

Cisco Unified Communications Manager

Enterprise call control, mobility and security – built for hybrid work.

The Challenge: Legacy Systems, Modern Demands

- Disparate PBXs and outdated call control limit flexibility.
- Rising security and compliance demands add management overhead.
- Hybrid workforces face inconsistent voice experiences across devices.
- Ageing infrastructure increases operational costs and risk.

The result? Disconnected teams, growing complexity, and reduced productivity.

5000⁺ Companies

have deployed CUCM in their organisation.

For 50⁺ Years

NEC has supported mission-critical communications in Australia.

The Solution: CUCM by NEC



Cisco Unified Communications Manager (CUCM) delivers enterprise-grade call control for voice, video, messaging, mobility, and presence. Available on-premises, hosted, or in the cloud, it connects hybrid workforces through secure, reliable, and seamless communications. Backed by NEC's ISO 27001-certified managed services, CUCM simplifies administration and modernises enterprise telephony with automated provisioning, centralised insights, and cloud-connected analytics for today's flexible workplaces.

Proven Capabilities

1

Advanced call control & mobility – Enterprise-grade PBX functions with built-in support for hybrid and mobile workers.

2

Webex & Jabber integration – Auto-provision endpoints and maintain persistent, secure connections for users.

3

Cloud-connected management – Unified call history, analytics, and configuration via Webex Cloud-Connected UC.

4

Flexible deployment models – Choose on-premises, hosted, or Cisco Dedicated Instance (cloud) with subscription licensing.

5

Modern security framework – End-to-end encryption, SSO, and compliance with FIPS 140-validated cryptographic modules.

6

Resilient architecture & high availability – Virtualised design with geo-redundancy and automated failover to maintain service continuity

Business Benefits

Enhanced user experience

Consistent, high-quality communications across all devices and locations.



Reduced IT overheads

Simplify management and upgrades with NEC's proactive, 24x7 operations support.



Cost predictability

Avoid CapEx refresh cycles with flexible OpEx subscription models.



Stronger compliance posture

Meet security, privacy, and emergency-calling obligations with confidence.



Improved reliability

Gain assurance through SLA-backed service options and continuous monitoring.



Future-ready communications

A modern, scalable platform that evolves with your hybrid-work strategy.



Why NEC?

With more than 120 years of global innovation and over 50 years supporting mission-critical communications in Australia, NEC delivers the trust and expertise needed for modern enterprise telephony.

As a Cisco Gold Partner, NEC combines deep integration capability, a consultative approach, and vendor-neutral partnerships to ensure every CUCM deployment fits your environment.

Our ISO 27001-certified managed services, proactive lifecycle management, and Australian-based operations provide security, reliability, and peace of mind - all underpinned by NEC's commitment to excellence.

Contact us to plan your UC transformation

or visit nec.com.au/CUCM

nec.com.au

contactus@nec.com.au

131 632

Japan (Corporate HQ)
NEC Corporation
www.nec.com

Australia
NEC Australia Pty Ltd
www.nec.com.au

North America (USA)
NEC Corporation of America
www.necam.com

Asia Pacific (AP)
NEC Asia Pacific
www.sg.nec.com

Europe (EMEA)
NEC Enterprise Solutions
www.nec-enterprise.com

NEC Australia Pty. Ltd. reserves the right to change product specifications, functions, or features, at any time, without notice. Please refer to your local NEC representatives for further details. Although all efforts have been made to ensure that the contents are correct, NEC shall not be liable for any direct, indirect, consequential or incidental damages resulting from the use of the equipment, manual or any related materials. The information contained herein is the property of NEC Australia Pty. Ltd. and shall not be reproduced without prior written approval from NEC Australia Pty. Ltd.

©2025 NEC Australia Pty. Ltd. All rights reserved. NEC and NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All other trademarks are the property of their respective owners. All rights reserved. Printed in Australia. Note: This disclaimer also applies to all related documents previously published.

NEC