

OpenScape Voice by NEC

Mission-critical voice. Ensuring continuity when it matters most.

The Challenge: When Communications Cannot Fail

- Downtime risks public safety, clinical care, or financial operations.
- Hybrid workforces demand continuity across branches, field, and remote staff.
- Sovereignty, audit, and compliance requirements leave no margin for error.
- Legacy PBXs and fragmented systems cannot meet modern resilience standards.

The result? Even minor outages can compromise trust, safety, and business outcomes.

Financial services incur an average of

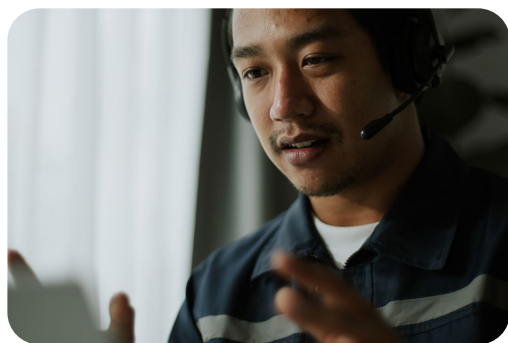
USD\$9.4million

per hour of downtime (IDC, 2024)

99.999% Uptime

is the equivalent of less than 5 minutes of downtime per year.

The Solution: OpenScape Voice



OpenScape Voice by NEC, powered by Mitel, is a SIP-based telephony platform built for mission-critical environments. It delivers 99.999% uptime, geo-redundancy, and survivable branches for assured continuity. With flexible on-prem, cloud, or hybrid deployment, it protects existing investments while integrating with Teams, Zoom, and SIP carriers. Managed by NEC's ISO 27001-certified, 24x7 Australian support, it ensures secure, scalable, future-ready communications.

Proven Capabilities

- Carrier-grade SIP telephony** – 99.999% uptime, active-active resilience.
- Flexible deployment** – On-premises, private/public cloud, or hybrid.
- Survivable branch offices** – Business continuity at remote sites.
- High scalability** – 100,000 users per system; 500,000 when networked.
- Security by design** – TLS 1.3, SRTP encryption, hardened OS pedigree.
- Standards-based integration** – Microsoft Teams, Zoom, and SIP carriers.

Business Benefits

Always available

Voice continuity that supports life-critical and mission-critical operations.



Modernised at your pace

Migrate gradually, protect existing PBX and SIP investments.



Lower risk, lower cost

Reduce CapEx shocks and carrier spend by up to 60%.



Simplified operations

NEC handles provisioning, monitoring, and lifecycle support.



Compliance assured

End-to-end encryption and ISO 27001 alignment.



Future-ready scale

Confidently grow to 100,000+ users per system.



Why NEC?

With operations in over 50 countries and 120 years of innovation, NEC combines global strength with deep local expertise. For more than 50 years, NEC Australia has supported government, healthcare, finance, utilities, education, and law enforcement with mission-critical communications.

Our ISO 27001-certified services are secure, compliant, and proactively managed. NEC brings the heritage of a systems integrator with a consultative, vendor-neutral approach, tailoring every deployment to organisational needs — never one-size-fits-all.

Contact us to modernise your mission-critical telephony

or visit nec.com.au/OSV

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
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