NEC

UNIVERGE 3C
Empowering your Workforce

"The fully integrated communications and collaboration capabilities provide many valuable business benefits and deliver tangible cost savings"

Contents

Redefining Enterprise Communications

Empowered by UNIVERGE

The need to be more competitive and efficient is driving organizations to change the way their staff communicate and collaborate.

Today's economic environment is a challenge for organizations of all types and sizes. To stay competitive, they need to have the right tools that enable them to do more with less. The right communication solution can make a huge impact to individual productivity and the bottom-line.

Return on Innovation
Taking advantage of a longstanding history and in-depth experience in enterprise communications, NEC has developed UNIVERGE 3C™ – a powerful and innovative IP telephony, Unified Communications, collaboration and software service brought together in a single solution that operates across premise, cloud or hybrid environments.

UNIVERGE 3C allows employees to connect from any location, on virtually any device, and collaborate with colleagues, customers and partners. Organizations can tailor communications to their specific business needs and leverage unmatched flexibility, reliability and scalability to keep competitive. UNIVERGE 3C simply redefines the way a business and individuals communicate.

Unified Business (Empowerment)
- Role-enabled communications
- Unified communities
- Virtual workspace
- Business Process Integration

Unified Communications (Transform)
- Presence, collaboration and Contact Center
- Mobile UC
- Messaging, video and web conferencing
- UC&C end-points

Unified Infrastructure (Innovate)
- Server farms and virtualization
- Data center ready
- Premise or Cloud based
- Open standards based

UNIVERGE 3C

Meeting the Needs from the Baby Boomer to the Millennial Workforce

UNIVERGE 3C is a single software application that provides an organization with an IP-PBX, voice features, Voicemail, Unified Messaging, Unified Communications (UC), collaboration tools, mobility options, voice/video/web conferencing, ACD, call recording, SIP services, business continuity, a Services-Oriented Architecture with web services support along with comprehensive management tools to administer it all.

Communications simplified

Besides rich telephony and call control functionality:

- Employees can utilize video, screen and file sharing during virtual meetings with customers and colleagues, reducing the need to travel and resulting in cost savings, meeting green initiatives and improved customer service.
- With a single click, users can escalate phone calls or message dialogs to multimedia collaborative sessions.
- Sales and support organizations can invoke co-browsing sessions with customers.
- Internal workgroups can arrange virtual meetings.

Enterprise consumerization

Taking advantage of the consumerization of multimedia devices and the latest Bring Your Own Device (BYOD) trends, UNIVERGE 3C optimizes workforce productivity by offering rich clients for smartphones, tablets and desktops. All users can selectively utilize audio, video, screen sharing, document presentation, file sharing, remote control, co-browsing, voting/polling, and more.

UNIVERGE 3C's innovative approach to enterprise communication promotes collaboration with its simplicity.

Executive

- Improve competitiveness
- Increase productivity
- Lower cost
- Boost agility

IT Staff

- Reduce costs and ease management
- Improve security
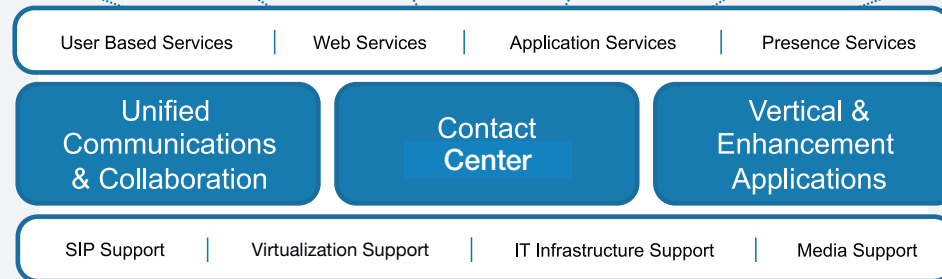- Better end user service incl. BYOD

Employee

- Reach the right person
- Share information seamlessly
- Communicate when and where I want
- Use my own device

"In a nutshell UNIVERGE 3C provides a complete suite of Unified Communications & Collaboration with full telephony applications in a flexible deployment model at a ground breaking cost point"

User centric clients provide access from virtually anywhere
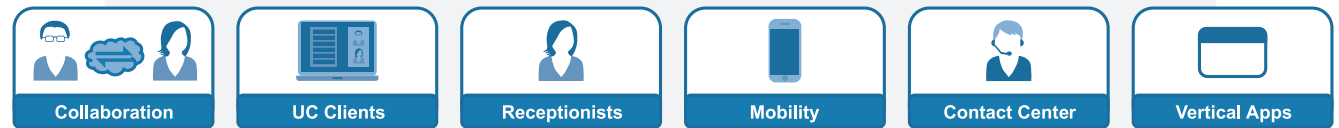
As a standards-based solution, UNIVERGE 3C can run on general purpose servers of your choice alongside other mission-critical applications on a network as well as on any existing network infrastructure.

