

# UNIVERGE® SV9100 COMMUNICATION SOLUTION



Empowering the Smart Workforce

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## Change the way you work with **NEC UNIVERGE® SV9100**

Competitive businesses come in all sizes but usually have one thing in common: great teamwork. And in the age of increasingly disparate working locations for employees, communications play a crucial part.

Get the most out of your workforce with the SV9100 from NEC. It's designed for real people and real business and gets your team working together from day one:

- > Make quicker, better informed business decisions without waiting for the next weekly office meeting
- > Respond more quickly and efficiently to customer requests to drive loyalty and keep ahead of your competitors
- > Empower your workforce with Smart Communications



Empowering the  
**Smart Enterprise**

# Let's work together!

NEC UNIVERGE® SV9100 delivers



### Make a smart investment

The SV9100 comes with an unprecedented warranty and future-proof technology that 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. Our Unified Communications platforms have been recognized by industry experts as having one of the lowest total costs of ownership on the market.

- > Unsurpassed warranty for peace of mind
- > Future-proof technology that meets the need of the multi-generational workforce
- > Recognized with the highest Customer Satisfaction among UC vendors\*
- > Lower total cost of ownership\*\*

### Work with smart IT

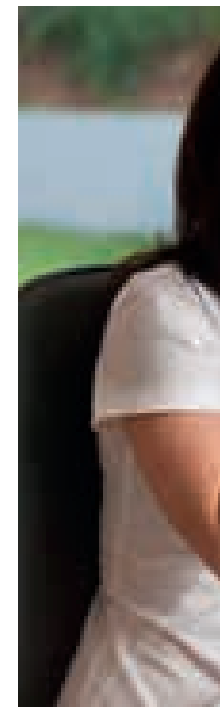
Interruption of communications services means downtime for your business, customers and loss of revenue. That's why NEC's SV9100 platform is one of the easiest to configure Unified-Communications-capable systems on the market. The SV9100 easily integrates with existing IT technology as a fully interoperable digital or IP system. The user-friendly management interface streamlines system administration, giving IT Voice, Unified Communications and Voicemail from one central location.

- > Simple configuration and low maintenance
- > Works as a digital system, IP system or a combination of the two
- > SIP technology provides disaster recovery
- > Easy integration with email apps incl. Microsoft® Outlook® & CRM integration e.g. Salesforce

\*According to Nemertes 2014 - \*\*According to the Stein Technology Consulting Group (STCG) report 2014 – NEC rated lowest in Total Cost of Ownership over 5 years & Nemertes TCO Report 2013

# The Smart Workforce

Keep working, stay connected



## In the office

During a working day, employees are actively in and out of meetings, moving around the office and other departments. Stay in touch with the flexible options the SV9100 offers to ensure calls are delivered regardless of location:

- > **Keep talking** – Stay connected with NEC's Bluetooth handsets which can be paired with mobile phones for the ultimate in flexible communications
- > **Hot desking** – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
- > **Call recording functionality** – Resolve disputes instantly, avoid litigation, stop-start recording for credit card orders, telesales training tool and more!

## In the boardroom

- > **Flexible boardroom meetings** – Audio and video conferencing capabilities for maximum convenience and spontaneity
- > **Increased communication 'visibility'** – Call management tools provide a real-time snapshot of caller activity and customer service levels across the company
- > **Remote management** – Key call performance summary reports can be automatically emailed as a PDF to your directors



## At the reception desk

The shop window to your business – here's how to create a smarter reception area:

- > **Lower costs** – NEC Door Phones can enable other team members to easily man reception duties during quieter periods, saving on overhead
- > **Save time** – With Click-to-dial, quickly connect to the person you need to reach
- > **Greet your callers by name** – Caller ID enhances your customer service



**Your mobile sales team**

For your sales team and teleworkers, travelling to and from various business meetings, having more than one method/number for communications can be time consuming and confusing. Salespeople have to be in the know – all the time, no matter where in the world they are.

- > **Mobile Extension** – Allows a user to be contacted on a single number, regardless if a call is taken on their desk phone or mobile
- > **Mobile calls** – Can be recorded as you would a desk phone call

**At the warehouse**

Communications need to be just as advanced in the warehouse as in the office. Gone are the days when an old mobile handset will suffice.

- > **IP DECT handsets** – offer a wide range of choices and advanced feature sets to remain connected in all departments
- > **Safety features** – Include Man Down, Location Detection and more

**Your homeworkers**

Users can enjoy a complete phone user experience from their home office plus greater working flexibility. Individual and business benefits include the cost and time savings of travel and even the associated costs of workspace.

- > **Desktop telephones** – Provide access to system features from the home, e.g. company directory, call transfer and more
- > **Video conferencing** – Face to face communications with colleagues and customers



# Smart Mobility

Communicate anywhere, any time



## On the road

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

- > Remain contactable through one extension number wherever you are – reduce voicemails and 'telephone tennis'
- > Use system features on the move – including call back, transfer and caller ID
- > Call recording capabilities on your mobile – your peace of mind is no longer restricted to just landline calls

## Mobile office

For flexible calling options, pair up your mobile with the Bluetooth deskphone adaptor:

- > Bluetooth adaptor provides a collaboration between a smartphone and your deskphone
- > Seamlessly continue a call started on your deskphone on your mobile



## Larger sites & campuses

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
- > Multi-line operation



“Increase your customer service levels and you’ll increase your business”



### Introducing mobile Integration

Combining WiFi, Fixed Mobile Convergence (FMC) and smartphone technology, the NEC Mobile Integration is a sophisticated solution offering users seamless access to a variety of networks across the premises of an organization.

