

Greater business value from your communications investment

# NEC Australia



# The evolving communications environment

ICT has evolved from the static, transactional world of the information age, into an interactive world of communication. This advancement has made way for higher levels of profit, efficiency and sustainable revenue streams.

The explosion of communication tools such as social media, mobile devices and applications, and online collaboration along with ever-expanding bandwidth has socialised technology. It's changing the way your customers, staff and partners expect to communicate.

While quick and easy access to information boosts business agility, you now also have access to open platforms that are software-driven and standards-based. Making integrated solutions more scalable and affordable. More user-friendly. And more flexible. So you can harness the ideas of a new generation of workers, armed with new-generation devices.

**More than 11,000  
customers across Australia  
and Asia Pacific rely on NEC  
to support their voice and  
data infrastructure.**



## NEC Australia: Creating more value for your business

While integrating your communications systems, making the most of the emerging opportunities comes with its own set of challenges. That's where we come in.

We can help define the core role of communications in your business by selecting from the ever-expanding spectrum of communication products, applications and services. Thereby unleashing the full value of your ICT investment.

Our complete range of communications solutions and integration services – along with our national network of engineering and support staff backed by 200 partner organisations – enable us to design, develop and deploy advanced solutions and services using best-of-breed technologies in multi-vendor environments. This includes hosted application and network services, systems integration, extensive support services, IP communication servers, PBX, broadband access systems, biometric and mobility solutions, data centre and cloud technology services, along with digital signage and displays.

At the core of everything we do is our strength and expertise as a communications systems integrator – with a proud track record of over 40 years of engineering success and delivery support to Australian organisations, both large and small.

### A well defined, properly integrated and well supported communications solution can help you:

- reduce costs
- increase productivity
- develop new services
- manage complex systems
- deliver better customer service
- integrate mobility into your business
- ensure availability of business critical applications.

## What's the NEC Australia difference?

At NEC, we'll work closely with you to ensure your communications technology investment is always available and works harder for you.

### We promise to deliver this by:

- understanding your specific needs and business drivers
- defining the core role of your communications solution for now and the future
- designing, building, delivering and supporting your desired solution as promised
- ensuring you derive true value from your communications investment.



**We deliver measurable returns on your communications investments.**



# Choose from our wide range of solutions and services

## Integration and support services

From technical and strategic consulting through to deployment and ongoing support, NEC has the right people, skills and experience to deliver successful projects and programs.

We have over 25 years of experience implementing and supporting turnkey communication projects. We've established core capability in systems engineering and project implementation, while maintaining dedicated resources with expertise in these disciplines. Our multi-vendor approach and extensive industry partnerships allow us to deliver and provide ongoing support for the best solutions to meet all your communication requirements.

## Maintenance and support services

At NEC, we've been supporting the communications systems of Australian corporate and government organisations around the clock since 1989. We understand that maintaining and maximising the availability and performance of your voice and data network, while minimising total cost of ownership, is critical to your business. That's why we developed NECare – NEC's multi-vendor maintenance and support services – to cost effectively keep your business communicating and providing service to your customers. NECare delivers real business benefits, ensuring business continuity and maintains your revenue and customer service levels by ensuring any service interruptions are quickly rectified.

NECare provides support services not just for NEC equipment and applications, but for most communications equipment. With just one single point of contact for complete communications network service and full support, you no longer have to pinpoint the problem before deciding who to call. It's all about protecting your investment and ultimately, your business.

**Our multi-vendor managed services offer flexible and cost effective solutions to almost any ICT challenge.**



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## Managed services

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Our suite of managed services ensures your technology resources are always performing at optimum level. This frees up your ICT team so they can act as strategic contributors to keep your business up and running.

It's no surprise that more than 11,000 customers across Australia and the Asia Pacific region trust NEC to manage and support their voice and data infrastructure. Our comprehensive portfolio of multi-vendor managed services offer flexible and cost effective solutions to help you meet almost any ICT challenge. Each of our offerings is backed by NEC's impeccable reputation for quality and is supported by an Australia-wide network of technicians and engineers. All of whom are committed to giving you the support you need, whenever you need it, 24x7, all year long.