A wide array of connection options allow you to tailor your organizational needs

| Collaboration | UC Clients | Receptionists | Mobility | Contact Center | Vertical Apps |

User Based Services | Web Services | Application Services | Presence Services

| Unified Communications & Collaboration | Contact Center | Vertical & Enhancement Applications |

SIP Support | Virtualization Support | IT Infrastructure Support | Media Support

| PBXs | IP Phones | Softphones | Mobile Devices | Room-based video | SIP Carriers |

"From intelligent call handling to rich UC and collaboration, UNIVERGE 3C delivers"

Connect, Communicate, Collaborate

Comprehensive UC&C

UNIVERGE 3C's comprehensive user-centric communication and collaboration features are integrated into a single robust UC Client. These include:

✓ **Smart Directory** view of all contacts, their phone numbers and their availability within the enterprise.

✓ **Rich Presence** allows to identify users' availability based on phone status as well as calendar information and contact them on their preferred device.

✓ **Single Number/Mailbox** enables a single phone number for multiple devices like smartphone and desktop terminal to distribute to all contacts and combine mobile and office phone messages into a single mailbox.

✓ MS Office **Outlook® Integration** synchronizes meeting calendars and contact groups.

✓ An **intuitive speech interface** enables to manage calendar and contacts, dial contacts by stating their name, and perform hands-free call transfer.

✓ **Audio Conferencing** enables users to set-up multi-party conferences quickly.

✓ **Instant Messaging/Chat** provides a less-intrusive alternative to phone or video.

✓ **Customized IVR** enables callers to retrieve information automatically.

✓ **Automated Attendant** provides 24x7 call routing incl. speech interface or DTMF.

✓ **Interactive Call Screening** is a virtual personal assistant, which announces a caller and lets users choose to accept, acknowledge or transfer the call.

✓ **Softphone functionality** allows employees to use their computers or mobile devices to initiate/receive/forward calls.

✓ **Desktop Video Conferencing** allows users to easily set up video conferences.

✓ **Collaboration** includes multiple-party video display, presentation/file sharing, white-boarding and remote controls.

✓ **Call Recording** can be done on-demand or using preset automation.

✓ **Contact Center and Operator Attendant** guides callers, webchats and emails to the best suited employee, reducing waiting time and improving staff motivation.
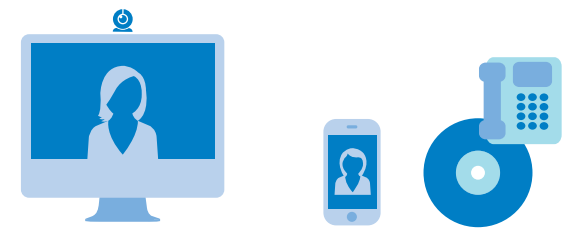
Communications Made Easy

Real life scenarios which speed up business

CONNECT

- Paul is caught in traffic and needs to contact his colleague, Jim, urgently on an issue.
- He's not sure where Jim is – often at customers, in and out of meetings or travelling.
- Luckily Paul's mobile phone can access all contact details in the company's online directory.
- Paul sees Jim is in a meeting and will be available for a call in 15 minutes time.
- He sends Jim a message requesting him to get in contact as soon as he is out of his meeting.
- Jim checks his messages as soon as he walks out of the meeting.

