

# Embracon

## Collective Financing Plans Administrator - At the cutting edge of innovation



### Customer

Embracon – Collective Financing Plans Administrator

### Industry

Financing Services

### Challenges

- Migrate existing TDM communications infrastructure to IP
- Integrate all branch offices around the country
- Reduce administration and management time by centralization
- Centralized Alarms tool integrated via SNMP provide pro-active CO problems resolution

### Solution

- Network with NEC 2000IPS, UNIVERGE SV8300 and SV8500 nodes
- MA4000 management solution
- Approximately 3000 users served by one Voice Network
- SV8500 is the central node and installed off premise (Data Center)
- Internetworked with CCISoIP
- Contact Center based on SV8500, installed at a remote site with 100 positions, MIS, IVR and Digital Record system.

### Results

- Smooth VOIP migration
- Centralized management
- Reduced costs
- Increased efficiency

[www.embracon.com.br](http://www.embracon.com.br)

The national consortium Embracon developed from a small company and has experienced rapid growth in its business sector over recent years. It has expanded its coverage area to the entire national territory, a major achievement with Brazil being such a vast territory.

### Challenges

The national consortium Embracon developed from a small company and has experienced rapid growth in its business sector over recent years. It has expanded its coverage area to the entire national territory, which is always a challenge due to the Brazilian territorial extension.

NEC has supported Embracon as a partner throughout its process of expansion, providing best telecommunication solutions for each stage of the expansion. Embracon opted to standardize its platforms by using NEC 2000 IPS both as central core and in all branches.

Over the years, the core reached its maximum capacity which resulted initially in replacement of the 2000 IPS by UNIVERGE SV8300 and migrating to a UNIVERGE SV8500 in an off-premise model. Currently, Embracon has an SV8500 with approximately 1000 users (all IP), 23 SV8300 servers and 26 2000IPS systems, totaling 3000 users in the network.

After addressing the challenge of expansion came the challenge of managing the entire network and it was here that the MA4000 was chosen to take on this mission.

### Solution

MA4000 has the ability to simultaneously manage all of a company's communication servers, with virtually no daily interaction needed from the administrator. Thanks to MA4000's user-friendly interface, the management system requires almost no training for an administrator to begin using it.

**The most striking facilities of MA4000 are:**

1. SNMP management for all sites. Thus any problem caused by the failure of links can be monitored and appropriate action can be taken proactively;
2. Disaster Recovery and backup. In a network of this size keeping backups up-to-date is a significant task as well as the recovery needed in extraordinary cases. This mission can be accomplished smoothly by MA4000;
3. Traffic Reports. For Embracon it is extremely important to know how and for what their links are being used and whether the occupation is above the contracted capacity in each of the 50 sites;
4. Online monitoring of trunks and stations. MA4000 can monitor in real time various extensions and trunks of the system;
5. Occupation and allocation LENS. For a company that is always expanding, occupation and allocation of LENS in SV8500 is extremely important. MA4000 can graphically manage all port modules including the virtual ones.
6. Send Alarm by e-mail and alarm client. Using split profiles we can redirect each kind of alarm messages to the professional best suited to handle and fix it as soon as possible;

**Results**

With the flexibility offered by NEC systems, migration proved to be much simpler than expected during the design phase.

The use of CCISoIP optimized and simplified the licensing structure, besides offering a range of new features to all users.

With the systems now being administered by the MA4000, there was significant improvement in response time to incidents, especially those related to the CO link down and user complaints.

The automation and safety achieved with the completion and storage of backups of each of the sites made management more relaxed and system management personnel have more time to devote to other activities.

Another important improvement related to the receiving and processing of data from alarms generated by all systems. These can now be dispatched to the most qualified people to meet and resolve the issue best.

**About**

Embracon was created in 1988 by two professionals with extensive experience in the financial services business and whose work philosophy is to meet customers' needs with utmost competence and responsibility.

Since then Embracon has expanded immensely. The creation of the Fair Plan in 1997 revolutionized the industry and the Lucky One Plan in 1999 served to penetrate and become leading in the segment for motorcycle financing.

The success Embracon has achieved is the consolidation of the various efforts, both inside and outside the organization, in order to accomplish business in an ethical, fair and socially responsible manner.

Internally, Embracon has established HR policies that encourage the development of employees in a work environment well-balanced between the personal and professional aspects of all members of the team. Externally, Embracon has established strategic partnerships in order to consolidate its position as one of the best managers of consortia in Brazil."

In Embracon, clients find all these features combined into a solid institution that offers a wide range of products and services to meet the diverse needs in the sector.

For further information please contact your local NEC representative or:

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NEC Enterprise Solutions  
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NEC Corporation of America  
[www.necam.com](http://www.necam.com)

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[www.nec.com](http://www.nec.com)