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## Broadband services

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The NEC Nextep network delivers reliable, cost-effective and high-speed broadband, IP telephony, VoIP and Hosting solutions to small, medium and corporate businesses, as well as to government agencies. Our network covers urban, metropolitan, regional and remote Australian business users. NEC has one of Australia's largest DSLAM broadband networks, which provides extensive regional and remote coverage to 92 percent of the population.

Dedicated investments in our nationwide broadband network and value added services enable us to meet the demanding needs of our customers for fast, secure and reliable business broadband network solutions.

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## Network services

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From broadcasting digital TV to implementing, managing and maintaining voice and data networks, our network services set the standard. Whether you're a large enterprise specifying a secure national WAN, a multimedia company delivering digital broadcasting solutions nationwide, or a small regional enterprise looking to upgrade your contact centre – whatever your needs are, we have the network service skills and solutions to match.



**Our customers trust NEC to deliver and support customised communications solutions that meet their specific business requirements.**

# Communication solutions for all Australian businesses

## Unified Communications solutions



NEC's approach to Unified Communications (UC) puts people at the centre of the technology – bringing together all forms of communication, information delivery and business applications.

Whether you collaborate from your desk or on the go – via video, e-mail, instant messaging or social networking – UC facilitates key interactions regardless of location or device.

By integrating the new generation of smart devices and social media with mobility solutions and existing legacy systems, we can provide new and better ways to engage with customers, improve workforce effectiveness and streamline business processes.

UC enables people to work wherever, whenever and however they please. On premise, in the field or in the cloud, UC technology integrates systems, applications, processes and devices to enable businesses to collaborate effectively with each other and, most importantly, with customers.

## Business solutions



NEC's intelligent communications solutions address a wide range of business needs and are focussed on delivering optimum value from your technology investments.

Call on us for anything, from biometrics, security and surveillance through to digital signage and an array of specialised vertical industry solutions. You can rely on NEC's unsurpassed expertise and experience to work with you through every stage of your communications and technology lifecycle, and to deliver successful solutions for your business.

Our industry-specific solutions include emergency services communications, mobile identification, intelligent transport and fleet management, hospitality, public safety, and health and aged-care cloud solutions.

## Display solutions

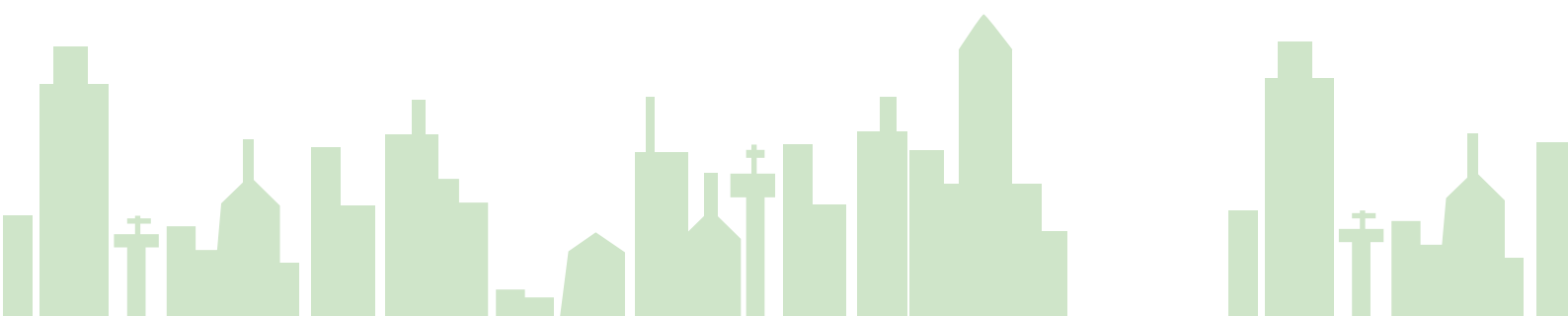


NEC's cutting-edge range of visual communication solutions delivers crystal clear visuals to meet all your display and digital signage needs, whether large or small.

