

UNIVERGE SV9300

REMOTE WORKING

KEEPING YOUR BUSINESS RUNNING
NO MATTER WHAT THE EMERGENCY



NEC has been closely monitoring the Coronavirus (COVID-19) outbreak impact around the globe. Many companies are preparing to protect the safety of their staff by enabling their employees to work from home.

NEC IP Communications systems have been capable of supporting remote workers for the last 20 years and in most cases the core components needed will already be in place. It may be as simple as using existing capacity or adding some additional licences and configuration. In some cases additional hardware may also be required.



HOW WILL YOUR STAFF BE IMPACTED?

Having staff working from home introduces many issues from social to technical. Companies want to ensure the technical issues are minimised to allow employees to feel more comfortable and less anxious about the transition.

There are many ways to enable staff to work from home and it is not a one size fits all proposition. In fact, customers may choose multiple methods and offer them to their employees based on job roles and the level of features / functionality required.



WORKING FROM HOME OPTIONS

Desk phones can be configured to work from home. Giving employees the exact same experience at home as in the office.

Softphones offer complete calling capabilities on a Laptop or PC complimented with advanced features like video and messaging.

Mobile clients offer a level of mobility unmatched by any other solution. Work from anywhere there is an internet service.

Audio conferencing is an essential tool for holding group meetings and conferences.

Unified Communications for Enterprise provides a full features voice, IM, presence experience on PC's and smart phones.

Skype for Business Integration leverages the best features of Skype for Business and adds on crystal clear phone capabilities.

Mobile Extension extends desk phone numbers to a mobile phone – no smart phone software required.

Call forward all is a last resort but simple way to never miss a call.



THINGS TO CONSIDER

- Choose a solution that matches an employees role
- Consider the security changes required to protect your employees and networks
- Headsets may be required for audio quality and staff comfort
- Select tools that are already familiar to your staff if possible
- Choose solutions that are easy to use and require minimal employee training





DESK PHONES

For employees that love their desk phone, the DT820, DT830, DT920 and DT930 phones all support VPN connections. This allows an employee to take a compatible NEC desk phone home, plug it in to their home router and have it work just like it does in the office.

Employees do not require any additional training or headsets and all applications that control the phone will continue to work. Perfect for console and contact centre operators.

- ⊕ Businesses may require a VPN concentrator within their corporate network and these details will need to be pre-configured into the phone.
- ⊕ Perfect for contact centre and attendant console operators.



SOFT PHONES

For employees that need full telephone functionality and want to work from their PC (Laptop) without the need to lug around a physical phone then NEC's SP350 softphone is the way to go.

Just connect up a USB or Bluetooth headset and employees are ready to make and receive calls. The softphones works just like desk phones with virtually no loss in functionality.

SP350 supports Instant Messaging, video conferencing and application sharing among SP350 users.

- ⊕ A VPN is required.
- ⊕ A Bluetooth or USB headset is required.
- ⊕ Perfect for productivity workers, contact centre operators and attendant console operators.



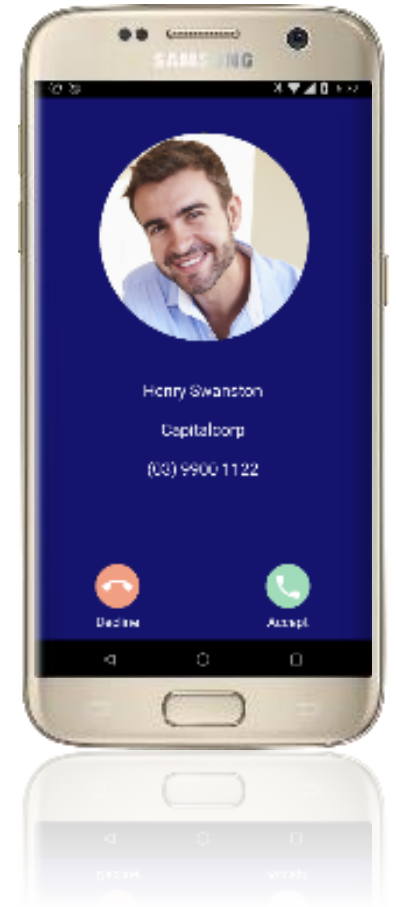


MOBILE CLIENTS

For employees that need to make and receive calls but don't need a lot of additional functionality, a mobile client is the answer. The ST500 mobile client can be installed on almost all iPhones and Android phones. It will connect to the NEC phone system over the internet (it will use Wi-Fi or mobile data) and presents the user an intuitive, easy to use interface with complete access to their smart phones contacts for incoming calls and making calls.