COMMUNICATE

- Jim only needs to check one voicemailbox, as all messages are presented in this single view.
- He calls Paul's office number, as single number reach ensures this contacts all his devices.
- As they discuss, Jim leaves the office to catch a train to the airport; their call is transferred seamlessly to the public mobile network as Jim disappears out of range of the company's wireless system.
- They agree to consult Eileen, a design expert at the company's headquarters.
- Paul instantly sets up a multi-party audio conference. No need to worry about international call. charges, as their communication is automatically routed through the company network.
- Eileen agrees to come up with a first design which she can share within an hour.
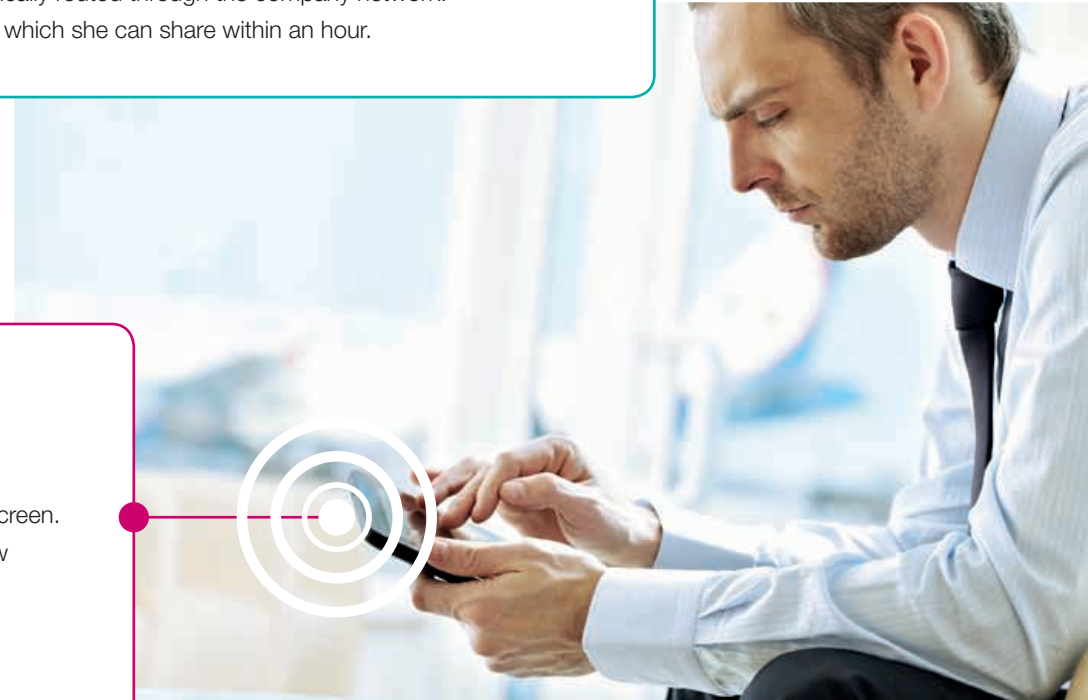
COLLABORATE

- Paul just arrives at the company car park when he receives Eileen's video conference invite.
- He joins the conference on his smartphone, while Jim joins from the airport using his iPad.
- Eileen has come up with a useful proposal and some schematics, which she shares on the screen.
- Drawing on their different expertise, the three make some changes which they apply and view in real time on their screens.
- Jim shows a presentation he made on the train to the airport to which Eileen's design can be added.
- When Paul walks into his office, he has the solution and supporting presentation at hand. He smiles. Communications made easy, and working life satisfying.

Freedom to Move

Mobile UC for Workers Anywhere

In today's flexible and fast-moving business environment, employees are never in one place for very long. They can be at the office, between appointments, on business travel or working from home or in a cafe. UNIVERGE 3C's mobility solutions enable workers to stay connected and productive from any location. With adaptive clients that operate consistently across smart-phones, tablets, and PCs, it enables anywhere, anytime access for increased efficiency and productivity and supports call control and UC features for mobile and remote workers.

- UNIVERGE 3C's softphone turns a PC into a virtual business telephone. It works remotely without a Virtual Private Network allowing travelers to take their phone extensions with them and work from any location.

- The UC Client works on a wide variety of mobile devices, tablets and laptops, to provide access to all features from any location at any time. iOS, Windows and Android operating systems are supported.

- Call twinning extends a user's reach by configuring multiple devices to ring at the same time.

- UNIVERGE 3C optionally offers Fixed Mobile Convergence solution providing seamless roaming on and off campus.

- Wireless LAN and IP DECT terminals are supported as IP clients to ensure that important calls are never missed while people are on the move.