**Projectors** – NEC has a wide selection of projectors that include a value-range of eco-conscious micro portables and ultra short throw models that are perfect for meeting rooms and classroom environments. For higher-end business requirements, we offer powerful professional models to suit any situation – from larger venues and areas with high ambient light, through to high-end digital cinema for venues with screens up to 32m wide.

**Monitors** – We have monitors to fit all your business needs – from energy efficient 43cm models to 76cm wide screen LCDs. Our range also includes professional series colour critical monitors that give highly accurate and reliable colour performance for high-end design and photography applications.

**Displays** – Our public display solutions range from cost-conscious public display-grade panels through to big screen 208cm LCD panels, for high-impact visuals. We also have ultra-narrow bezel models that are perfect for use on video walls, along with media players and professional digital signage software to deliver the perfect visual communication experience at all times.



# We bring only the best to every customer

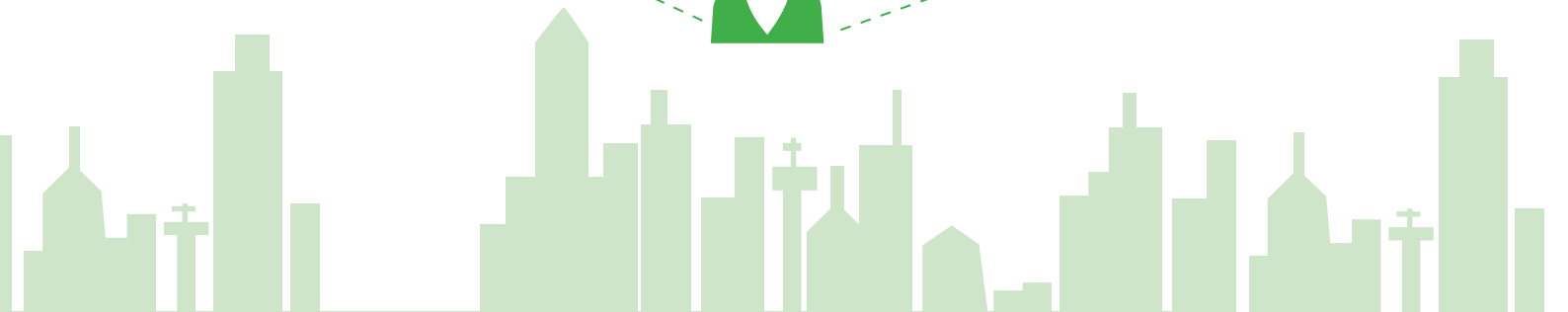
Operating in Australia since 1969, NEC has the largest communications systems integrator services and support footprint in Australia. We have an unmatched team of qualified field engineers – making up more than a third of our 700-strong team of consultants, developers, project managers, and training and customer service staff – all combining to design, develop, integrate and deploy advanced systems tailored to you.

No matter where your head office or regional branches are located, we have a network of 200 comprehensively trained and accredited partners to extend NEC's reach throughout Australia.

And, if we're ever short on resources or answers, we're backed by NEC Corporation – a global giant in telecommunications, computers and electronic devices, with offices in 45 countries and net sales of over \$35 billion.



**We design, integrate, deliver and maintain integrated communications solutions.**



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To see our complete range of technology whitepapers, video product demos and in-depth solution and service information please visit our website: [www.nec.com.au](http://www.nec.com.au)

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**About NEC Australia Pty Ltd.** NEC Australia is a leading communications systems integrator delivering ICT, communications and network solutions to enterprises, government, small businesses and carriers. NEC Australia helps customers drive value from their communications infrastructure and investments, providing services through a network of consulting, engineering and support staff backed by over 200 dealer and partner organisations across the country. Our solutions include Unified Communications, Contact Centre Solutions, Mobility Solutions, Broadband Access Systems, Network Services, Systems Integration, Biometrics Solutions, Cloud Services, Managed Services and Digital Signage and Display Solutions.

Corporate Brochure | v.10.11.11

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