

# Integrated Communications 3000

The smart evolution to SIP-based UC&C



***“Bringing together latest UC&C functionality for rich multi-dimensional enterprise communications.”***

## **Contents**

- 3** Unifying the Enterprise
- 4** Integrated Communications 3000
- 6** UNIVERGE SIP@Net
- 8** Unified Communications & Collaboration
- 10** Mobile Unified Communications
- 11** Business Mobility IP DECT
- 12** Business Process Integration
- 13** Unified Management
- 14** Why NEC?
- 15** Integrated Communications at a glance

# Unifying the Enterprise

Empowered by UNIVERGE

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

True Unified Communications & Collaboration is much more than converging the phone, email and instant messaging; it's bringing people and processes together. This allows them to make faster, better-informed decisions from anywhere, at any time.

UNIVERGE is NEC's approach to unifying enterprise communications. It provides a foundation for putting people at the center of communications and determines the infrastructure and applications for truly Unified Business. NEC's portfolio of communications, collaboration, and connectivity products provides enterprises and small businesses with a wide range of options that allows them to easily select solutions to fit their business needs.

Being part of NEC's UNIVERGE portfolio of enterprise communications solutions means a clear commitment to continuous innovation, continual life-cycles and ongoing support of existing and future solutions.

It is not about wires and handsets – it's all about empowering people with applications that help them do their jobs better. UNIVERGE offers a Unified Communication model that identifies empowerment, efficiency and cost reduction in separate layers.

## UNIVERGE



### Unified Business (Empowerment)

- Role-enabled communications
- Business communities
- Virtual workspace
- Business process integration

### Unified Communications (Efficiency)

- Presence, collaboration and contact center
- Mobile UC
- Messaging and Video
- UC end-points

### Unified Infrastructure (Innovative savings)

- Server farms and appliances
- Converged networks
- Management
- Open standards based

# Integrated Communications 3000

Embracing rich SIP-based UC&C

**Integrated Communications 3000 brings together the latest functionality for rich multi-dimensional enterprise communications in an open standards SIP offering.**

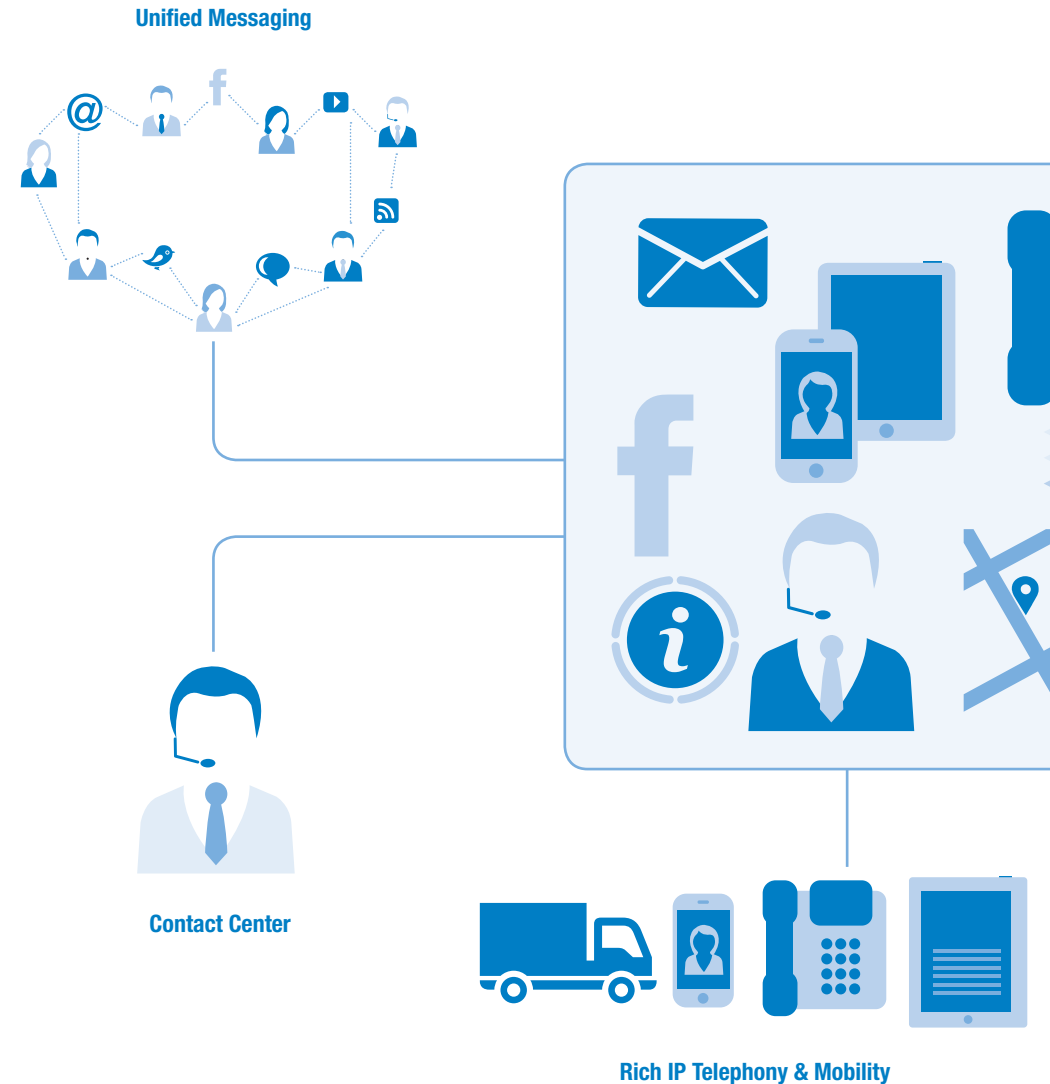
Combining the versatility and functionality of NEC's UNIVERGE **SIP@Net** communications software, the all-in-one UC application suite UNIVERGE **Business ConneCT, MA4000** management and the company's powerful **Business Mobility** solutions, NEC's Integrated Communications 3000 provides customers with a smart and solid evolution towards powerful Unified Communications & Collaboration and cloud ready service delivery.

