Orchestrating a brighter world

NEC
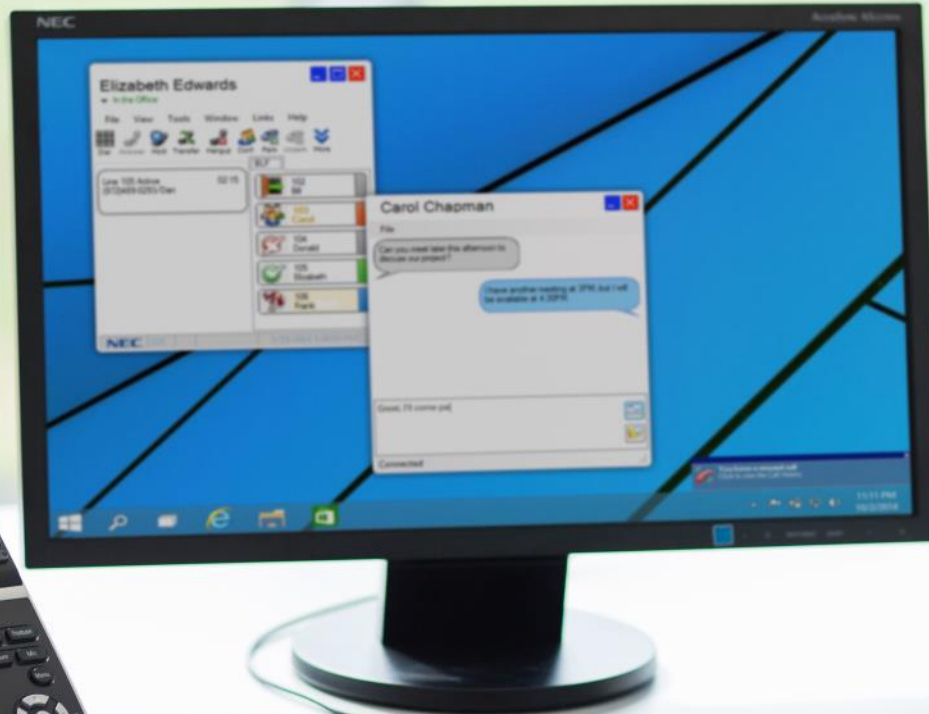
UNIVERGE®
SV9100

COMMUNICATIONS SOLUTION

Smart Communications for small and medium business

au.nec.com

Contents

Choose the **UNIVERGE SV9100**

Communications technology is rapidly changing

Competitive businesses come in all sizes and successful businesses always have one thing in common: great teamwork. In the age of increasingly disparate working locations and job complexity, communications play a crucial part in every organisation's success.

NEC's UNIVERGE® SV9100 is the unified communications (UC) solution of choice for small and medium businesses (SMBs) who don't want to be left behind. Designed to fit your unique needs, the UNIVERGE SV9100 platform is a

powerful communications solution that provides SMBs with the efficient, easy-to-deploy, mobile technology that they require.

Reliable and adaptable, the SV9100 is built on cutting-edge technology that supports voice, unified communications and collaboration, unified messaging, and mobility out-of-the-box, all the while remaining easy to manage.

From small businesses to ones with up to almost a thousand employees, the SV9100 will scale to meet your needs.

**512** UC users   **512** Agents   **50** sites   **896** phones   **400** lines

At a glance

> Future-proof Unified Communications solution for the multi-gen workforce

> Embedded unified communications client with directory, presence and IM

> A seamless mix of IP and traditional phone services

> Broad range of mobility applications / devices

> Embedded video and audio conferencing

> A fully integrated Unified Messaging solution

> Comprehensive contact centre suite

> Simplified user licensing with a low TCO

> Inbuilt toll fraud detection

> Wide range of end-points

> Lower carriage costs with SIP trunks

> Safeguards your investment

> Delivers on NEC's green initiatives

> A rack mountable chassis that can incorporate telephony, networking, server and gateway hardware

