

Orchestrating a brighter world

NEC

# UNIVERGE<sup>®</sup> SV9500

SMART COMMUNICATIONS  
FOR SMALL, MEDIUM &  
LARGE ENTERPRISES



# TODAY'S COMMUNICATION CHALLENGES

With technology changing exponentially and workforces becoming more mobile, having or not having the right communication tools can make or break your team's ability to maintain high levels of customer service. Coupled with increasingly demanding customers with higher service level expectations, having the right communications system in place is imperative.



## A SMART APPROACH AGILITY AND MORE FLEXIBILITY

The choice of communication solutions in the marketplace is vast – that is why it is important to choose a solution that offers you the flexibility to customize it to meet your workforce needs and provides your business with the agility it requires to adapt to ever-changing customer demands.

NEC's UNIVERGE® SV9500 communications solution offers you choices to implement a solution that best fits your business and industry needs – keeping your team and customers... connected.

- > Choice of full redundancy appliance server model, virtualized software model or Enterprise (SE) model
- > Expandable to 16,000 IP extensions within a single system and up to 192,000 IP extensions in a networked system – plenty of capacity for growth

- > Various deployment options – centralized (single/branch offices) & distributed, and private or hybrid cloud
- > Latest upgradeable communications technology – protect your investment
- > Both SIP and ISDN technology for a future-proof solution
- > Easily connects with service provider networks through NEC's UNIVERGE BX Series of session border control gateways

That's why NEC's SV9500 platform is one of the easiest to configure Unified Communications capable systems on the market. It easily integrates with existing IT technology as a fully interoperable digital or IP system. It also meets the demands of your multi-generational employees. Recognized as having the highest level of customer satisfaction among Unified Communications vendors, NEC also brings you an incredibly smart investment.



### 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 SV9500 is designed to cater 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!

## REACHABILITY MATTERS

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, ANY TIME**



**ON THE ROAD**

**SMARTPHONE LIKE YOUR DESK PHONE**

Treat your smartphone like your desk phone with the SV9500's UC mobility applications. Enjoy the SV9500 system features while you're on the move.

- > Choice of different options to meet your individual requirements
- > Remain connected through one extension number from wherever you are
- > Access system features while on the move – including enterprise dialing, call transfer & work caller ID
- > Seamless call transfer between mobile and desktop phone



**ON YOUR PREMISES**

**ALWAYS STAY CONNECTED**

For the ultimate devices for voice, text messaging and in-house mobility – the SV9500's IP DECT wide ranging portfolio includes:

- > Crystal clear speech, loudspeaker & hands-free support
- > High security with DECT authentication
- > Security features including Man Down, location detection capabilities, SOS and more
- > Latest CAT-iq technology combining DECT and Wi-Fi technology for data access on the move
- > Robust handsets for tougher environments
- > Seamless integration with NEC communications platforms



**SINGLE NUMBER REACH**

IDENTIFIED AS THE MOST IMPORTANT UC CAPABILITY FOR BUSINESSES



**ANYWHERE, ANYTIME ACCESS**  
MAKE YOUR SMARTPHONE SMARTER

Voice and video mobile extensions for your smartphone. Using your Apple® iPhone®, iPad® and Android™ smart devices, the SV9500's mobile applications enable you to stay connected from virtually anywhere. Simply connect to Wi-Fi or use your mobile data (3G/4G) to handle your calls.

- > Integrates into your smartphone contacts
- > One number, one voicemail, one complete call history
- > Video calling capabilities
- > Wi-Fi use helps reduce cell phone minutes & international roaming costs



FREE WI-FI COMMUNICATIONS



VOICE & VIDEO EXTENSION FOR YOUR SMARTPHONE



INTEGRATES WITH YOUR SMARTPHONE CONTACTS



COLLABORATE WITH YOUR COLLEAGUES



WORKS WITH IPHONE, IPAD & ANDROID



COMPLETE CALL HISTORY



**MOBILITY CHOICES**  
ALWAYS STAY CONNECTED

- > Enhanced mobility experience
- > Video collaboration options for more personalized meetings
- > Seamless call transfer between mobile and desktop phones
- > Crystal clear audio experience over mobile network
- > Simultaneous ringing of devices
- > Intuitive, easy-to-use interfaces
- > Supports Bluetooth®
- > Access to standard call control functions and call history



# THE RISE OF THE THE REMOTE WORKER

Productivity, cost savings, greater flexibility for your workforce – just some of the reasons working remote has increased globally to 52% of employees around the world working from home at least once per week and 21% more than once per week\*. With the SV9500's 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 the SV9500's cost-effective voice, video and collaboration solutions, your remote workers will never be or feel out of touch.