## Continual commitment

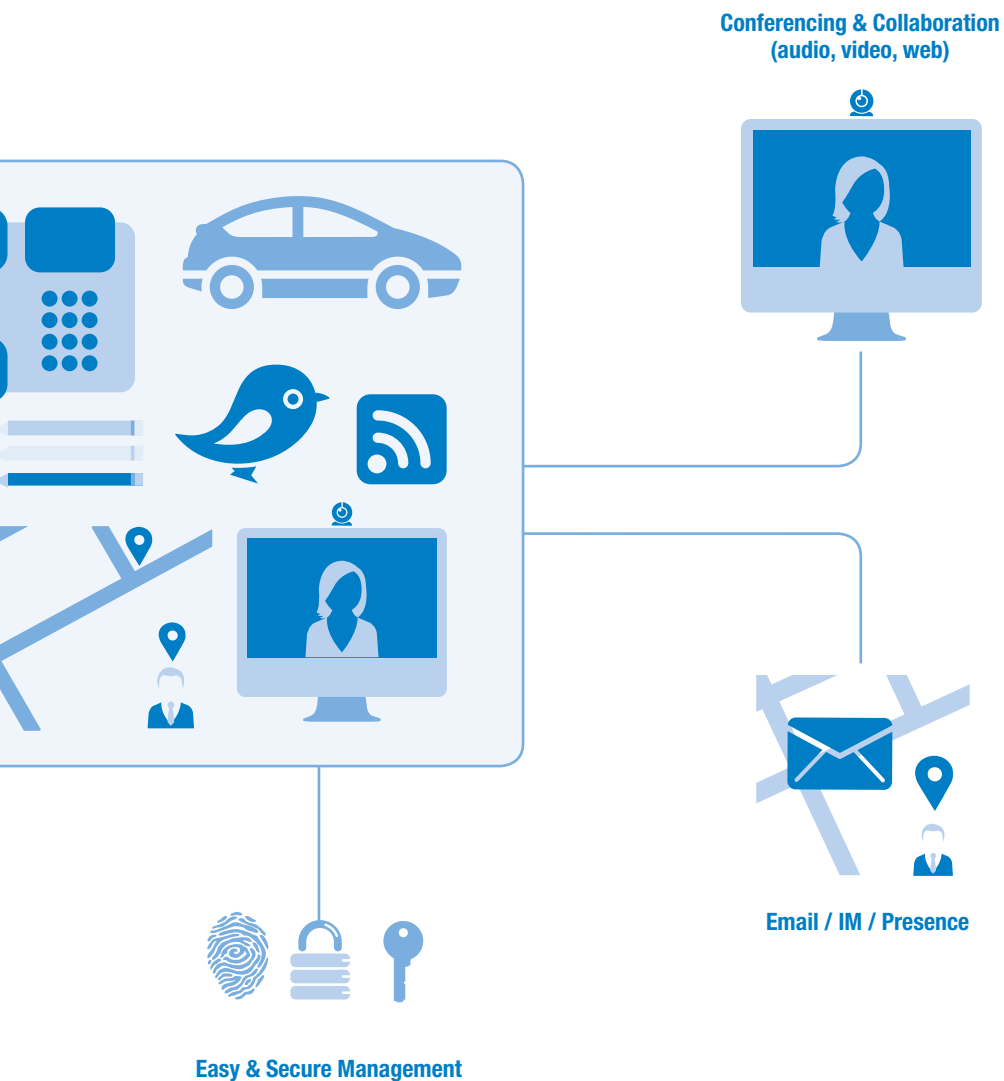
NEC's commitment to investment protection and continuous innovation has enabled iS3000/SIP@Net customers to migrate from TDM to IP, from hardware to software, from thin client architecture to web deployments, while integrating web-oriented delivery of UC&C tools and enabling enterprises to utilize existing enterprise web and security infrastructure.