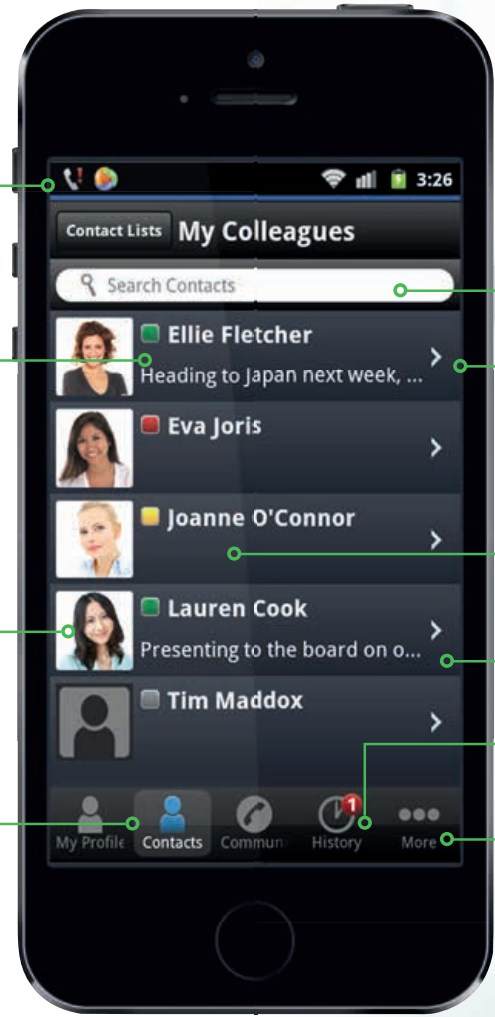"Hearing and seeing is believing. It simply has made working life better"

The Feature Rich UC Client

Status notifications
(Only on Android)

Presence

User or administrator configured images

Contact lists

Search for contacts

IM support

Call via your mobile or control a phone

Message of the day

Call history

Dial pad & further options

Innovation that Fits your IT Architecture

Fully aligned with IT strategies

communication and collaboration services - whether deployed in a data center, spread across an organization at different sites or hosted in the cloud.

Virtualization is supported (Hyper-V and VMware), which reduces hardware and energy consumption to align with a company's green initiatives. Each server (physical or virtual) supports up to 1500 ports, while up to 20 servers can be deployed in the network.

Integration with Web Services
UNIVERGE 3C allows companies to integrate their communications with complex business systems and critical business processes. Through standards-based XML and SOAP technology, it becomes an integral part of business applications providing notifications, requests and information dissemination.

The adaptive clients that operate consistently across SIP phones, mobile phones, tablets and PCs, it is a natural fit into enterprise virtual IT infrastructures.

UNIVERGE 3C is designed to be embedded in today's IT architectures and meets all the needs of today's IT manager for operational efficiency, security and IT governance.

Data Centre ready
Working seamlessly in data centers and cloud environments, 3C aligns with IT strategies to virtualize business

Highly Secure, Easy to Manage

Mission critical communications ensured

UNIVERGE 3C provides a comprehensive tool set to manage, maintain and monitor an organization's system with an easy-to-use GUI (client or web).

Different privileges can be set for administrators and Moves, Adds and Changes (MACs) are done easily via a webbrowser. Flexible number planning, rights-based security and Class-of-Service profiles are just some of its features. Also included is powerful reporting that analyses call performance, call volume and resource usage. Optionally Telecom Expense Management applications, such as call accounting, billing, invoicing, mobile management, budget control and asset management provide an extremely effective way to lower costs and increase management efficiencies in daily operations.

Software-based user licensing grants access to all capabilities without additional costs. This allows for easy coordination of all devices (IP, video, conference, home or office phones and mobile devices) connected to a user.

Keeping your system up to date is a matter of simply upgrading the single platform that covers all features, applications and services! And with NEC's Software Assurance program, you will receive upgrades free of charge.

Unmatched reliability and security to mitigate risks
NEC understands the mission-critical nature of communications. If your communications are down – your business is! UNIVERGE 3C delivers continuous high availability and disaster recovery with unmatched security, scalability, interoperability and reliability.

UNIVERGE 3C is distributed software that can operate on centralized or remote networked servers, none acting as single point of failure. This provides redundancy in case of network outages and minimizes costs through shared processing and load balancing, enabling one system to support up to 30,000 ports.

