

Orchestrating a brighter world



UNIVERGE 3C

Empowering your Workforce

www.nec-enterprise.com





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Redefining Enterprise Communications

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.



Connect. Communicate. Collaborate.

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.

3C improves teamwork enabling for instance virtual teams to share and exchange information in real-time and work together on a communal task. 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

Communications Made Easy

Real life scenarios which speed up business



CONNECT

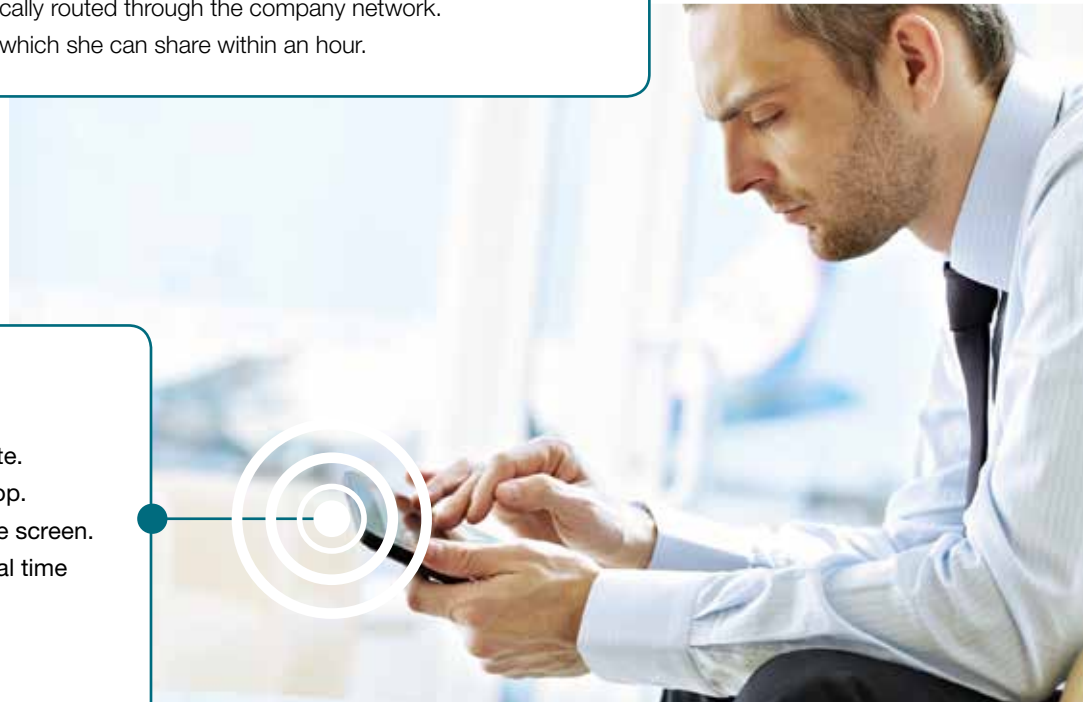
- > Paul is caught in traffic and needs to contact his colleague, Jim, urgently on an issue.
- > He's not sure where Jim is – often at customers, in and out of meetings or travelling.
- > Luckily Paul's mobile phone can access all contact details in the company's online directory.
- > Paul sees Jim is 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 his Voicemail or Chat Room with all messages presented in his single user view
- > He calls Paul's office number, as single number reach ensures this contacts all his active 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 laptop.
- > Eileen has come up with a useful proposal and some schematics, which she shares on the screen.
- > Drawing on their different expertise, Eileen makes some changes which they all 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.

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 rich telephony (PBX, PSTN, VoIP) and voice features, session/call control, voicemail, instant messaging, presence information, Unified Communications, web collaboration, mobility options, voice/video/web conferencing, ACD, call recording, SIP services and remote meeting access across diverse communication systems, services, devices and platforms. The Services-Oriented Architecture with web services support ensures business continuity 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 device consumerization and Bring Your Own Device trends, UNIVERGE 3C's innovative approach to enterprise communication promotes collaboration with its simplicity and optimizes workforce productivity by offering rich clients for smartphones, tablets and desktops. All users can selectively utilize audio, video, screen sharing and file sharing, remote control, co-browsing, voting/polling and more. Federation across networks adds Presence information and chat with each other - between 3C sites as well between 3C and Skype for Business.

Executive



- > Boost agility & competitiveness
- > Increase teamwork & productivity
- > Reduce TCO and travel/comms cost
- > Reduce latency of business decisions
- > Enhance customer engagement

IT Staff



- > Reduce costs and ease management
- > Improve security & continuity
- > Provide better user service incl. BYOD
- > Scalable & distributed architecture
- > Transparent license structure