With the advanced IP applications employees can communicate more efficiently and effectively. Irrespective of location, they will be more accessible – by multi-channel communications including speech, email, IM and video. Employees benefit from complete mobility, using cost-effective (S)IP DECT for voice and converged WiFi solutions for voice and data. And with application integration, workflows can be streamlined for even more process efficiency.

*“Supreme flexibility in*



# multiple dimensions”



## Enterprise consumerization

Fixed Mobile Convergence (FMC) capabilities offer communication services independent of the access technique. Employees can use smartphones anywhere in the world as an integrated extension of the company network, enabling access to the central directory and switching from a cellular network to a WiFi network. Personal devices can also be used in conjunction with enterprise security credentials – securing enterprise information and supporting ‘Bring Your Own Device’ (BYOD) policies.

Integrated Communications 3000 provides supreme flexibility in multiple dimensions:

- Deployment: On-premise, private cloud or hybrid
- Connectivity: Hardware appliance, Software or SIP/Hybrid
- Endpoints: Fixed desk phones, mobile (DECT, Wifi, GSM), softphones or tablets
- Client interfaces: For Operator, Call Center and Employee
- Management: Easy, integrated and flexible

## At a glance

- All-in-one Unified Communications and Collaboration offering
- Operates across premise, cloud or hybrid environments with virtualized support
- Enables anywhere, anytime access for increased efficiency and productivity
- Adaptive clients that operate consistently across mobile phones, tablets, and PCs
- A pure software solution that fits into virtual enterprise IT infrastructures (data centers)
- Supports call control and UC features for mobile and remote workers
- Offers a comprehensive set of management tools for easy administration
- Provides a highly reliable architecture to ensure business continuity
- Utilizes open, standards-based components to enable interoperability and reduce costs

## UNIVERGE SIP@Net

Building on rich functionality

**SIP@Net is proven, scalable and open call processing software that provides your organization with a Unified Communications engine running on any industry standard server.**

Building on the rich functionality of iS3000, it offers open versatile communications. Simply add extensions and new functionality (such as instant messaging and video) as and when you need it, or equip new offices or sites with a full server-based solution.

Being part of NEC's UNIVERGE portfolio of enterprise communications solutions, means a clear commitment from NEC for future-proof solutions and continuous innovation, and guarantees ongoing support to iS3000/SIP@Net customers and their networks.