- > Remain contactable through one single number wherever you are - reduce voicemails and telephone tennis
- > Use the same enterprise features on the move, including call back, transfer and caller ID
- > Enables real-time sharing and exchange of information between co-workers and customers
- > Improves teamwork among colleagues in geographically dispersed locations



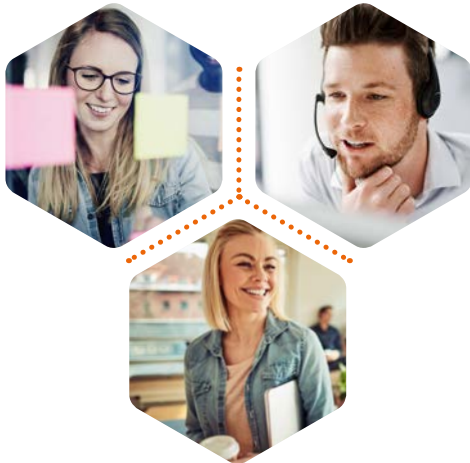


### SMART COLLABORATION

ENHANCE THE CUSTOMER EXPERIENCE

Encourage collaboration by providing your employees with a more convenient, immediate and secure way to work together with others. The SV9500's collaboration solutions provide the tools that enable your business to work with partners, suppliers and customers to shorten decision cycles, improve information sharing and increase the speed of decision-making.

- > 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
- > Encrypted and secure – unique meeting ID and PIN required for each participant
- > Record meetings for future reference



### 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)

## WORKING FROM HOME/REMOTE INCREASES PRODUCTIVITY

LOWERS COSTS AND CAN REDUCE  
ABSENTEEISM BY OVER 60%

# ADVANCED 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 SV9500's Contact Center and Attendant solutions offer your customers a rich omni-channel environment which helps make each interaction with your organization exceptional.



## THE SMART CONTACT CENTER

CUSTOMER LOYALTY THROUGH ATTENTIVE SERVICE

The SV9500's Contact Center solutions provide all the tools necessary to make each interaction between your customers and your business quick and easy. 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.

- > UC agent desktop application provides real-time status and availability of colleagues
- > Multiple communication channels - web-based chat, email, social media (such as WhatsApp, Twitter and Facebook Messenger) 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



**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 Attendant/Operator solutions available on the SV9500 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
- > 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
- > 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



# COMMUNICATIONS TECHNOLOGIES CATERING TO YOUR INDUSTRY NEEDS... **NOT THE OTHER WAY AROUND**

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



## HEALTHCARE FACILITIES & CLINICS

Every healthcare facility administrator wants to streamline clinical workflows and enable better patient care. The SV9500 lets healthcare facilities and clinics meet the challenges of information sharing 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 SV9500 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 YOUR HOTEL

A hospitality environment presents the ultimate challenge for customer service employees and the SV9500 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.

SV9500 users get access to robust hospitality centric offerings which optimizes hotel operations and improves efficiency. Your staff will be able to be productive regardless of location— resulting in increased responsiveness to guest needs.



### IN EDUCATION

Connected learning helps to deliver broader and more intuitive access to pertinent information and resources through direct and increased availability. The SV9500's unified communications and collaboration solutions help make the learning experience simpler and more personal.

By bringing together the tools and technologies that promote highly adaptive accessibility, the SV9500 makes connecting easier, exchanging information more seamless and 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.



### FOR THE GOVERNMENT

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

The SV9500 also improves enterprise telephony with advanced communications features all while running in your own secure, safe environment.

# SIMPLE CALL MANAGEMENT

## MONITOR. MEASURE. MANAGE.

Advancements in technology today has 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 SV9500 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 SV9500's 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.

- > 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 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. The SV9500 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.

- > Based on predefined notification plans and staff schedules, MobiCall relays these event inputs together with possible additional information (such as location) to the relevant persons using PBX extensions, DECT or Wi-Fi phones, smartphones (GSM, SMS), PC clients, email, SNMP, etc...
- > Delivers the right message, to the right person, at the right time
- > Better collaboration among colleagues especially among organizations with a geographically dispersed workforce