> The capability to mesh up to 50 systems into a single image communication platform

> System capacity up to 1,296 ports
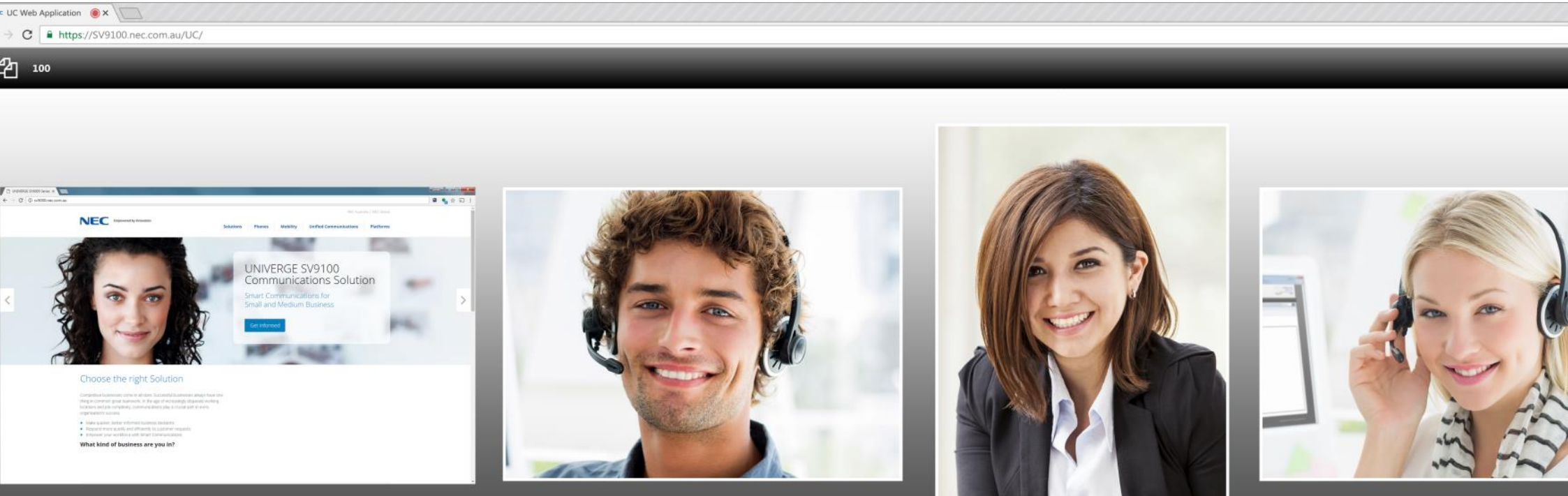
Simplify staying in contact - **collaborate with your customers**

In today's working environment, employees are spread across different locations. One of the best ways to bring teams together and speed up the decision making process is to use collaboration tools.

The SV9100 is capable of holding multi-party web based video conference without the need for additional hardware. Employees are able to quickly set-up a video conference between two or more people from anywhere with an internet connection and a web browser (or mobile device). As well as video and audio conferencing functionality, PC users can work collectively by sharing their screen and documents.

The ideal solution for team meetings or doing live software demonstrations and customer presentations.

> Video conferencing, document & screen sharing for up to 32 people

> 8 participants per conference, 4 concurrent conferences

> Secure (https) connectivity

> Works with Google Chrome, Internet Explorer V11 or Android smart devices

Top 10 reasons you need NEC's toll fraud detection

❶ **Peace of mind** with an effective toll fraud defence

❷ 'On duty' **24/7/365**

❸ **Helps prevent toll fraud** attacks which can easily cost thousands of dollars

❹ **Low cost on-board solution** with no extra cost of PC server required (unlike other solutions in the marketplace)

❺ **Tailored** specifically to the needs of your business and call patterns

❻ **Zero maintenance** solution which 'sits in the background' until an alert is triggered

❼ **Easy to use**: alerts are easily switched off if telephone usage is legitimate

❽ Acts as a strong deterrent to **internal telephone abuse**

❾ **Flexible** solution with easy updates via online Application Manager

❿ **Reacts instantly** to a potential toll fraud attack

Securing your communications - **toll fraud detection**

The global cost of telephone fraud exceeds $50 billion each year. Toll fraud, also known as phreaking is a risk to businesses of any size and not just limited to large enterprises.