***“Clear commitment to investment protection and continuous innovation”***

### SIP@Net provides:

- Peer-to-peer connection to a whole new world of SIP-based end-user devices
- Support of video communication and SIP-based user-to-user messaging
- SIP-based trunk access via IP providers to external telephone extensions
- Networking with well-known TDM features over an IP infrastructure
- IP telephony to the users' desk including e.g. IP softphones
- Full compatibility with present and future UNIVERGE applications

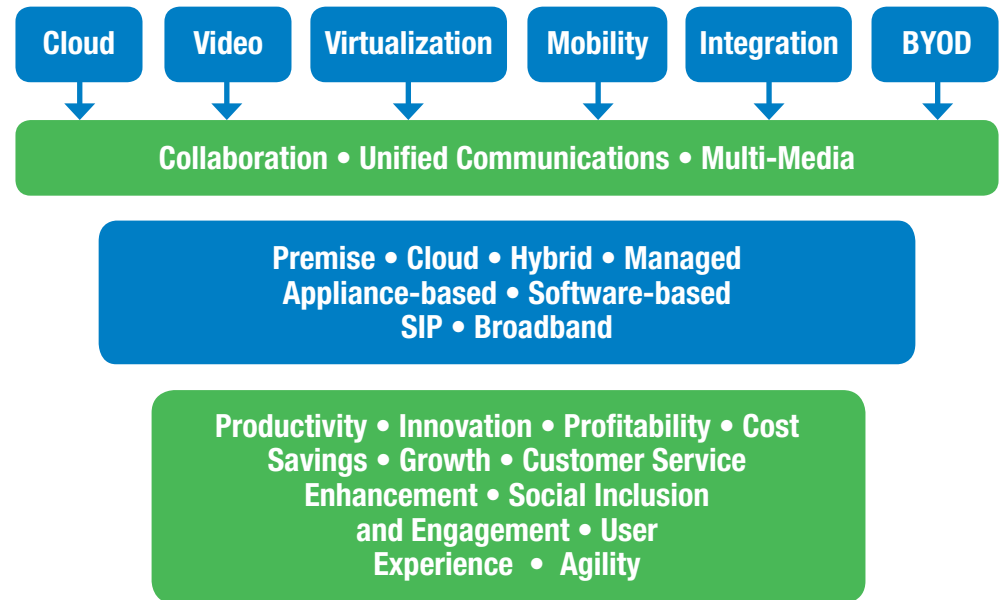
**Anyway you choose**

One of the benefits of using open standards in IP telephony is the use of SIP phones available in the marketplace: fixed SIP phones, SIP softphones, SIP video phones, SIP VoWLAN phones, SIP conference bridges and of course NEC's unique SIP DECT system. With group functionality across SIP terminals extensive group work is also possible when using SIP phones.

Interfacing with SIP providers offers a cost effective alternative for routing external voice calls. The cost reduction can be realized using the providers network and break-out gateways at competitive tariffs versus ISDN or analogue trunk lines for incoming and outgoing traffic.

**Full range of desktop endpoints**

From basic analogue to advanced digital and IP terminals, our range of business phones caters for all tastes and requirements. To give you a flavour, we depict here just some of the terminals we offer.



# Unified Communications & Collaboration

## Bringing people and processes together

**With organizations becoming increasingly fragmented, departments more flexible and employees more mobile, collaboration is a means of enabling them to work together, in real time, and interact efficiently and effectively with each other, with clients and suppliers.**

Our all-in-one Unified Communications solution UNIVERGE Business ConneCT helps unifying an entire organization, enabling individuals, departments and locations to work more efficiently by ensuring seamless internal and external communications. Users can effortlessly connect from wherever they are by voice, video, chat via PCs, iMacs, iPads, iPhones, Android Phones and Tablets. Business ConneCT adds affordable Unified Communications without compromising voice reliability!

### Versatile user modes

Today people want a choice of communication modes, media and devices to communicate with anyone, anywhere, at any time. NEC developed Business ConneCT as all-in-one Unified Communications solution which allows employees to switch between various roles in the company: Contact Center Agent, Operator and Desktop UC User. Users can utilize audio, video, screen sharing, file sharing, co-browsing and more.

Business ConneCT offers all the advanced communications functionality you need, including call control, presence, voice-mail, directory services and a comprehensive contact center. Simple and cost-effective to deploy, the three user modes – employee, operator and contact center agent – use the same database, a common user interface, and are managed from a central point.