Employee

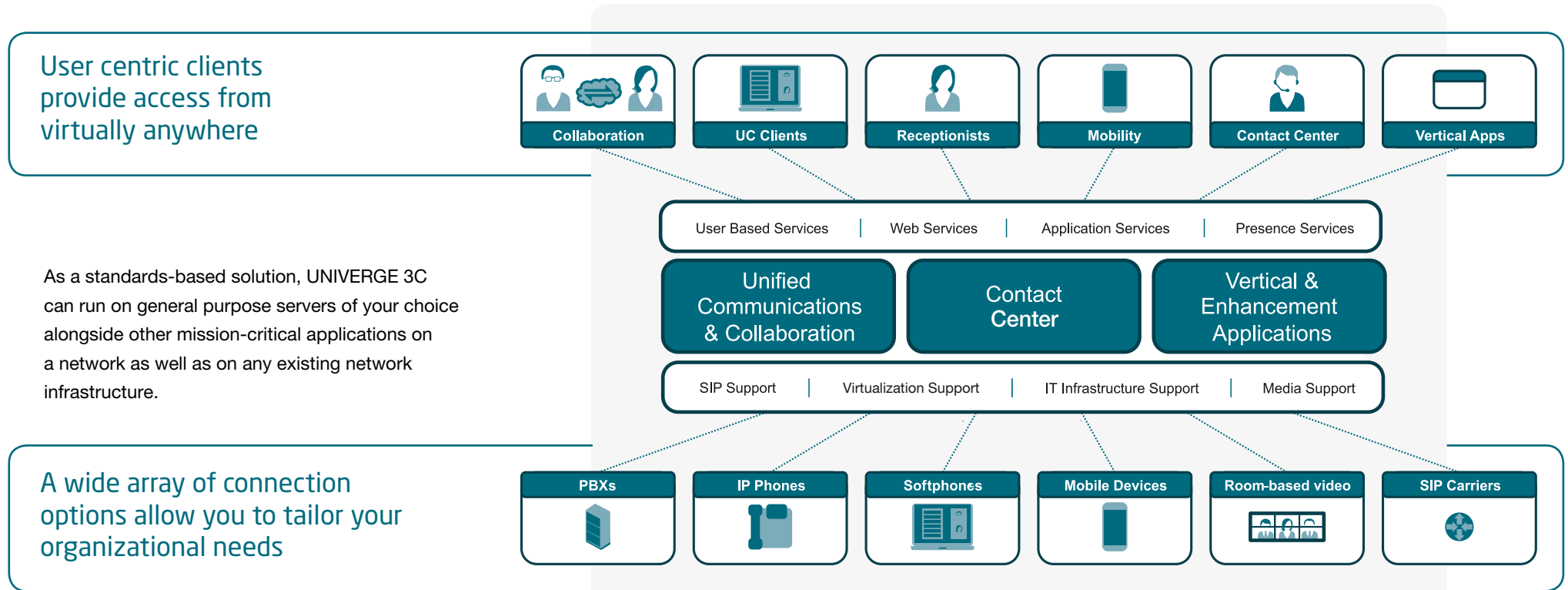


- > Reach the right person
- > Share information seamlessly
- > Communicate when and where you want
- > Use your device of choice
- > User centric & single identity

Collaborate with unique flexibility

> 3C is unique in its flexible utilization of resources and licenses. A company with 50 licenses can use these either for one single meeting or e.g. 5 meetings of 10 participants. Resources are reserved the moment the host schedules a meeting.

- > Voice and video is completely web based. So no costs at all for the public network.
- > External parties can also join a web meeting and do NOT have to download any application. A web browser will do.
- > Web meetings can be recorded in full and published to play-back at a later stage.
- > Managing collaboration meetings can be done via a Web interface or via Outlook.



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

“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”





“From intelligent call handling
to rich Unified Communication
& 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.
- 


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


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


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


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

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


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.
- 


Customized IVR enables callers to retrieve information automatically.
- 


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


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

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

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

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

Contact Center and Operator Attendant guides callers, webchats and emails to the best suited employee, reducing waiting time and improving staff motivation.
- 

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

Federated Networks - Federation is supported between 3C sites as well between 3C and Skype for Business, It allows sharing of Presence information and people to chat with each other.

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 smartphones, 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.
- > UNIVERGE 3C's **User Centric architecture** makes individuals reachable on multiple devices, with calls being delivered on the device(s) of their choice. Instant Messages are distributed to any of their device(s) supporting this type of media. A user's Presence status is collected across all his/her devices and shared with colleagues as one aggregated status.
- > 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

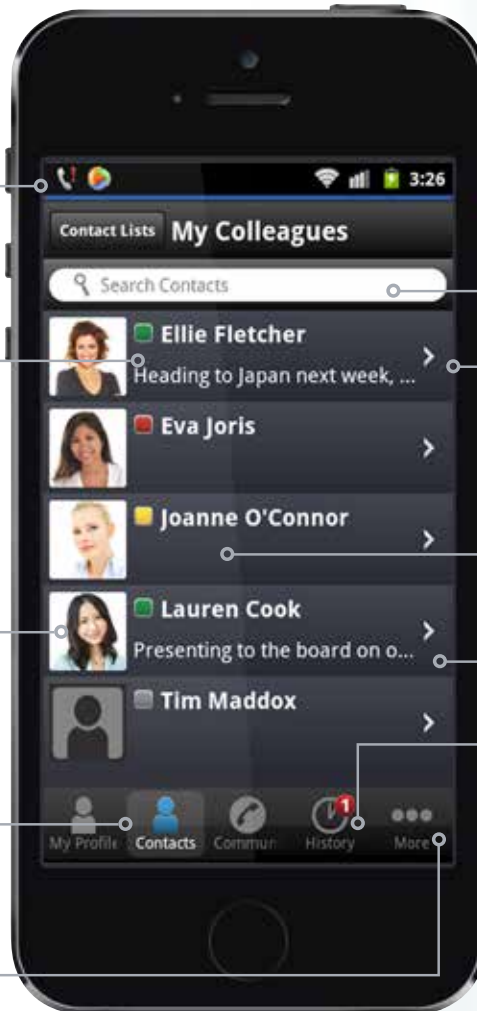
Status notifications
(Only on Android)

