

## RACV chooses NEC Australia to upgrade its voice and data networks

**Melbourne, 8 December 2010:** NEC Australia today announced it has signed a five-year contract with the Royal Automobile Club of Victoria (RACV) to upgrade the organisation's existing data and voice networks across all of its sites – Operational Headquarters, two Club locations in Melbourne and Healesville, resorts in Victoria and Queensland (6) and retail outlets (40) – supporting over 2500 employees.

Over a two-year implementation period, NEC Australia will progressively replace RACV's existing telecommunications network infrastructure with state-of-the-art voice and data services.

The implementation forms a key part of RACV's telecommunications services strategy that aims to add member value, improve operational efficiency and reduce ICT costs through improved communications capabilities.

Martin Byrne, RACV's General Manager of Information Technology and Telecommunications said: "RACV required a communications technology supplier that had experience in rolling out large scale deployments that were significantly complex and varied in terms of technology.

"After a public tender process NEC was chosen to provide a solution that met RACV's business needs and ensured we continue to provide excellent service to our members. NEC's solution also allows for a phased implementation approach that is flexible enough to change as our business needs change."

NEC Australia's Managing Director, Alan Hyde said: "NEC has devised a fit-for-purpose ICT solution for RACV which will improve the organisation's efficiency and productivity, and reduce costs. Our robust and reliable voice and data equipment facilitates RACV's long-term telecommunications roadmap, which will be fully supported locally by NEC Australia."

### The solution

Four of NEC's award-winning SV8500 Communication Servers will be installed at RACV's Operational Headquarters in Noble Park, Victoria. A full redundancy backup will be established at RACV's Melbourne Corporate Headquarters and City Club.

A Genesys Contact Centre for 550 agents will be supported by two of the four SV8500 servers at

RACV's head office. The Genesys Contact Centre can dynamically adjust the volume and mix of available resources, including back office product specialists, to allow call staff to shift between activities according to their particular skill set and availability to handle multiple interaction types (job blending) or manage both inbound and outbound calls. The platform will be voice recognition capable and will route traditional voice interactions with new technologies like Twitter and Facebook.

RACV's 40 retail outlets will be provided with a remote survivable gateway that is linked to the host SV8500 communications server (located at head office) to provide a single system image under normal operating conditions and to provide an uninterrupted communications capability if the data network should ever fail.

Standalone SV8100 communications servers will be located at the RACV's six Resorts, which are located in Victoria and Queensland, and the RACV Healesville Country Club. Each server will be integrated with the facilities' existing FCS middleware server (billing engine).

NEC's SV8000 IP series are robust and feature-rich solutions that are completely scalable allowing RACV to grow its technology and capacity with minimal risk. It is designed to enable staff to work more efficiently by ensuring seamless internal and external communications.

NEC's Unified Communications for Business (UCB) server complements the telephony infrastructure with a modular productivity enabling presence-based voicemail with Lotus Notes integration, screen based operator consoles and auto attendant features.

NEC is replenishing RACV's full data network and will build a standard-based network from the ground up using routers, servers and storage area network licences.

NEC Australia will provide day-to-day facilities management of RACV's telecommunications environment including multi-vendor support contracts.

Connecting over 2000 extensions in a blended IP environment, the implementation is expected to begin in early 2011.

-Ends-

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NEC Australia is a fully owned subsidiary of NEC Corporation. NEC Corporation has over 55 data centres globally, operates in 44 countries around the world, employing over 140,000 people with annual revenues in excess of \$US45 billion. In Australia NEC researches, develops and deploys advanced IT/Network communication solutions and services tailored to business and government. Its product range includes PBX, Broadband Access Systems, Digital Signage, Systems Integration and Hosted Application and Network Services amongst many others.

**About RACV**

The Royal Automobile Club of Victoria, (RACV), is a multi-faceted, member-focused organisation, offering diverse products and services to more than two million members. The main member activities are emergency roadside assistance, technical advice on vehicles, driving instruction, research into road safety and vehicle design, touring and travel advice and the Royal Auto magazine. RACV strongly advocates for members on many transport related issues, including fuel prices, road funding and transport infrastructure and safety.

The RACV operates a quality lifestyle Club in Melbourne's CBD and Healesville, and impressive Resorts located at Cape Schanck, Cobram and Inverloch in regional Victoria and on the Gold Coast and Noosa in Queensland. Work has begun on redeveloping RACV's Torquay Resort. RACV Club and Resorts is a high growth area which is likely to see more local and interstate sites being acquired in addition to the recent acquisitions in Torquay and the Gold Coast.

The RACV's commercial products include comprehensive and third party property motor vehicle insurance, home and contents insurance, boat, caravan and trailer insurance, landlord insurance, farm and business insurance, home security, financial services and personal loans.