### UCC app

The latest version of UNIVERGE Business ConneCT combines Unified Communications and Mobility to take business productivity to a new level. It offers sophisticated UCC Apps providing multi party audio and video collaboration features on an iPad, iPhone, Android Phone, Android tablet, iMac and PC.

### One world of business

Its intuitive design and interface make Business ConneCT easy to use, with minimal training. Deployed around the world, it supports many languages for each individual user. This scalable, flexible and robust Unified Communications solution is ideally suited to meet the dynamic business communication needs of today and tomorrow. From small to enterprise business!

### At a glance

- One solution for Operators, Contact Center Agents and Employees
- Single point of contact for your customers, 24/7
- Simplified call handling
- Facilitates mobile and home workers
- Rich presence management
- Instant Messaging to individuals and groups
- Multiparty audio and video conferencing
- Share applications between PC and iMac users
- Runs in a Web browser
- Apps for iPad, iPhone, Android phones and tablets
- Multilingual announcements and user interface



*“Unique multiparty video and voice on iPad, iPhone, Android tablets & phones expedite enterprise consumerization”*



# Mobile Unified Communications

In today's flexible and fast-moving business environment, employees are never in one place for very long. Organizations may accommodate flexible workspaces and employees need to roam freely throughout the premises. Mobile workers can be just about anywhere: at the office, between appointments, on business travel or working from home.

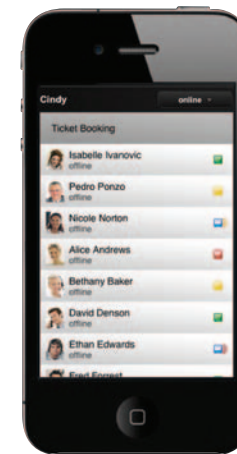
NEC Business Mobility provides a choice of mobility solutions including Fixed Mobile Convergence, Voice over WLAN and IP DECT, powerful applications and a rich choice of wireless terminals and smart phone integration.



## Fixed Mobile Convergence smartphone integration

NEC's Smart Mobile Client solution for FMC provides a sophisticated application on the smart phone, making it a true extension of the SIP@Net server. The client provides the user with PBX functionality as well as mobile UC functionality such as presence and central directory.

- Single-number reachability and identity via enterprise number
- Ability to use PBX functionality such as hold, transfer and operator assistance
- Various routing options such as Least Cost Routing and call/answer from desk phone
- Mobile UC including central directory, presence of colleagues and instant messaging
- Multi-platform compatibility for iPhone, Android, BlackBerry and Nokia



## Voice over WLAN

The Business Mobility MH150 and MH160 WLAN handsets can be connected to any enterprise grade voice enabled Wifi network and providing a tight integration with SIP@Net. They also offer mobile control of applications like nurse call and workflow process participation.

- SIP@Net functionality such as hold, transfer and operator assistance
- Application integration, such as for messaging and alarming
- MH160 durable version with enlarged earpiece, rubberized grip and push-to-talk
- Optimal quality of service and security levels

# Business Mobility IP DECT

The Business Mobility IP DECT solution delivers on-site wireless telephony combining the benefits of IP technology with the superior quality and facilities of the well established DECT technology. The portfolio comprises IP DECT Access Points that can easily be added to the LAN and can be complemented with Access Points in a remote location.

A broad range of IP DECT handsets offer rich functionality like central directory and presence and can be integrated with various applications for alarming, messaging and location services by means of the open interface DMLS (DECT Messaging and Location Services).

## Integrated applications

Business Mobility IP DECT provides users with many integrated applications.

- Central directory provides users access to the company directory, so at all times the telephone numbers and names of the entire organization are at hand. Users can also see the presence of the person they need.
- With Text and Alarm messaging staff can be alerted about incidents such as a fire, nurse calls or status of industrial processes. The messaging functionality includes individual messages to terminals, broadcast messages to a group of terminals and confirmation messages by the user. Different priority levels allow staff to differentiate messages.
- Location Detection can be used by organizations that need to locate people and assets for staff safety, tracking of staff and alarming scenarios such as SOS and man-down. IP DECT offers multi-Access Point based location technology to accurately locate the IP DECT handsets.