Attackers use automated tools to locate and compromise vulnerable systems and once compromised will begin making calls that could cost your business thousands of dollars. Usually done after hours, by the time you realise it's happening it could be too late.

NEC's Toll Fraud application constantly monitors calls in and out of your phone system looking for suspicious call patterns. These rules are totally customisable and can be matched to your unique business needs. Once a suspicious call is made the system can either alert you via email or block the phone from making further calls. The phone can be re-enabled by replying to the email – it is that simple.

Unlike other solutions, NEC's toll fraud detection runs within your phone system so there is no need to purchase and run expensive servers or monitoring equipment.

Source: Communications Fraud Control Association Global fraud loss survey 2015

A platform that grows with your business
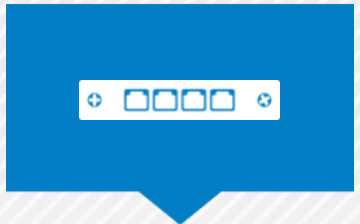
Internal video & audio bridge

9.5" wall / floor mount chassis

Floor mount kit

19" Rack mount chassis

Chain multiple chassis together

Blade architecture

Blade architecture

Mix and match the right blades to deliver the perfect communications platform for your business.

> Main Processor

> Multipurpose router

> Gigabit POE Switch

> Analogue / digital phones

> Carrier interfaces

Scales with you

One chassis delivers up to 80 traditional phones or nearly 900 IP phones.

Need more?

Chain up to 4 chassis in a stack. You now have a system capable of nearly 400 traditional phones.

Still need more?

Link multiple stacks on the same site or spread across the globe - up to a maximum of 50 stacks.

Easy to manage

The SV9100 offers centralised management of your phone and enterprise communications system. Moves, adds and changes of SV9100 phones are quick and easy, via intuitive, easy to use, web-based management tools.

Simply plug any phone into any jack wherever it's needed. It's ready to go!
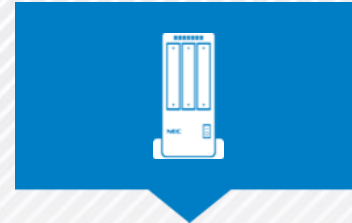
Built for the rack

The SV9100 is a rack stackable chassis (19" / 48.3cm) that supports server functions, media gateways and media converters all in a single unit.

Equally at home on the floor or the wall

The SV9100 also comes in a floor or wall mountable chassis (9.5" / 24.1cm) and handles up to 32 digital or analogue terminals, and up to 896 IP terminals.

High quality audio

Directory access

Presence

Calendar integration

8 party conference

Document sharing

Instant message

Interactive whiteboard

Integrated Instant Messaging

Softphone with 8 party collaboration

Directory Presence Call History

Control your desk phone

Unified Communications for your PC

The **smart way** to communicate

Be productive

Being productive is about making the most out of your limited, valuable time and the NEC UC Suite will help you do just that.

Lookup the number of colleagues, partners and customers directly from your PC, and click 'call' on your PC to have your desk phone make the call for you.

When needing the assistance of another employee it is essential you know where they are - with NEC's integrated presence you will know if they are at their desk, in a meeting (based on Outlook calendar*) or on the phone.

When you receive a call, PC screen pops will tell you exactly who is calling and on-screen controls makes handling the call a breeze.

When integrated with your favourite CRM, when a customer calls you can even get access to customer records and purchase details.

If you need an answer to a question in a hurry, why not communicate with colleagues via instant messages? It's quick and easy and far less intrusive than a phone call.

