

A Suite of Unified Communications Applications

UM8700



Overview

In today's challenging environment, organisations need to get more work done with less resources and time. NEC's UNIVERGE UM8700 solution is built on Applied Voice and Speech Technologies, Inc.'s (AVST) award winning CallXpress®, businesses and individual users can communicate more efficiently, respond more quickly and reduce unproductive time.

The UM8700 turns a business's telephone system into a productivity tool. It delivers a powerful suite of unified communications applications including advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification. These tools have been proven to enhance productivity of both individual users and businesses.

At a Glance

- Powerful suite of Unified Communications applications
- Increases efficiency through user and business productivity enhancing tools
- Integrates seamlessly with current systems
- Delivers continuous high availability and disaster recovery
- Works on either a distributed, centralised or mixed environment infrastructure
- Offers deployment flexibility
- Scales to fit a growing business's needs

UM8700 delivers best-in-class applications that can enhance a user's efficiency and productivity

Powerful suite of Unified Communications applications

The UM8700 delivers best-in-class applications that enhance a user's efficiency and productivity as well as a business's overall effectiveness in the marketplace. These productivity enhancing tools provide users with the ability to access and manage all of their messages, whether they're in the office or on the road.

How does the UM8700 increase a user's productivity?

Unified Messaging

- Get instant access to email, voicemail and fax messages in one inbox
- Retrieve messages from any location, using a phone, computer or mobile device
- Prioritise voice messages more easily
- See all messages at a glance.

Voice User Interface

Allows users access to their inbox from anywhere, even while driving, through speech commands:

- Access messages (Get New Messages, Get New Email)
- Navigate message queues (Next Message, Previous Message)

- Process messages (Delete Message, Forward Message, Reply to Message)
- Place calls to other system users (Ring John Smith)
- Place calls directly to phone numbers (Dial 9333 4444).

Personal Assistant

Schedule-based Presence and Availability

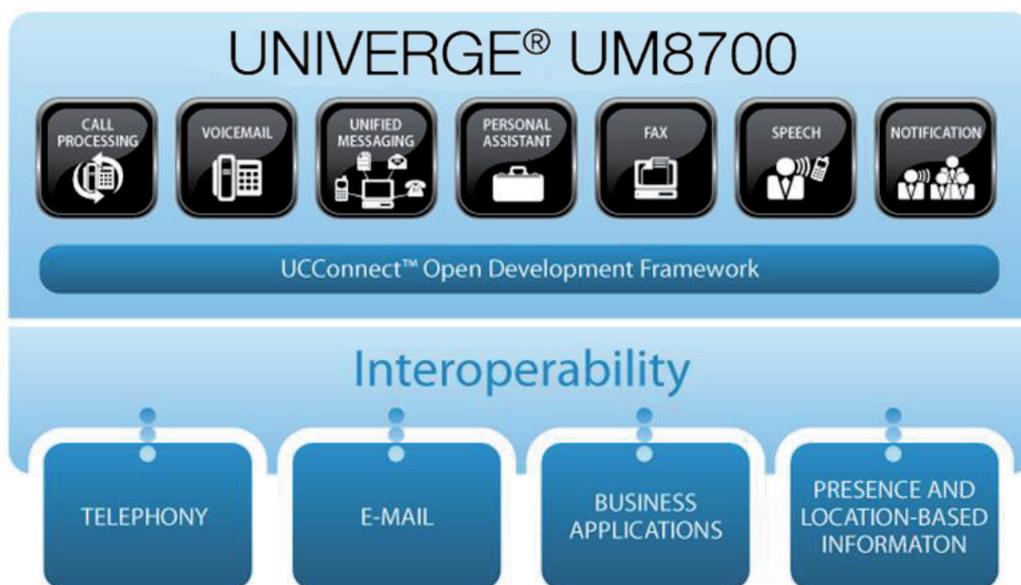
- Route calls to the most appropriate telephone – desk, mobile, or home office phone – based on their schedule
- Use Find-Me/Follow-Me to ensure an important call is never missed.

Interactive Call Screening

- Virtual personal assistant which announces the caller and lets users choose to accept, acknowledge or transfer the call
- Unique patented Acknowledge Call screening option that lets users record a customised personal message that will be played to the caller before they are sent to voicemail.

Calendar Management

- Check and schedule meetings through intuitive voice commands – supports Microsoft® Office Outlook® or IBM® Lotus® Notes® calendars.



Single Number / Single Mailbox Access

- Combine mobile phone and office phone messages into a single mailbox
- Have a single phone number to distribute to customers and colleagues, rather than a mobile plus a desk phone number
- Place long distance and international calls through the office phone system from their mobile phones while travelling
- Transfer calls from their desk phone to their mobile when they need to leave their office in mid-conversation.

Message Notification

Never miss an important message again, whether in the office or on the go.

- Be notified the instant new voice or fax messages arrive via email, phone call or SMS text message
- Keep system administrators abreast of the status of the UM8700 system through administrative alerts via SNMP or email.

How does the UM8700 increase a business's overall productivity?

Communication Enabled Business Processes

CEBP provides powerful tools that build highly advanced call notification and interactive voice response (IVR) applications to improve business productivity.

