

NECare Essentials



Essentials provides small to medium size businesses with a flexible, affordable and high-value support service that is backed by a proven market leader.

Support that keeps your communications system performing

No matter the size of your organisation, business issues can be the same: how do you achieve more with fewer resources, while delivering a consistently high standard of service to customers?

At NEC, we know the answer can be complex. That's why we've developed a communications support service designed specifically with the SME in mind. NECare Essentials gives you easy access to NEC's world-leading technological expertise and know-how, at a level and price which suits your individual needs. With NECare Essentials, your business system will continue to perform so you continue to meet the needs of your customers.

Who needs NECare Essentials?

The NECare Essentials package is ideally suited to business operations that are not reliant on immediate response times and have the ability to continue to function efficiently. Delivered online via a web-based interface, NECare Essentials offers a high value support service for NEC and other vendors' equipment and applications at a competitive price.

What are the key features?

With NECare Essentials:

- There's no need to search for a repairer when things go wrong with your business system. Simply log any faults with NEC via:
<http://necare.nec.com.au>
and your communications solution is on the road to repair.

- Your unique password gives you access to the secure NECare website. In addition to reporting faults, you can check on the progress of any issues being resolved – wherever you are, at any time.
 - Your package provides unlimited assistance and onsite visits from our highly trained NEC technicians.
 - If you have equipment and applications that are not manufactured by NEC, we can manage any faults on your behalf. NEC will take appropriate action with the manufacturer – saving you time and valuable resources.
 - NEC will action any reported faults between 8am and 6pm on a normal business day.
 - We'll also respond to your urgent faults within four hours and all other faults within 24 hours (working days only).
- Regardless of whether you report one or 100 faults, with NECare Essentials you can budget with confidence. The service is provided via a fixed annual fee, with the option of payments made through direct debit.

Why NEC?

Whatever your reasons – reduce costs, increase customer satisfaction or reduce network downtime – NECare Essentials can help your business. Plus you'll be partnering with one of the world's leading providers of technology and data.

The advantages of working with NEC include:

Flexibility

NECare Essentials combines convenient web access with a low price to provide you with a new alternative to support your business system.

Local manufacturing and R&D

NEC's local research and development presence means that you receive access to a more comprehensive range of support services faster.

Proven market leader

NEC is a leading supplier and integrator of ICT solutions and trusted partner to some of Australia's largest names in business, industry and government agencies. Utilising best-of-breed technologies our support solutions are proven to deliver business benefits and continuity to a wide range of organisations.

NEC's geographic coverage

Our extensive network of NEC authorised service partners means we can get your operations back on track with minimal interruption.

NEC's depth and breadth of business solutions

We don't just provide support services. Our wide range of telephony and data solutions can help your business succeed.



NECare is NEC Australia's support services organisation specialising in communications network maintenance and support, serving more than 11,000 customers – from small to large organisations in both the public and private sectors.

For more information, visit www.nec.com.au, email contactus@nec.com.au or call 131 632

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About NEC Australia Pty Ltd. NEC Australia is a leading supplier and integrator of ICT solutions to carriers, government and businesses. With over 800 staff and over 200 partner organisations, we research, develop and deploy advanced IT/Network communication solutions and services using best-of-breed technologies in multi-vendor environments. NEC Australia's business encompasses Hosted Application and Network Services, Systems Integration, IP Communications Servers, PBX, Broadband Access Systems, Data Centre and Cloud Technology Services along with Digital Signage and Data Technology products.

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