

UNIVERGE BLUE

One secure cloud platform for calling, meetings, messaging, and CX.

The Challenge: Fragmented Tools Slowing Business

- Disconnected apps create inconsistent user experiences and extra IT burden.
- Legacy PBXs and contact centres demand heavy CapEx and are hard to scale.
- Hybrid and remote workforces need secure access on any device.
- Compliance, audit and retention requirements add governance risk.

The result? Frustrated employees, rising costs, and missed opportunities.

Nearly

60% of Australian employees

work from home part of the week.

62% of Australian businesses

are redesigning offices with smart meeting room technologies.

The Solution: UNIVERGE BLUE



UNIVERGE BLUE is NEC's easy-to-use cloud communications platform that unifies calling, meetings, messaging, file collaboration, and omnichannel contact centre - all in one subscription. Delivered with 99.999% reliability and certified security, it embeds advanced calling inside Microsoft Teams and scales as you grow. Managed through NEC's ISO 27001-certified services, it simplifies operations, lowers IT effort, and removes the cost and complexity of on-premises systems.

Proven Capabilities

1

All-in-one UC + CX – Calling, meetings, messaging, file sharing and contact centre in one platform.

2

Teams integration – Advanced calling embedded natively in Microsoft Teams.

3

Cloud contact centre – Omnichannel (voice, email, chat, SMS) with routing and analytics.

4

ARCHIVE – Policy-based retention, legal hold, search and export for compliance and eDiscovery.

5

Flexible migration – Retain PSTN contracts (BYOT) or extend NEC PBXs with CONNECT BRIDGE.

6

Australian support – 24x7 Service Desk and portal transparency with SLAs.

Business Benefits

Boost productivity

Unified platform accelerates teamwork and decision-making.



Reduce IT burden

Centralised admin, partner-managed operations, simplified onboarding.



Lower total cost of ownership

Avoid PBX refresh cycles with predictable per-user subscription.



Enhance customer experience

Seamless omnichannel contact centre for better service outcomes.



Secure & compliant

Certified controls with optional long-term archiving and legal hold.



Scale with confidence

Rapidly add users, sites, and capabilities as business needs evolve.



Why NEC?

With operations in over 50 countries and 120 years of innovation, NEC combines global strength with deep local expertise. In Australia, NEC has been delivering ICT and managed services for more than 50 years, supporting critical industries including healthcare, finance, utilities, education, and government.

Our ISO 27001-certified services are secure, compliant, and proactively managed. NEC brings the heritage of a systems integrator and a consultative, vendor-neutral approach, ensuring solutions are tailored to each organisation's unique requirements — never one-size-fits-all

Contact us to simplify and future-proof your communications

or visit nec.com.au/UNIVERGEBLUE

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