High volume calls

Receptionist and attendants need to know exactly what is going on and the NEC UC suite lets them see, at a glance, the status of employees. They know when staff are able to take calls and when they will return to the office. Handling calls is a simple as drag-and-drop.

Make calls from your PC

NEC's softphone empowers your employees with the communications tools they need to work efficiently and productively, whether they're in the office or on the road.

It is a versatile multimedia IP softphone capable of delivering high quality voice and video. It can be used as a primary desktop phone, an alternate phone or a remote / telecommuting device.

Going mobile

Being without access to your PC shouldn't mean you can no longer access critical information. From a simple web browser, users can access many of their UC features without having to install any software.

Share information and ideas

When linked with other softphones, employees can collaborate and interact with each other in exciting ways:

> **Hold conferences** with up to 8 other participants.

> See the **video** of all parties without the need for expensive video bridging equipment.

> **Share files** and documents in real time allowing participants to workshop ideas.

> An **interactive whiteboard** allows employees to review, create and update graphic designs.

> **Instant message** (send text messages) to other employees in real-time.

> **Transfer files** easily while in a call by simply dragging and dropping from Windows Explorer.

* Some features may require an external server

Improving the way you work

Mobile staff

In-built mobility keeps customers and sales people connected via a single published phone number - from any location on any device. WLAN and DECT mobile handsets allow employees to stay in touch anywhere in the workplace, making them more accessible and responsive to customer needs.

Security

The IP video door-phone functionality enables audio and visual monitoring of entrances which increases facility security.

IT Manager

The centralised management functionality allows IT personnel to connect to the network locally or remotely, enabling staff to easily maintain all communication servers from a single location.

Customer interaction

The Auto-Attendant feature plays a greeting to all callers and ensures that they are routed to the correct department/person.

Receptionist

UC Suite provides receptionists with a pop-up window that displays caller information and enables them to answer calls, see colleague's availability, transfer, park or take a message with a simple mouse click or a drag-and-drop.

Contact Centre

The UNIVERGE SV9100 Contact Centre provides a detailed view of call activity of all agents – statistics can be used to reduce abandoned calls and follow up on missed calls. Callers are kept informed with periodic announcements.

Office worker

The conference feature allows employees to effortlessly set up a virtual meeting for colleagues on short notice, wherever they are, enabling faster business decision making, as well as reducing travel time and expenses.

Remote / Home worker

UC Suite enables employees to use either their desktop phone or softphone at a remote or home office location to communicate with colleagues with the same ease as if they were in the office.

Simplify **your customer interactions**

Customer service is key to any business and ensuring your customers get to talk to the right person is crucial. This is easy with the SV9100's inbuilt Contact Centre.

Boost customer service and agent productivity by routing calls based upon the number called, waiting times, and the time of day. Priority callers can jump the queue by dialling special queue numbers.

Your customers are given the option of either leaving a message for agent call-back or holding for the next available agent. Callers are always kept in the loop with periodic announcements.

Detailed reporting can be used for agent scheduling, business analysis and improvement of your contact centre's efficiency. These reports can be scheduled or printed on demand in both textual and graphical formats.

Agents and supervisors are always informed with alerts sent directly to their desk phone. The SV9100 ACD's real-time display provides a simulated wallboard. Providing supervisors with both queue threshold and agent information on their PCs. Supervisors and authorised agents can use the agent desktop application to text message important information to agents or groups.
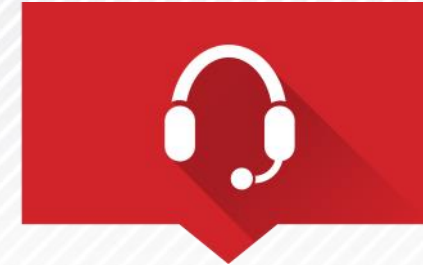
Only pay for what your need

Basic

Sometimes you just need a phone.