With security and risk mitigation top-of-mind, UNIVERGE 3C deploys latest encryption and security protocols. With HTTPS connectivity for UC Clients and SIP connectivity including SRTP and TLS protocols, your communications are fully secure.

"Our IT department now has more time for supporting the business, since changes are easy to complete through the online management tooling"

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Summing it Up

UNIVERGE 3C is a powerful, all-in-one UC and Collaboration software services platform that operates across premise, cloud or hybrid environments.

With adaptive clients operating consistently across PCs, smartphones and tablets, it enables anywhere, anytime access for increased efficiency and productivity, supporting full call control and UC features for office as well as mobile and remote workers.

From the feature rich UC Client a user can control devices, set profiles, integrated Voicemail, check presence, IM, initiate video and create Collaboration meetings.

UNIVERGE 3C is a single business application that is easy to install, manage, upgrade and support and a natural fit into enterprise virtualized IT infrastructures and data centers. A pure software solution reduces complexity and cost, while comprehensive management tools support easy administration.

The highly reliable architecture ensures business continuity, while open, standards-based components enable interoperability and integration of communications into business processes.

UNIVERGE 3C runs on an off-the-shelf industry standard servers.

UNIVERGE 3C is a key element in NEC's strategy towards Empowering the Smart Enterprise: optimizing business practices, driving workforce engagement and creating a competitive edge.

## "Supreme flexibility in multiple dimensions"

Business Empowerment = Customer Satisfaction + Efficiency + Costs reduction + Security + Employee Satisfaction

Intelligent call handling

	Customer Satisfaction	Efficiency	Costs reduction	Security	Employee Satisfaction
Control which devices ring when, via user profiles or schedules	↑	↑	↓		↑
Control how to handle calls based on time, caller ID and presence	↑	↑	↓		↑
Only give out your office phone number, but never miss a call	↑	↑			↑
Control your desk phone from any PC, Mac, Android or iOS smartphone or tablet		↑			↑

A feature rich UC client
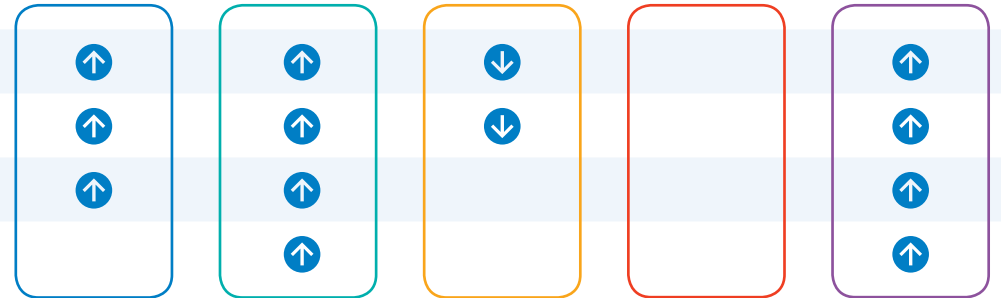
	Customer Satisfaction	Efficiency	Costs reduction	Security	Employee Satisfaction
Work from virtually anywhere	↑	↑	↓	↓	↑
Presence, directory, IM from any Android and iOS smartphone or tablet	↑	↑		↑	↑
Make VoIP calls from almost any smartphone		↑	↓		↑
Set your call forwards from any device		↑			↑

Multi-media collaboration
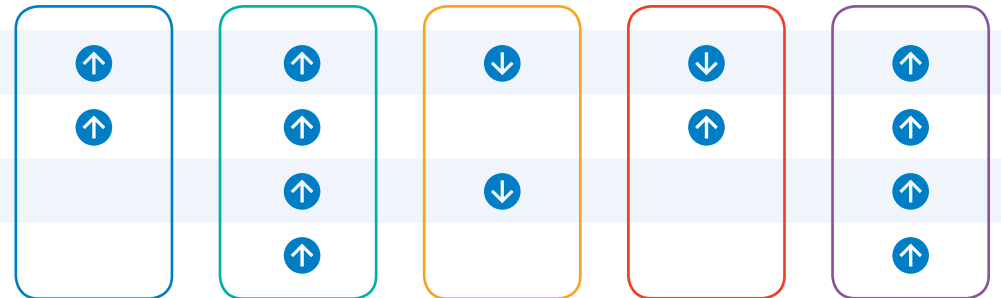
	Customer Satisfaction	Efficiency	Costs reduction	Security	Employee Satisfaction
Communicate with customers and partners from anywhere	↑	↑	↓	↓	↑
Share documents, applications and video in real time	↑	↑			↑
Use your own secure system			↓	↑	↑
Collaborate on Windows, Mac and Linux	↑	↑	↓		↑

