UNIVERGE ®

SV9100

SMART COMMUNICATIONS
FOR SMALL TO MEDIUM
SIZED ENTERPRISES

NEW
ENHANCED
VERSION

SMART COMMUNICATIONS
FOR SMALL AND MEDIUM BUSINESSES

Effective communications is critical to business success. The UNIVERGE SV9100 allows businesses of any size to access advanced communications features that are usually reserved for large enterprises. Video and audio conferencing, messaging, directory, presence, contact centre and soft phones, all powered by a reliable rack stackable appliance. The UNIVERGE SV9100 provides the communication features, small, and medium-large businesses demand across all verticals and segments.

THE UNIVERGE
SV9100 OFFERS:

- **Multi-generational workforce?** The SV9100 combines feature-rich telephony as well as strong mobility, remote/home-based working & BYOD capabilities
- **Supports reach** hospitality features
- **A seamless mix of** IP and traditional phone services
- **Embedded** video and audio conferencing
- **Enhanced** Unified Communications and mobility features
- **Lower carriage** costs with SIP trunks
- **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

THE SV9100 WILL GROW AS YOUR
BUSINESS GROWS

THE RISE OF THE
HOMEWORKER

Productivity, cost savings and greater flexibility for your work force – just some of the reasons homeworking has increased by 20% in the last 10 years.

### SMART COLLABORATION
WITHOUT THE COST

The SV9100's InUC utilises WebRTC (Real-Time Communications) providing highly cost-effective video and collaboration working seamlessly within your IT environment.

SV9100 users are able to quickly set up audio and video conferences between two or more PCs or Android devices from anywhere with an internet and VPN or LAN for secure connectivity

- **Video conferencing, document & screen sharing** for up to 32 (4x8) SV9100 users
- **4 free video conferencing channels** included
- **Presence –** see the status of your colleagues
- **Deskphone control –** for slicker call control, speed dials & more
- **Browser phone –** use your PC's audio rather than a telephone

DID YOU KNOW?
IT TAKES AN ESTIMATED 60 EMAILS TO MAKE A SINGLE BUSINESS DECISION AT WORK
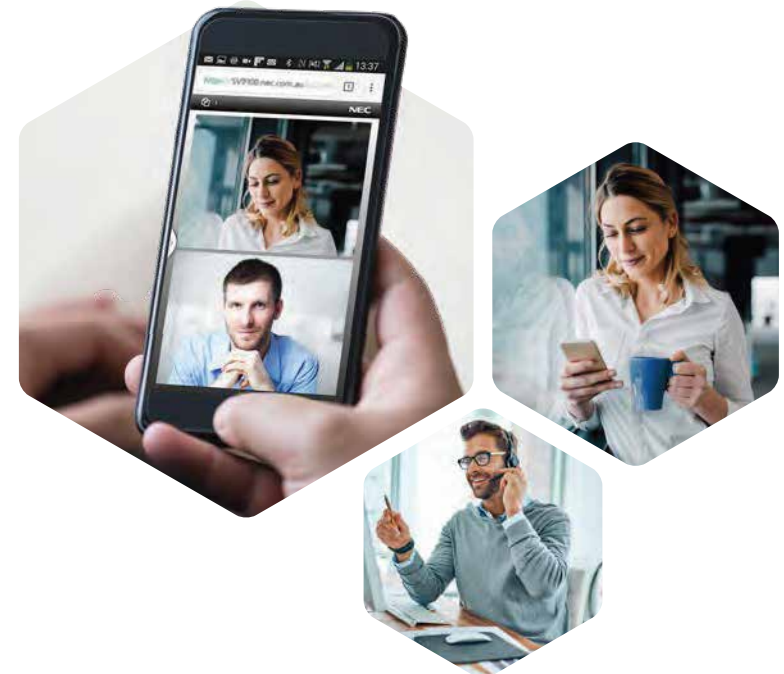
SINGLE NUMBER REACH
IDENTIFIED AS THE MOST IMPORTANT UC CAPABILITY FOR SMBS

NEC UNIVERGE® ST500
MAKE YOUR SMARTPHONE SMARTER

Voice & video mobile extension for your smartphone. Using your Apple iPhone, iPad and Android smart devices, the UNIVERGE® ST500 enables your native contact lists to make and receive voice and video calls. Simply connect to WiFi or use your mobile data (3G/4G) to handle your calls.