As an added bonus, the ST500 supports video calling to other ST500 and GT890 desk phone users.

- ⊕ A Bluetooth or wired headset is useful.
- ⊕ A UNIVERGE BX Series Session Border Controller is required.
- ⊕ Perfect for productivity or highly mobile workers.





AUDIO CONFERENCING

Meetings still need to happen and now, more than ever, companies will need to be able to get multiple staff into a conference call. Hosted dial-in-conferencing services can become expensive with most services charging by the minute (per person). By enabling conferencing on an existing phone system, companies can save significant usage costs and home workers can dial directly into the system via its extension number without the need to pay for carrier phone call costs. In most cases, audio conferences can be password protected and staff can add, remove or mute participants with their phone.

- ⊕ Essential for all types of workers.
- ⊕ Sufficient Trunk capacity needs to be available to cater for parties dialling in from outside the business.





UNIFIED COMMUNICATIONS FOR ENTERPRISE

Staff will know when other employees are available with integrated presence, instant messaging and conferencing capabilities. With UNIVERGE Business ConneCT, phone calls can be made from the employee's PC, independent of the role he/she has in the organisation(employee, agent operator). In peak hours e.g.some of the office staff or remote workers can easily act as Operator or Contact Center Agent, thanks to the common design.

- ⊕ A VPN is required for PC and soft phone features.
- ⊕ A session border controller is required for Smart phone calling features.
- ⊕ A Bluetooth or USB headset is required.
- ⊕ Perfect for productivity workers and mobile staff.





CALL FORWARD ALL

For employees that only need to answer the occasional call having all calls redirected to their mobile phone is simple. Calls will automatically be routed to the employees mobile but call costs may increase dramatically and when the employee returns calls, they will be using their mobile phone and providing the mobile phones caller id to the customer (unless they block it).

No application control is available and all voicemails will be answered by the mobile phones voicemail system, not your centralised Unified Messaging. Call logs will also be lost.

This should be considered as a last resort.

- ⊕ Call forwarding is supported on all NEC platforms.





UNIFIED MESSAGING (VOICEMAIL TO EMAIL)

For employees that are either mobile or using softphones the ability to receive their voicemails as an email can make a big difference to productivity.

With NEC's Unified Messaging, voicemails will automatically be sent to employees as an email. No more dialling in to a voicemail system to listen to voicemail.

Networking

To enable remote workers, companies may need to perform changes to their existing network. Changes include:

- Adding additional bandwidth to support remote workers
- Implementing voice and application security (see VPNs and SBCs below)
- Reconfiguring a network to implement QoS
- Reconfiguring firewalls and routers

Security

To ensure network and voice system safety, it is mandatory that a VPN or Session Border Controller is installed and correctly configured. This is to protect a company's voice and data networks from toll fraud, hacking and abuse.

VPNs

Some scenarios will require the use of a VPN to route traffic (securely and safely) from the employee's laptop or phone to the phone system. It is expected that there is a working VPN in place with capacity and licences to support the additional remote users.



Session Border Controllers (SBCs)

Some scenarios will allow for voice communications to be routed over the internet using the employee's existing home network. In this case a UNIVERGE BX Series Session Border Controller is required and will need to be appropriately licenced for the correct number of users and concurrent voice calls.





PHONE SYSTEM UPGRADES

Phone System Hardware and Licences

In some cases the NEC communications platform may need additional hardware or software added to support remote workers.

This includes but is not limited to

- PAD cards
- Media gateways
- Device and Capacity licences
- Main software upgrades
- VoIP resource licences
- Memory expansion modules



HOW MUCH WILL IT COST

Your NEC representative can assist you in establishing the most cost effective way to implement your remote working requirements. That said, in most cases it may be surprisingly less than expected and it will offer a level of functionality and flexibility staff have been demanding. It will also provide businesses a level of business continuity allowing staff to keep working no matter what happens.

Contact an NEC representative to talk through your options and get an obligation free quote.



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