

# Webex Calling by NEC

Seamless collaboration. Predictable costs. Future-ready UC.

## The Challenge: Legacy Tools, Lost Productivity

- Inconsistent user experiences across sites and teams.
- High maintenance costs and limited functionality.
- IT teams overwhelmed by troubleshooting and updates.
- Rising compliance and data sovereignty requirements.

**The result? Frustrated employees, escalating costs, and slower business outcomes.**

**98%** of Webex Calling users

report high satisfaction - outperforming Teams and Zoom

Every **20 seconds** A Triple Zero (000) call is routed

through NEC's managed calling platform

## The Solution: Webex Calling



Voice is in NEC's DNA, and we now bring that heritage to the cloud. Webex Calling delivers enterprise-grade voice, powerful collaboration, and a cloud-native platform without costly on-premises hardware. Fully managed by NEC, it blends decades of telephony expertise with Cisco innovation to provide crystal-clear calling, secure messaging, and seamless integration with Microsoft Teams and third-party platforms — all on a simple, scalable subscription.

## Proven Capabilities

- Enterprise-grade voice** – Reliable, crystal-clear calling built on Cisco Webex.
- NEC + Cisco expertise** – Decades of telephony leadership with Cisco-certified integration.
- Native Microsoft Teams coexistence** – Seamless interoperability with Teams and third-party apps.
- Flexible subscription model** – Predictable OpEx with no CapEx shocks.
- SLA-backed service** – ISO 27001-certified operations with Australian-based support.
- Resilience options** – Survivability and Webex Dedicated Instance for CUCM-class features.

# Business Benefits

## Improve productivity

Unified calling, meetings, and messaging accelerate decision-making.



## Reduced IT burden

Offload provisioning, monitoring, updates, and 24/7 support to NEC.



## Lower total cost of ownership

Avoid CapEx refresh risks with predictable subscription pricing.



## Enhanced user experience

Provide a consistent, intuitive experience across sites and devices.



## Secure & compliant

Meet stringent governance requirements with end-to-end encrypted services.



## Scale with confidence

Expand, reconfigure, or integrate UC rapidly as business needs evolve.



## Why NEC?

With operations in over 50 countries and 120 years of technology leadership, NEC combines global strength with deep local expertise, including a 20+ year Cisco partnership and Australian delivery teams.

Our services are ISO27001-certified, secure, and compliant, with proactive lifecycle management built into every subscription.

NEC brings the heritage of a systems integrator and a consultative, vendor-neutral approach, ensuring collaboration solutions are tailored to each organisation's unique requirements — not a one-size-fits-all model.

## Contact us to plan your UC transformation

or visit [nec.com.au/WebexCalling](https://nec.com.au/WebexCalling)

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