Presence

User or administrator
configured images

Contact lists

Dial pad & further options



Search for contacts

IM support

Call via your mobile
or control a phone

Message of the day

Call history

Innovation that Fits your IT Architecture

Fully aligned with IT strategies



UNIVERGE 3C is designed to be embedded in today's IT architectures and meets all the needs for operational efficiency, security and IT governance. 3C combines with other NEC Smart Enterprise solutions, such as thin clients in a VDI environment, FT servers and SDN technologies to provide Highly Available UC and Smart Virtual Workspaces.

Data Centre ready

Working seamlessly in data centers and cloud environments, 3C aligns with IT strategies to virtualize business communication and collaboration services – whether deployed in a data center, spread across an

organization at different sites or hosted in the cloud. Virtualization (Hyper-V and VMware) reduces hardware and energy consumption.

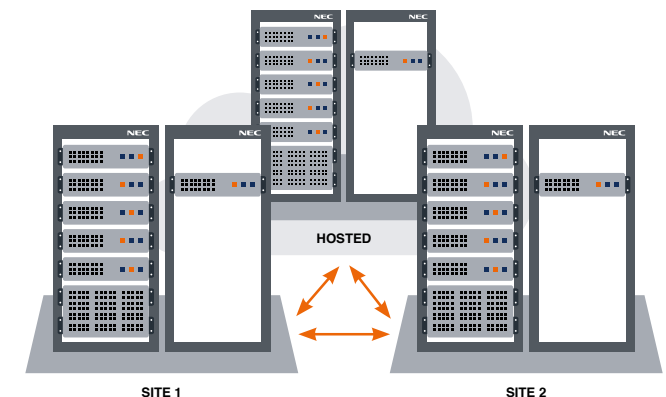
Native Survivability and Continuity

UNIVERGE 3C is a Distributed Unified Communications System which can be deployed on multiple servers or virtual machines across a network and operates as one single system, sharing a common, single database. Each server (physical or virtual) supports up to 6000 ports. Up to 20 nodes can be deployed in a network. When accommodating servers for 50% failover capacity (i.e. 3000

ports active and 3000 ports reserved for devices failing over to this server) the network capacity of such a redundant network becomes 60,000 ports. The servers act in an Active/Active mode - reducing the impact of a system failure as well as supporting geographic redundancy. All this at no additional costs, as no additional licenses are required. If required, a backup node can be deployed in the cloud.

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.



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 are done easily via a web browser. Flexible number planning, rights-based security and Class-of-Service profiles are just some of its features.

Call Management & Reporting

Also included is powerful reporting that analyses call performance, call volume and resource usage. Optional 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 60,000 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”



Summing it Up

- > UNIVERGE 3C is a powerful, all-in-one Unified Communication & Collaboration software services platform that operates across premise, cloud or hybrid environments.
- > With user-centric adaptive clients operating consistently across PCs, smartphones and tablets, it enables anywhere, anytime access for increased efficiency and productivity, supporting full call control and multi-media UC services for office as well as mobile and remote workers.
- > From the feature rich UC Client a user can control devices, set profiles, access 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.
- > The pure software solution reduces complexity and cost, while comprehensive management tools support easy administration. 3C's simple and transparent licensing structure with flexible utilization of licenses and meeting room resources, reduces the number of licenses required to the bare minimum.
- > The highly reliable architecture (incl. Geographical Redundancy) and adherence to highest security standards ensure business continuity, while open, standards-based components and off-the-shelf industry standard servers enable interoperability and integration of communications into business processes.
- > 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

- 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

- 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

- 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

↑	↑	↓	↑	↑
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Valuable Pillars on which to Build the Smart Enterprise

NEC combines its advanced technologies, services and knowledge to help ensure the safety, security, efficiency and equality of society – enabling people to live brighter, more enriched lives.

Combining our capabilities and rich portfolios in Communications and IT, NEC can provide government authorities, individuals and enterprises with solutions that cover the full spectrum of their operations. The level of integration between NEC's network, server, storage and enterprise communications solutions highlights the power of these technologies – and reinforces the benefits our customers receive.

Smart Enterprises leverage these technologies to optimize business practices, drive workforce engagement and create a competitive edge. This is how NEC empowers the Smart Enterprise, and why the Smart Enterprise relies on NEC.



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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 100 years of expertise in technological innovation to empower people, businesses and society. For more information, visit NEC at <http://www.nec.com>

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