- > **Single Number Reach** – Provide colleagues and customers with a single phone number
- > **Unified Voice Messaging** – No need to check multiple voicemail boxes for messages
- > **Seamless Roaming** – Use a smartphone to easily transfer calls from the business’s WiFi network to a cellular network, and back again
- > **Enterprise Dialing** – Use a smartphone to make station-to-station or external calls

### On your premises

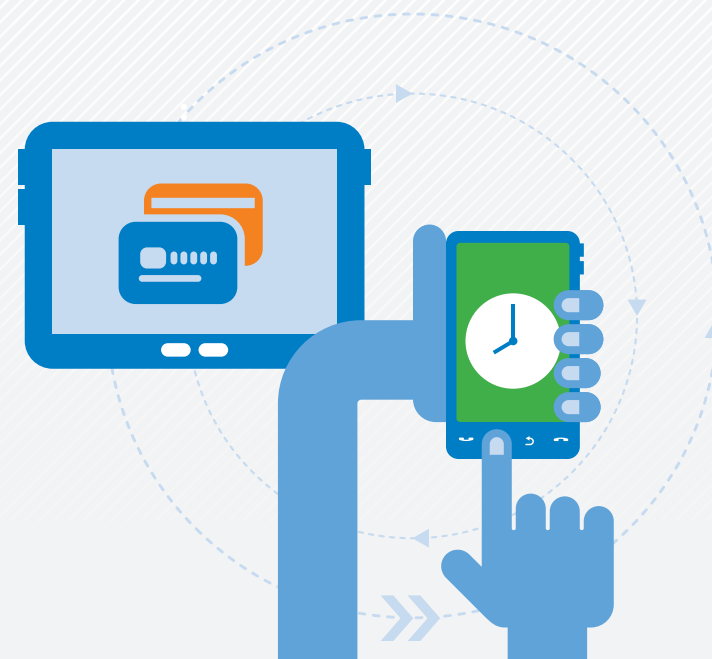
For the ultimate devices for voice, text messaging and in-house mobility - the SV9100's IP DECT wide ranging portfolio includes:

- > Security features including Man Down, Location Detection capabilities, SOS and more
- > Latest CAT-iq technology combining DECT and WiFi technology for data access on the move
- > Robust handsets for tougher environments



## Make Collaborating Easier

Connection and collaboration are key to keeping communications running swiftly in any organization



The right communications solution can significantly impact your team's productivity. That's why it is imperative that you utilize a communications platform that gives your team the tools that enable them to do more with less.

### Unify your communications, messaging and collaboration

NEC's UC Suite for SMBs delivers the tools that will increase performance throughout your organization. The UC Suite gives you and your employees access to the latest productivity enhancing communications applications, such as user presence, instant messaging (IM), whiteboarding, application sharing, a multimedia softphone, and your UC client.

The UC Suite delivers on the promise of unifying your business's communications by integrating seamlessly with Microsoft® Outlook® and other CRM applications. Our innovative UC Suite ties your organizational communications into your core business

processes while also helping to increase employee productivity, shorten response times, encourage collaboration, and improve customer satisfaction.

With the SV9100 and its UC capabilities, your employees retain ownership of their communications. They set their schedule, and their phone rings accordingly. They launch a meeting or customer service session, and manage it directly from their UC Client. The SV9100 gives your employees exactly what they want—unencumbered communications tools that they control.

### UC applications include

- > Innovative applications that increase efficiency and productivity
- > Simplified call management through easy-to-use graphical user interfaces
- > User Presence for real-time status and availability of colleagues
- > Instant messaging for quick, real-time conversations





- > Easy capture/upload of profile pictures to be associated with Busy Lamp Field (BLF) and company directory
- > Color customization of main window and instant message window
- > Internet browser access to features through UC Web Client
- > Microsoft® Outlook® calendar integration
- > Simplified call handling for operators and attendants
- > Seamless integration with UNIVERGE® SV9100 Contact Center application for contact center functionality
- > Quick access and easy management of messages through the integration with InMail and UNIVERGE® UM8000
- > Virtual Machine environment support
- > Runs on either an SV9100 internal server blade or external server – full functionality either way



# The Smart Contact Center

Advanced solutions for demanding customers



## Cool, calm and collected contact centers

Today's customer expects to be able to communicate with your business in their own time in whatever way they choose. The increase of online ordering and reduction in telephone enquiries means a contact centre needs to adapt quickly.

The SV9100 Contact Center suite provides you with all the tools necessary to make each interaction between your customers and your business quick and easy.

Between improved response times, reduced abandon rates, lower operating costs, and increased revenues, both you and your customers will see a rapid return on your investment.