- Integrates into your **smartphone contacts**
- Complete **call history**
- **Video** calling capabilities
- **BYOD** flexibility

LARGER SITES & CAMPUSES
ALWAYS STAY CONNECTED

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

FREE WIFI COMMUNICATIONS

VOICE & VIDEO EXTENSION FOR YOUR SMARTPHONE

INTEGRATES WITH YOUR SMARTPHONE CONTACTS

COLLABORATE WITH YOUR COLLEAGUES

WORKS WITH IPHONE, IPAD & ANDROID

COMPLETE CALL HISTORY

NEC UNIVERGE® ST500

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Orchestrating a brighter world **NEC**

SMART MOBILITY

COMMUNICATE ANYWHERE, ANYTIME

ON THE ROAD
SMARTPHONE LIKE YOUR DESK PHONE

Treat your smartphone like your desk phone with Mobile Extension.

Enjoy the SV9100 system features while you're on the move.

- Remain contactable through **one extension number** wherever you are
- Access system features on the move – including **call transfer &caller ID**
- **Call recording capabilities** on your mobile – your peace of mind is no longer restricted to just landline calls

ON YOUR PREMISES
CORDLESS FREEDOM

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

- Excellent voice communication with **crystal clear speech**
- **Loudspeaker & hands-free** support
- **Seamless** handover and roaming
- High security with **DECT authentication**
- Seamless integration with NEC **communication servers**

THE SMART CONTACT CENTER
ADVANCED SOLUTIONS FOR DEMANDING CUSTOMERS

COOL, CALM AND COLLECTED
CONTACT CENTRES

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 Centre suite provides you with all the tools necessary to make each interaction between your customer 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 investments.

5 ways to transform your contact centre

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

SMART SCALABILITY
SCALE MORE EFFICIENTLY

Grows with Your Business

Stations: 896 Ports Per System

Trunks: 400 Ports Per System

DESKTOP PHONES FOR EVERY WORK ENVIRONMENT

THE ULTIMATE DEVICES
WIDE RANGE PHONES

Choose from IP or digital; grayscale,

or colour displays and even video calling.

- **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

For the full range of SV9100 handsets visit **https://in.nec.com/** for further details.

GT210 SIP Phone

DT530 DTK-24D (BK)

DT530 DTK-12D-1 (BK)

DT920 ITK-6D/6DG

DT920 ITK-12D/12DG

DT920 ITK-8LCX/8LCG/32LCG-1 (BK)

DT930 ITK-24CG-1 (BK)

DT930 ITK-8TCGX/32TCG-1 (BK)

GT890 IP Video Phone

8-line Key Module /60-line DSS Console

WHY YOU NEED TO
UPGRADE YOUR BUSINESS COMMUNICATIONS

Top 10 reasons for making a move to NEC's award winning UNIVERGE® SV9100 communications solution.

1 **Don't get caught out with the ISDN switch off!** The SV9100 uses SIP technology which future-proofs your investment.

2 **Keep your customer experience sparkling:** Ensure a sharper, more responsive approach to your customer communications and keep your business competitive.

3 **Avoid the risk of business downtime:** Technical support on your existing system may now be limited or even 'end of life'.

4 **Improve your employee experience:** Keep your team happy so they can communicate with flexibility – the SV9100 offers more mobility, BYOD and homeworking options.

5 **More features built-in:** That means less licences, less hardware and less extras to pay for.