- Click to Call their contacts from within Microsoft Outlook contacts or Lotus Notes address book
- Use automated applications to provide faster, more consistent information to their customers 24x7
- Remove resource cost by offering self-service applications
- Reduce human error.

Outbound Call Notification - users can set up customised automatic notification calls such as:

- Appointment reminders to patients from a doctor's office
- School notifications communicating information about cancellations or event schedules
- Emergency alerts to make people aware of a crisis situation
- Telemarketing campaigns and sales follow-up calls to generate more business
- Status of service alerts – for example, flight delays, order status or payment due.

Create Customised Automated IVR Systems - by having callers go through menu trees using DTMF to get information, businesses can save money and speed up processes. It's perfect for such applications as:

- Bank by phone, account status or billing
- Automatic financial reporting
- Campus directory
- 24-hour reporting line or technical support
- Store or employee locator.

Automated Attendant

Callers can reach the appropriate person using a speech interface or DTMF. It provides reliable 24x7 call routing for applications such as:

- Operating hours
- Driving directions
- Corporate directories
- Audio menus

Legacy Voicemail replacement

- Fax libraries

The UM8700 is a perfect solution for replacing a discontinued voicemail system. It allows businesses to:

- Take advantage of state-of-the-art and legacy features
- Meet scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities
- Use a telephone interface employees are comfortable with by mimicking the command structure from Octel® Aria®, Octel Serenade®, Mitel® NuPoint with Centigram Interface, Nortel® Meridian Mail, and Avaya® INTUITY™ AUDIX®
- Manage the communications server and voicemail system from a single interface
- Upgrade to advanced unified communication features as required with modular licensing
- Transition to IP telephony when ready, with an IP- Future Proofing Guarantee.

Seamless integration and cost effective solutions for your business

Since the UM8700 works with existing business systems (i.e. telephone and email systems and data infrastructure), it is one of the most cost effective solutions on the market. No other solution offers a higher level of interoperability. The UM8700 allows businesses to leverage their existing investment and still increase productivity, rather than spend money to rip and replace parts of their existing communications infrastructure.

The UM8700 seamlessly integrates with all major telephony vendors, including NEC's UNIVERGE SV8300 and SV8500 communications servers. It is also one of the few solutions able to support multiple integrations – both traditional TDM and IP – on a single server.

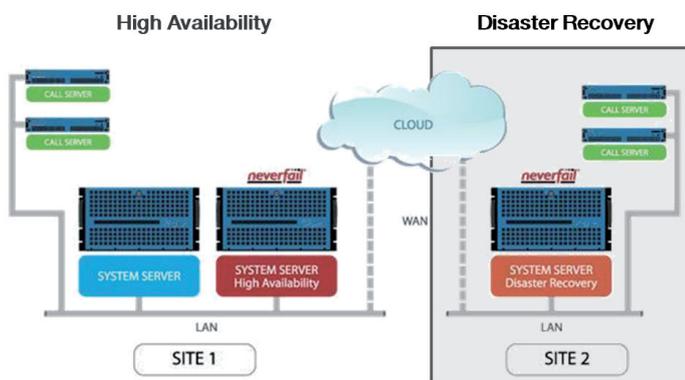
The UM8700 also easily integrates with virtually any email system including Microsoft® Exchange, IBM® Lotus® Notes®, Novell® GroupWise®, Google™ Gmail™, Mirapoint® and any IMAP compliant system. Even if a business utilises multiple email systems, the UM8700 delivers unified messaging where other competitors cannot.

The UM8700 delivers continuous high availability and disaster recovery

The UM8700 protects a business's most mission critical communication applications 24X7. Through a robust multi-server architecture, it is designed to maximise uptime, keep users constantly connected and provide IT administrators with the confidence that their system remains healthy.

This multi-server architecture contains two parts; the system server which is the brains of the operation and the call servers, which act as the workhorses. Combine that with Neverfail® for the highest level of resiliency and a business gets a fully-synchronised, hot standby system server with automatic failover for high availability and a fully-synchronised warm standby system server at a remote location for disaster recovery.

- Predicts issues and corrects them before they have impact through proactive real-time monitoring of hardware, software and networking environments
- Keeps users seamlessly connected without human intervention with automatic failover
- Keeps the UM8700 applications running
- Sends real-time notification alerts to system administrators.



What type of infrastructure does the UM8700 work on?

A business may have one PBX and one voicemail system per physical site – or it can have a centralised voicemail platform. Whether a business's telephony infrastructure is distributed, centralised or a hybrid of the two, the UM8700 offers businesses the flexibility to set up the system the way it works best for them.

Flexible architecture for easy deployment

Businesses have their own set of priorities for storage, access and security, so it's important to select the right unified messaging architecture to meet their specific needs. As businesses evolve and rules change, administrators need to have the flexibility to adapt to those changes.

While most other solutions only offer one or two types of architectures, the UM8700 offers four different types. It can be configured as server-based (single store), client-based (dual store), secure and simplified, or a combination based on business needs. Each architecture has distinct advantages to help an organisation grow and manage their approach to compliance and confidentiality.

Scalability to meet business requirements and future growth

Whether an organisation is growing or looking to centralise its solutions for easier IT management, it is important to invest now in solutions that can scale with their changing requirements.

The UM8700 ensures businesses are prepared for change by providing incredible scalability of up to 384 voice ports.

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

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