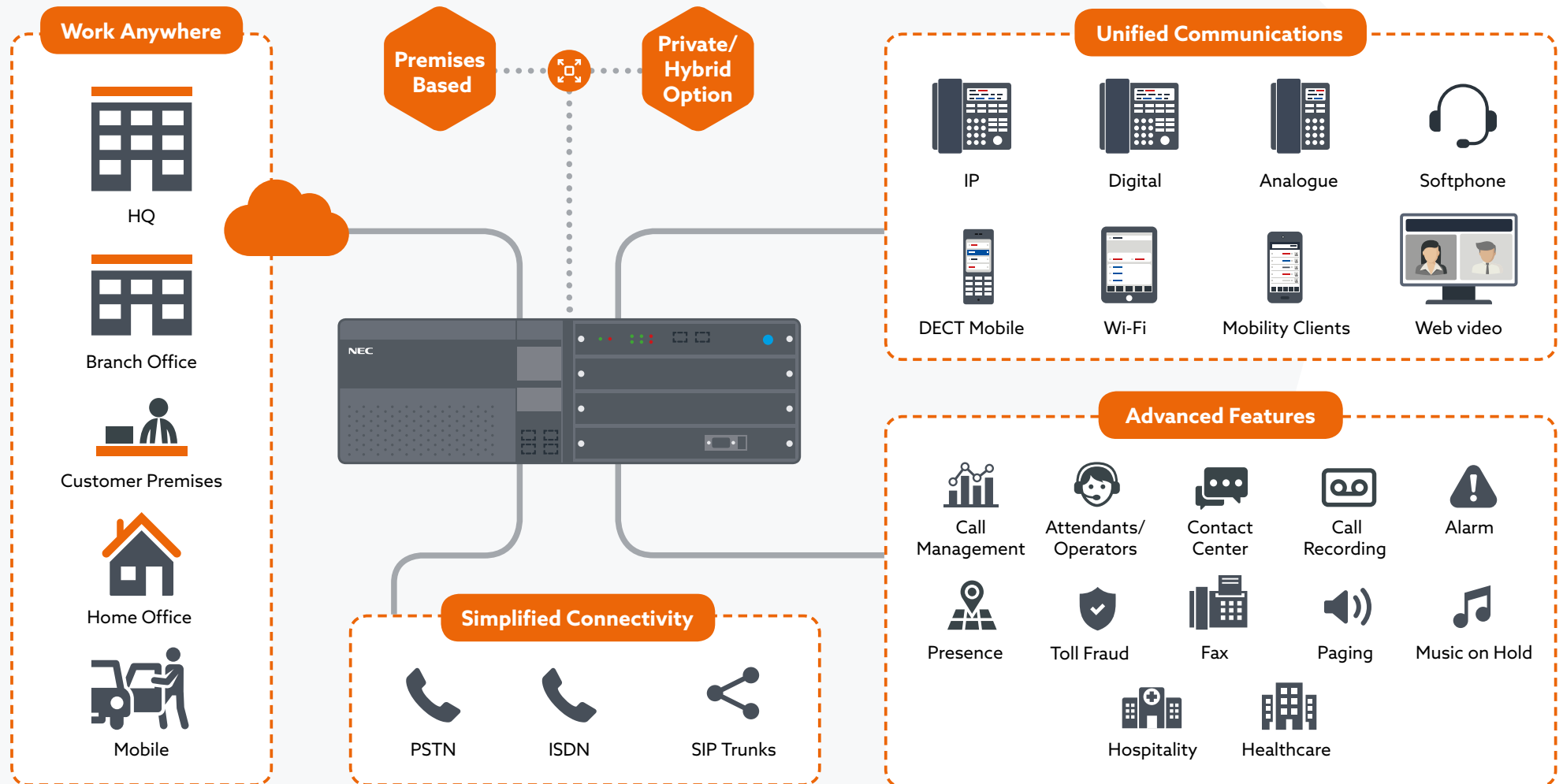


### TAKE CONTROL OF SITUATION

MANAGED ACKNOWLEDGMENT AND ESCALATION

- > Acknowledgment and Escalation: For maximum reliability, depending on the event type, a predefined person or minimum number of persons in a group must acknowledge an event. When such a rule is not met within a certain time frame, MobiCall can initiate an automated alarm escalation to notify other parties.
- > Reporting & Control: MobiCall logs in detail all information for every alarm sequence. The report can be sent automatically or can be retrieved at any time.
  - Provides auto-escalation of messages based on predefined response or response time-out.
  - Eliminates confusion in task assignment and ensures a timely response in critical situations
  - Ensures that no critical information, messages or alarms are lost or overlooked

# UNIVERGE® SV9500 SYSTEM OVERVIEW



# DESKTOP AND DECT PHONES

- > **Wide range** – Choose from IP or digital, 2-line keys to 32+ or self-labelling, grayscale or color 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 adapter** – 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

 OVER  
**\$28 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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