6 **Toll fraud defence:** Protect your business against potentially huge company costs with NEC's InGuard.

7 **Avoiding potential litigation:** Call Recording proves who said what with encryption security.

8 **Save money:** No more business mobile charges with ST500 mobile client or Mobile Extension; Save on travel, fuel costs and even hotel costs using built-in audio conferencing.

9 **Start building your own Smart Workspace:** Your mobile teams don't require a handset each – the Hotdesking feature enables shared hardware and even reductions in premises costs.

10 **Choose the world's no.1:** NEC are global no.1 in the PXB/IP PBX market under 100 extensions – Q3 CY2020, according to industry analysts MZA.

\Orchestrating a brighter world **NEC**

NEC IN APPS
BUILT-IN ONBOARD SOLUTIONS

InUC- Web based UC client application

InUC provides a highly cost effective, video and collaboration solution, which works seamlessly within your IT environment. Users are able to quickly set-up audio and video connections from anywhere. All they need is an internet with a VPN or a LAN connection.

InReports - Call management and reporting

Quick, easy and cost-effective, NEC's InReports makes the ideal starting point for call management. Call performance is critical to your team's productivity as well as levels of customer service.

InScheduler - Conference scheduling application

InScheduler is an on-board application installed in the SV9100. This application provides users with the ability to schedule an audio and web video conference in easy steps.

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NEC IN APPS
BUILT-IN ONBOARD SOLUTIONS

InHotel - Hotel management application

By combining essential front office functions with advanced communications, InHotel from NEC delivers a service-oriented environment that promotes premises-based efficiencies that streamline administrative and phone-related tasks to improve the hotel experience.
With InHotel, the systems and information essential to running a hotel become simpler to access, understand and act on.