## Handsets for every need

IP DECT offers a range of handsets with crystal clear speech, loudspeaker and hands free support, seamless handover and high security. The portfolio includes the durable handset I755 and the M155 Messenger, combining telephony and messaging in an extreme compact design.

### I755 handset

- For demanding environments
- SOS and man-down alarm
- Messaging and location detection
- Antenna diversity
- Bluetooth headset support



### M155 Messenger

- Voice and Messaging
- Easy to wear
- SOS alarm
- Silent (vibra) mode



## At a glance

- Makes employees better reachable
- Helps optimizing service level to customers
- Allows staff to be very flexible and effective
- Drastically reduces mobile phone costs
- Wide choice of handsets, DECT, WiFi and Smartphone
- Messaging and alarming for integration with business process
- Accurate localization solution for staff and patient safety



## Business Process Integration

The number of applications which organizations utilize, increases each year. Each application delivers its own set of information, reports, notifications and alarms. Specifically for alarms and notifications, the challenge is how to present all this information in the right format at the right time to the right persons.

Integrated Communications 3000 can integrate with a variety of external applications such as paging systems, nurse call systems, medical alarms, fire alarms, public community emergency systems, building management and workflow systems. Integrated Communications 3000 enables you to maximize your business performance by back office integrations with CRM and ERP solutions and has standard integration with hospitality middleware solutions of Tiger® and FCS®. With the intelligent and rich management interface of MobiCall middleware, adjustment to ANY customer's specific integration requirement is easy to accomplish.

### Critical communications

MobiCall manages all alarms, events and inputs received from different processes and notifies staff by text or voice messaging to their DECT, mobile client or fixed phone. MobiCall can also send e-mail or SMS, switch on a siren, switch on lights, activate a contact, open or lock doors, inform and escalate any way your enterprise desires.

Thanks to close integration timely response is guaranteed in critical events and emergency situations that require real-time feedback, high quality voice calls and correct prioritization of information, such as alarming, mobilization and evacuation, personal protection, emergency call, hotline and crisis management.

# Unified Management

**The ability to centrally manage its communication system is of strategic importance to any company, enabling an organization to keep a firm grip on communication costs, reachability and the serviceability of its system.**

Secure, easy-to-use and robust, our suite of management solutions is designed to increase overall productivity while delivering flexibility and simplicity. Integrating with your current administration, IT-friendly user interfaces take the mystery out of voice system configuration and administration.

## System and Expense management

Web-based management is provided by the UNIVERGE® MA4000 Management System that enables users to access the system remotely through a personalized portal. To ensure application integration, feature transparency and survivability in the event of network failures, MA4000 can be used to create a geographically distributed unified system with a single image. Additionally, the MA4000 Expense Manager offers the full set of TEM (Telecom Expense Management) applications, such as call accounting, billing, invoicing, mobile management, budget control, asset management, etc.



MA4000 Management

Expense control solutions enhance your organization's efficiency and cost validation by providing the right tools to effectively manage IT operations and services. Modular architecture lets you expand system functionality, giving you the flexibility to meet special project requirements and market trends.

## Keeping in control

- Centralized, intuitive and open management system
- Single point of entry, open interfaces and optimum fit in IT domain
- Management without superfluous actions
- Advanced security through extensive controls
- Intelligent decision making starts with qualified information
- Better and easy insight in fixed and mobile call costs
- Support of latest technologies, such as virtualization, 64 bit and IPv6

# Why choose NEC?

**Being a global player spanning the full spectrum of ICT product and solutions, NEC is a reliable and stable partner that combines global scope with local presence in supporting customers and channel partners.**



NEC Corporation is leader in the integration of IT and network technologies. With over 115,000 employees, global sales of €30B and local presence in 44 countries, NEC's advanced technologies meet the complex and ever-changing needs of its customers.

NEC brings more than 100 years of expertise in technological innovation and invests yearly over €2,2B in R&D across its 12 facilities worldwide, currently owning 74,000 patents.

By driving and adhering to widely accepted and deployed industry standards, we ensure that our solutions fit perfectly in existing network environments and offer flexible paths for future development and growth.

