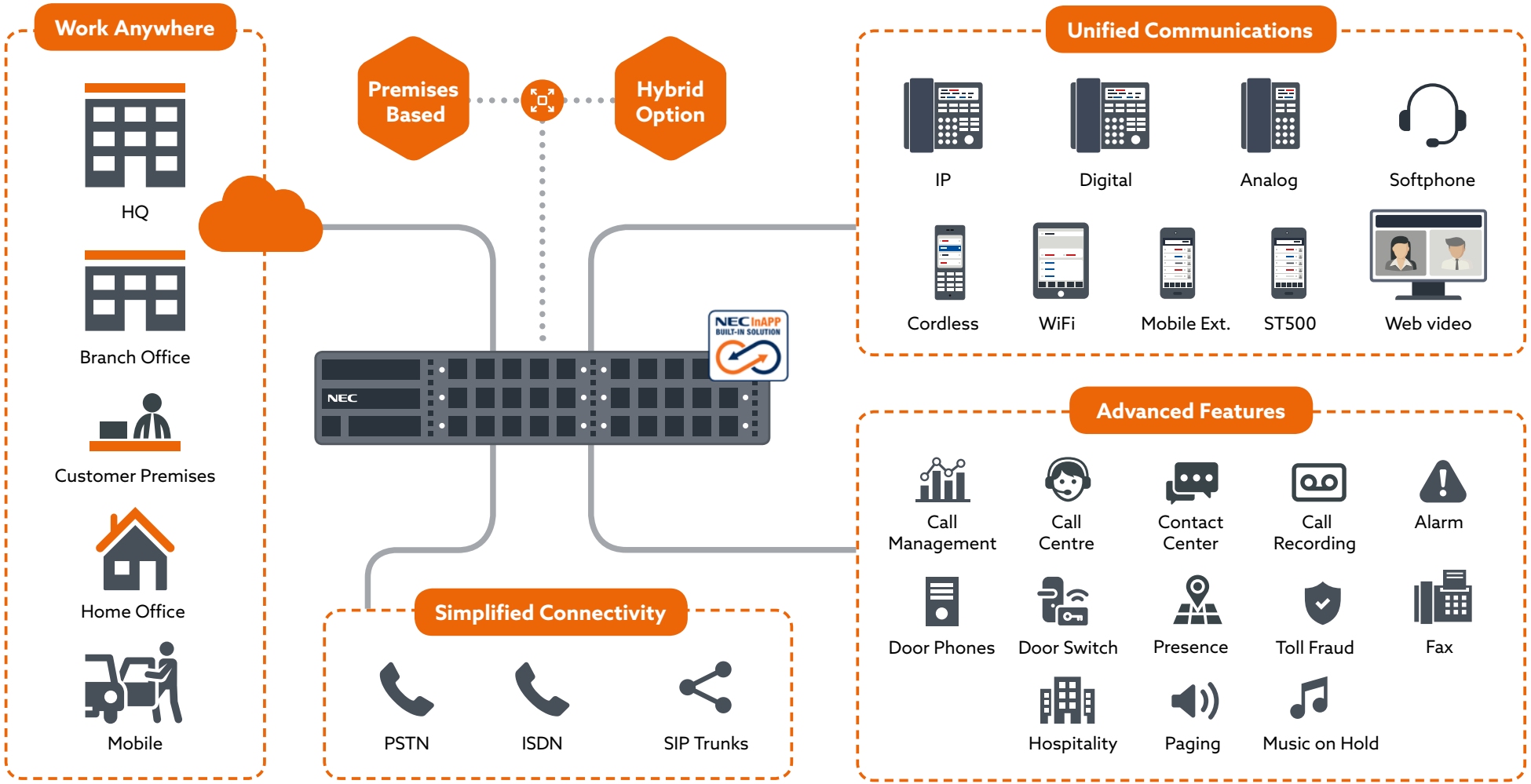
# WHY YOU NEED TO
# UPGRADE YOUR BUSINESS COMMUNICATIONS

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

1. **Investment protection:** NEC's "no customer left behind" philosophy provides customers with a cost-effective, nondisruptive, easy path to modernize your communications.
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 home-based work options.
5. **More features built-in:** That means less licenses, less hardware and less extras to pay for.
6. **Toll fraud defense:** 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:** Each of your mobile employees don't require a desktop telephone – the Hotdesking feature enables shared hardware and even reductions in premises costs.
10. **NEC is no.1 globally** 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
**$28 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

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