InGuard - Toll fraud detection, alert and blocking

NEC InGuard helps companies guard against unauthorized or inappropriate use of their phone system, including communications networks, conference calls and devices. By establishing a set of rules based on an organization's specific call patterns, InGuard is able to detect when a rule is broken, quickly alerting administrators of a potential issue.
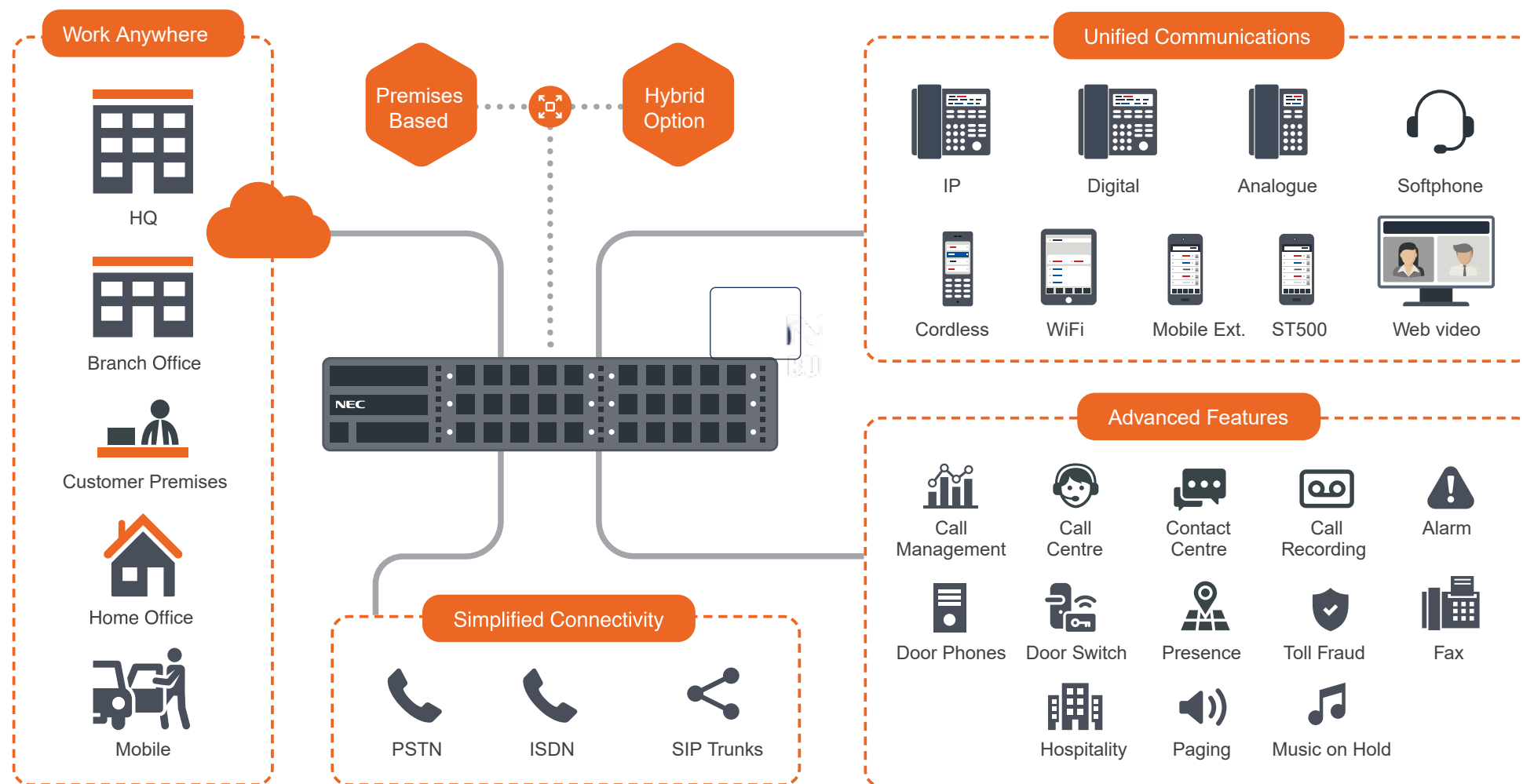
PMS-InCONNECT - Seamless Integration of your Hotel's Telephony and PMS

By connecting your communications with some of the most widely used Property Management Solutions, PMS-InCONNECT helps in creating a top-notch experience for your hotel's guest and staff. It enables complete integration without the need for costly middleware.

ALL-IN-ONE FUNCTIONALITY, SCALABLE AND RELIABLE
UNIVERGE® SV9100 SYSTEM OVERVIEW

Work Anywhere
- HQ
- Branch Office
- Customer Premises
- Home Office
- Mobile

Premises Based — Hybrid Option

Unified Communications
- IP
- Digital
- Analogue
- Softphone
- Cordless
- WiFi
- Mobile Ext.
- ST500
- Web video

Simplified Connectivity
- PSTN
- ISDN
- SIP Trunks

Advanced Features
- Call Management
- Call Centre
- Contact Centre
- Call Recording
- Alarm
- Door Phones
- Door Switch
- Presence
- Toll Fraud
- Fax
- Hospitality
- Paging
- Music on Hold

OVER **$28 BILLION REVENUE**

75 MILLION GLOBAL USERS

160+ COUNTRIES

#1 SMB & ENTERPRISE COMMS **WORLDWIDE**

GLOBAL 100 MOST SUSTAINABLE COMPANIES IN THE WORLD (CORPORATE KNIGHTS)

LEADER IN **BIOMETRICS**

RECOGNIZED AS A LEADER BY FROST & SULLIVAN IN ENTERPRISE COMMUNICATIONS TRANSFORMATION

TOP 100 GLOBAL INNOVATORS (THOMSON REUTERS)

4,000+ CHANNEL PARTNERS

110,000+ **TEAM MEMBERS** WORLDWIDE

About NEC Corporation - NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world.
By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 120 years of expertise in technological innovation to empower people, businesses and society.

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