Empowered by Innovation

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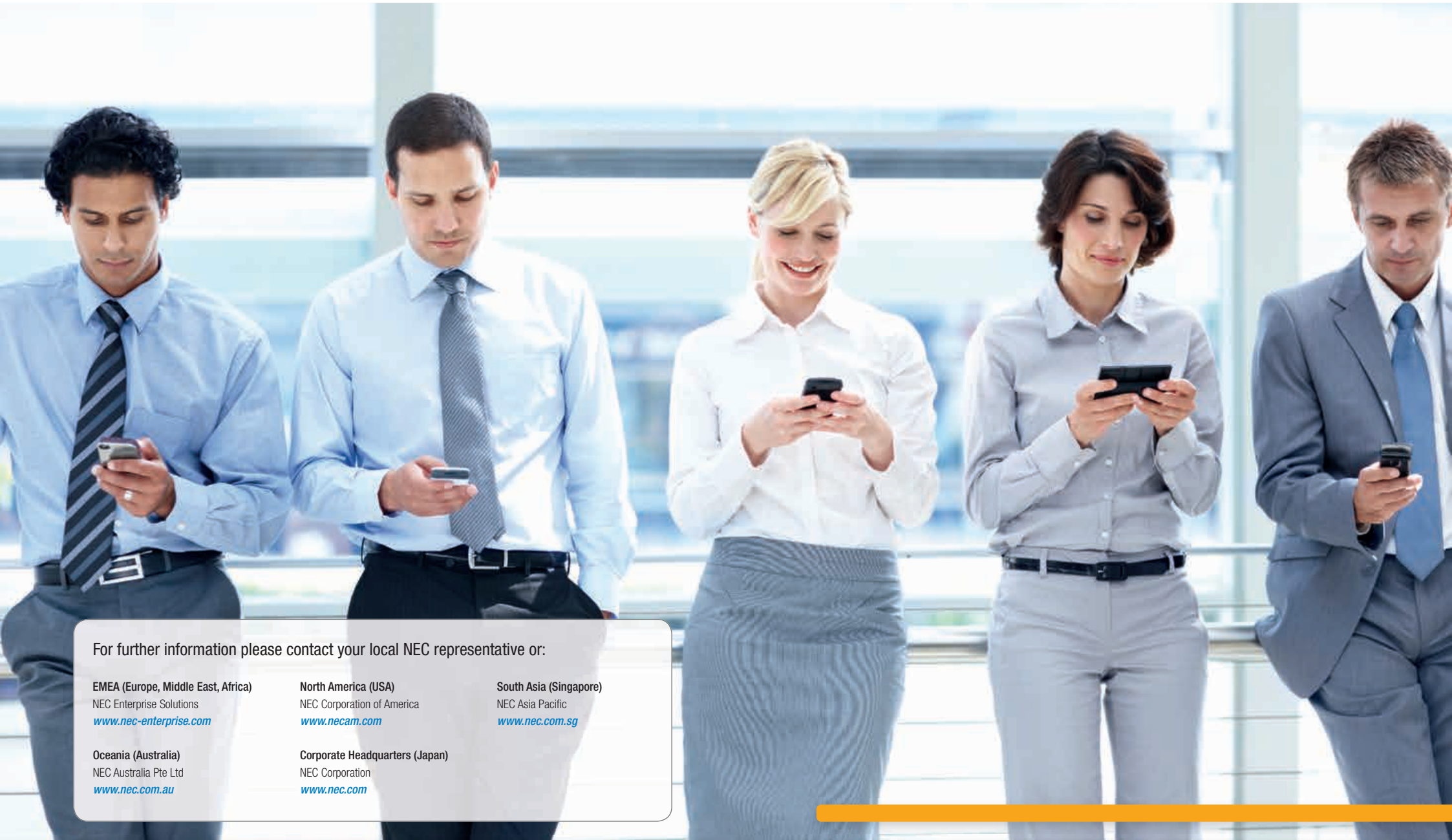
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