Unified Communications

Sometimes you need a full featured powerful UC solution.

Unified Communications Plus

Other times you need a complete UC solution for operators, agents and CRM integration.

Simplify **your purchase**

Confusion and agitation are a thing of the past with the SV9100's simplified user license structure.

Just pick and choose which features your employees require (Basic, UC or UC plus).

It really is that simple.

Option	Basic	UC	UC Plus
Desk phone & Web based management The right to use a phone of your choosing and centrally manage it	☑	☑	☑
Unified messaging Receive voicemails in your email inbox	☑	☑	☑
Mobility Your desk phone and you mobile or other number rings together	☑	☑	☑
UC Suite Web & PC clients, voicemail & Outlook integration		☑	☑
UC Attendant / CRM integration Integrate with select CRM's or work as an attendant			☑
Contact Centre Agent Login in to the SV9100 embedded contact centre			☑

A phone for every occasion

Full colour or greyscale
Time | Date | Extension name & number | Caller ID
Extensible with XML for application integration

Wideband handset

Phone colour options
Piano black
White porcelain (selected models)

Speaker phone
Support for full duplex hands-free

Adjustable stand
5 adjustable angles or wall mount

Backlit keypad

Hold | Transfer | Speaker buttons

Message waiting indicator lamp
Viewable from the front and back of the phone
7 Colours (IP) | 3 Colours (Digital)

Soft keys
Keys dynamically change based on phone status

Semi-transparent illuminated line keys
Quick access to system features, including:
One touch dialling | Lines | Call park
Voicemail | Call forwarding | Application access

Feature keys
Recall | Feature | Answer | Microphone

Menu key
Call history | Directory | Settings

Navigation cursor

Microphone

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IP and traditional telephones

2 Button

6 Button

24 Button

Dual Screen

Colour

It's all about choice

When it comes to desk phones there is no "one size fits all". With NEC you can choose the phone that best meets your business demands. From 2 - 144 buttons and from no display, through multiple greyscale screens to a full colour touch display you are sure to find the perfect phone.

Work where work takes you

Login to any IP enabled phone with your credentials and automatically have your profile follow you - enabling staff to work effectively in meeting rooms and remote offices or even remotely when using a softphone.

Directory access

Users can quickly access corporate and personal directories to easily reach the people they need. When a contact calls, their name is displayed instead of their phone number.

More than just a phone

Unified messaging, contact centre and click to call are just a few of the advanced applications that can be accessed from your NEC desk phone.

Available in black   **Available in white**

Select models only

Do even more with these powerful add-on modules

Need access to every feature with a single button press?

Sometimes 24 buttons are just not enough - NEC has both an 8 and 60 button add-on module to ensure the features you need are simply a button press away.

8 button add-on

60 button console add-on

Note: Add-on modules are only available on select handsets models.
Not all modules are immediately available for sale

Answer calls with your wireless headset

NEC's handsets support Electronic Hook Switch, allowing you to be notified of incoming calls via your wireless headset. Simply press the button on the headset to answer / release the call. Great for office areas where staff are required to work short distances from their desk and still be contactable.

Use your phone wirelessly

Sometimes it isn't possible to run physical LAN cables to locations where you may want to put a phone, like in reception areas or older buildings where adding new cabling can be impractical. With the NEC Wi-Fi adapter your phone simply needs power and your voice is transmitted via Wi-Fi - a simple and cost effective solution.

Pair with your mobile

With NEC's Bluetooth module you can pair your mobile phone to your desk phone. When your mobile phone rings, so too will your desk phone. You can then answer the call using your desk phones handpiece rather than having to take your mobile out of your bag, purse or pocket.

For more information, visit au.nec.com, email contactus@nec.com.au or call 131 632

About NEC Australia. NEC Australia is a leading technology company, delivering a complete portfolio of ICT solutions and services to large enterprise, small business and government organisations. We deliver innovative solutions to help customers gain greater business value from their technology investments. NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

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