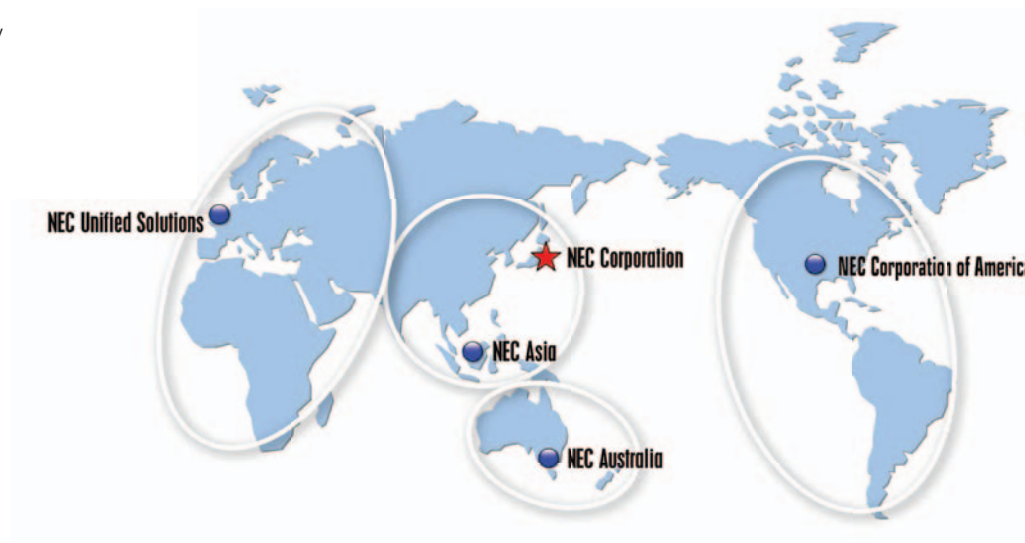
When designing new applications and advising customers about new solutions we offer a smooth migration path, which protects existing investments to the maximum. Our UNIVERGE®360 approach places people at the center of communications.

Based on this vision, we enable organizations to realise business value by tailoring their communications to their specific business processes.

Our expertise in mobile technologies and applications and our powerful portfolio of mobile infrastructure and devices, are recognised throughout the industry. Our IP DECT solution, for example, is an innovative wireless solution that combines the advantages of IP telephony with the quality and reliability of DECT technology.

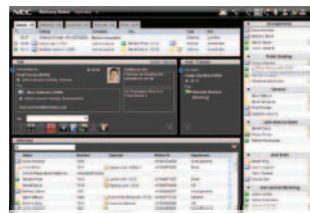
We have extensive experience in implementing customized solutions, drawing on our own portfolio of advanced Unified Communications applications as well as those of other industry leaders.

In short customers can rely on us when taking the next step towards truly unifying their communications.





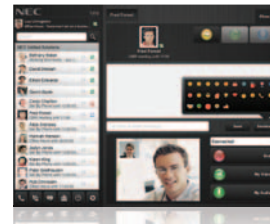
Collaboration



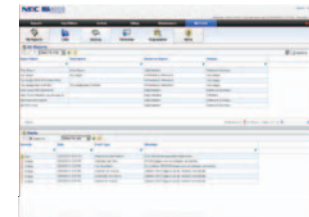
Operator/Attendant



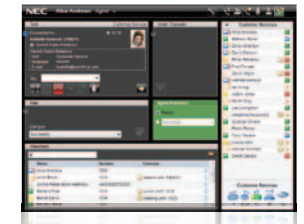
Business Portals



Unified Communications



Management



Contact Center Agents

User-centric clients for access anywhere

# Integrated Communications 3000

Choice of endpoints to suit individual needs



Analogue, Digital and IP deskphones & SIP terminals



Wireless (DECT, Wi-Fi, GSM)



Tablets iPad and Android



Desktop video



Desktop PCs & Macs

Wide array of connectivity options



UC Platforms



Industry standard Servers



Media Gateways



Carrier Services & Private Cloud

For further information please contact your local NEC representative or:  
EMEA (Europe, Middle East, Africa)  
NEC Unified Solutions  
[www.nec-unified.com](http://www.nec-unified.com)

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