## 5 ways to transform your contact center

- 1 Improve your customer service** – Skills-based routing means callers experience quicker, more efficient service
- 2 Measure and manage your team** – Judge their performance on a daily basis with customised reports
- 3 Keep your customers satisfied** – The Callback feature means customers who are unable to hold can leave a message and receive a call back
- 4 Deliver multimedia easily** – Multimedia Queuing delivers all your communications to your agents in the familiar way calls are delivered and prioritised
- 5 Motivate your team** – Dynamic wallboards encourage healthy competition between agents with performance levels displayed in real-time



## The Desktop Telephone **Reinvented**

Communication continues to evolve each day, and to keep up, so must your desktop telephone. The increasing technological innovations of smartphones and tablets has led to the creation of a new breed of desktop phone. NEC's new UT880 integrates the traditional desktop telephone and an Android tablet into one device that provides you with an innovative, feature-packed desktop phone that revolutionizes your calling experience.

### **UC functionality**

The UT880 also provides you with access to your NEC desktop client. All UC functionality, from corporate directory, presence, and instant messaging to unified messaging and call control, is available at your fingertips.

### **NEC's UT880 takes it to the next level**

- > A full seven-inch color display with four-finger multi-touch capabilities
- > UNIVERGE Multi-Line client that emulates any NEC telephone
- > Open interface for application development
- > Supports SV9100 platform voice functionality and hands-free speakerphone
- > Integrated Bluetooth capability
- > Built-in camera for video conferencing
- > Android OS support
- > Multiple login support
- > USB port



## Elegantly Designed & Feature Packed

### Full Color or Gray Scale LCD

**Call Data:** Time & Date, Extension Name and number and incoming Call Info

**Data:** XML capabilities/application information when not in a call

### Wideband Handset

### Color Options

Piano Black | White Porcelain

### Speaker phone

### Adjustable Stand

4 adjustments

### Customizable Backlit Keypad

**Options:** ACD | Retrofit | French Spanish | Braille Stickers

### Microphone

Support for full duplex hands-free operation

### Message Waiting Indicator Light

Viewable from front and back of the phone  
IP – 7 Colors | Digital – 3 Colors

### Soft Keys

Voice switch controlled and features dynamically change depending on state of phone

### Transparent Line Keys that Light Up

One touch access to system features such as:  
Extension Dialing | Lines/Call Park  
Voicemail Box | Call Recording | Security

### Feature Keys

Recall | Feature | Answer | Microphone

### Menu key

Call history - redial/missed calls  
Directories | Settings: ring volume

### Navigation Cursor

### Hold, Transfer & Speaker Buttons

# IP and Digital Desktop Telephones

A premium deskphone for every member of your organization



DT410

### DT410 Digital Desktop Telephone

- > 2 key non-display or 6 key display
- > Entry level phone
- > Hands-free, Half Duplex
- > Soft keys / LCD prompts
- > Directory dial key: 10 Feature Key support
- > Wall mountable
- > Message waiting indicator



DT430 & DT830

### DT430 Digital Desktop Telephones

- > 12, 24 or 32 programmable keys (fixed terminals)
- > Backlit keypad
- > Backlit Line keys
- > Desi-less (8-line display) version
- > Hands-free, full duplex
- > Headset support, optional support for EHS
- > Soft keys/LCD prompts
- > Directory dial key: Navigation cursor
- > Call history
- > Bluetooth support (BCAZ)
- > Wall mountable



DT430 & DT830 Dual Display (Desi-less)



DT830CG Color Display

### DT830DG & DT830CG IP Desktop Telephones

- > 12, 24 or 32 programmable keys (modular support)
- > Backlit keypad & Line keys
- > Desi-less (8-line display) version (DT830DG)
- > Hands-free, full duplex
- > Headset support, Optional support for EHS
- > Soft keys/LCD prompts
- > Navigation cursor & Directory dial key
- > Call history
- > Gigabit Ethernet
- > USB Port – Smartphone charging, downloading images for display (Except on display model)
- > Bluetooth support (BCA-Z)
- > Wall mountable
- > XML open interface capabilities
- > VoIP encryption



8-line Key Module



60-line DSS Console

### DT830 IP Desktop Telephone - same as DT430 plus

- > Network support 10/100 Ethernet
- > Backlit LCD screen
- > XML open interface capabilities
- > VoIP encryption

### DT830CG IP Desktop Telephone above features plus

- > Full color backlit LCD display - large size (105.5 x 67.2 mm)



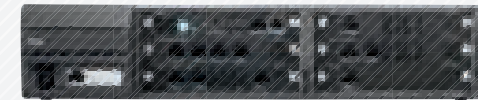
“The SV9100 remains cost effective from 10 users to over 800 – scalability at its best!”

## Smart Scalability – Scale More Efficiently

### Grows with your business

> Stations: 896 ports per systems

> Trunks: 400 ports per system



### Handsets for every work situation – IP DECT, WiFi & Terminals



### Business boosting applications – Extend your communication



UC & C



Call Management



Unified Messaging



Contact Center



Mobile Extension



Management



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