

NEC

Orchestrating a brighter world



UNIVERGE SV9500 BLUE

Cloud communication with confidence

nec.com.au

Transform your business collaboration and communications with a low-risk, flexible, cloud-based solution

What is hosted Unified Communications?

Put simply, we are moving your phone system from your basement to the cloud - figuratively speaking.

It's amazing how such a simple concept could make such a massive impact to the way you do business.

You are now no longer tied to a desk. You can collaborate from a desk phone, your smart phone, laptop or from a video room. You have instant access to real-time directories with presence, voice, messaging, video and collaboration from anywhere and everywhere.

You can now move across the hall, across the state or across the globe in an instant. You get the same features, same experience with no compromise.

5 reasons to move to Cloud Communications



Improve user
experience



Reduce
Costs



Improve
manageability



Simplify
procurement



Improve
reliability



Service overview

Phone systems change over time. Staff who know what is going on - move on, features get old, you get left behind. With UNIVERGE SV9500 BLUE you are always up-to-date. The people that make it, manage it and maintain it.

This sounds expensive, but it's not. To add a new person, log on to the self-service-portal and choose the features you need. Any new phones will be shipped to your door, just plug them in and you're good to go.

No more buying new PBX hardware, waiting for it to be delivered, configured and installed. Just click and go. No hidden costs, your expenses are predictable and manageable, what a great way to do business.

Cloud normally means vanilla, everyone receives the same thing; not with NEC's hosted Unified Communications. We get that every customer is different so we will customise, integrate and configure your hosted offering to meet your unique business needs.

UNIVERGE SV9500 BLUE at a glance

High availability

Supports hybrid and public cloud UC deployments

Fully managed cutting-edge communication technologies

Total call control - hundreds of UC phone features

Perfect for businesses operating in multiple locations

Enterprise-grade security and encryption in the cloud

Free your IT staff to focus on your core business

Updates in the cloud without interrupting your business

24 / 7 support* and monitoring

* Dependant on the support package chosen.

Why choose UNIVERGE SV9500 BLUE?

Predictable costs

Your communications costs will reflect your changing staff levels and business requirements.

You can scale your business and know exactly what your costs will be, no more CAPEX surprises when capacity exceeds your current limits and you need to purchase large amounts of hardware.

If you migrate from an NEC based phone system, you may be able to take advantage of some of the equipment you have already purchased. This is not a rip-and replace.

Secure & reliable

Backed by over 115 years of experience and part of a globally connected network; UNIVERGE SV9500 BLUE data centres are backed up and mirrored in multiple locations*.

Choose from powerful Disaster Recovery applications for your communications and data. You can even choose to have a 100% redundant, on-site backup of your communications platform, ensuring nothing is lost in the event of an emergency*.

* Optional features based on communications package selection

Flexible & scalable

UNIVERGE SV9500 BLUE grows with you. It offers a complete suite of customisable communications services for a single low monthly payment.

Because services are delivered from the cloud, you can quickly and easily scale your communications up (or down), ensuring your organisation has the tools necessary to stay competitive in the marketplace without straining your budget.

Choose from optional public or hybrid cloud models. You also have the choice of three communications and support packages.



Predictable
Costs



Secure
& reliable



Flexible
& Scalable

Integrate and configure your hosted offering to meet your unique business needs



Increased efficiency

Increased efficiency

UNIVERGE SV9500 BLUE provides hundreds of phone features and applications that let you instantly chat, set up on-the-fly conferences, share presentations, documents, screen-shots, files and desktop screens.

Engage people in real-time dialogue and improve customer satisfaction. When combined with our UC desktop app, it can completely revolutionise the day-to-day operations of your business.

Staff will be more productive with Unified Communications at their fingertips. They will know where other staff are, be able to send and receive instant messages at their desk or mobile via their smartphones.



Improved manageability

Improved manageability

UNIVERGE SV9500 BLUE takes away from you the burden of developing, maintaining and securing your communications infrastructure, allowing you to focus on your core business.

End users can self-manage their phone reducing the load on your internal help desks and improving the end user experience. System administrators get access to a web portal to enable everyday phone system changes via a flexible easy to use web interface.

Improved reporting and analytics allow you to better control and manage how your business consumes and utilises your communications.



Fast deployment

Fast deployment

The self-service catalogue simplifies the ordering process allowing staff to get the services they require, quickly and efficiently.

No need for ad-hoc projects and long quoting cycles, simply log-in and order to enjoy your new services.

A complete Unified Communications solution



Voice

UNIVERGE SV9500 BLUE provides hosted cloud phone services. All your communication needs for a single low monthly payment.

Automated attendant

Work groups

Seamless call transfer

Emergency response

Presence

Remove location barriers, across the room or across the country; know who's available, check team calendars, stay connected with real-time status updates.

Rich presence

Intelligent call handling

Schedule based presence

Call presence

Mobility

Seamlessly move calls between endpoints, e.g. mobile phone, desk phone and soft phone.

Single number reach

UC mobile client

Single unified mailbox

Voice over Wi-Fi / data

Messaging

UNIVERGE SV9500 BLUE gives you a powerful selection of messaging features to ensure you're always in the loop.

Unified messaging

Fax messaging

Instant messages / chat

Conferencing & Collaboration

Connect, conference, collaborate with 3 participants or 100. UNIVERGE SV9500 BLUE places you in the same virtual space, empowering effective communications.

Audio conferencing

Collaboration

Video

Webinars

UNIVERGE SV9500 BLUE

Being mobile shouldn't mean you're isolated from your colleagues. See them at a glance, complete with their presence status.



Choose a communications package that suits your employees

Every business is different. There is no one size fits all approach when it comes to how you should communicate and collaborate.

We offer a choice of three communications packages to suit all types of needs:

Choose your communications package			
Features	VALUE	PRIME	ULTIMATE
Number of Endpoints	1	1	2
Unified Messaging	-	Yes	Yes
UC Client	-	-	Yes
Mobile Client	-	-	Yes
Softphone	-	-	Yes
Calling party identification	Yes	Yes	Yes
Multi-party audio conferencing	Yes	Yes	Yes
Package add-ons			
Multi-party collaboration	-	-	Yes
Skype for Business integration	Yes	Yes	Yes
Platform add-ons			
Automated Attendant	Yes	Yes	Yes
Emergency Notification	-	Yes	Yes
Call recording	-	Yes	Yes
Customised music on hold	Yes	Yes	Yes
Directory Integration	Yes	Yes	Yes

Choose a support package that suits your business

NEC understands the importance of service reliability, adaptability and management. Keeping our customers' businesses up and running is a partnership and managing the complexity of multiple communications service environments is what NEC does best.

We offer a choice of three support packages to suit varying needs and budgets:

Choose your support package			
Features	ESSENTIAL [#]	STANDARD	PREMIUM
Support hours	8:30am-5:00pm Monday to Friday	24 x 7 x 365*	24 x 7 x 365
Public holidays	-	Yes	Yes
Self-service portal	24 x 7	24 x 7	24 x 7
Monitored and maintained	24 x 7	24 x 7	24 x 7
Dedicated service manager assigned	-	Yes	Yes
VIP Support	-	-	Yes

[#] Essential package is included by default. ^{*} 24 x 7 support for priority one faults, all other faults 8:30am-5:00pm, Monday to Friday.

Empower your team with Unified Communications for Enterprise



Users opting for the **Ultimate Package** are equipped with NEC's Unified Communications for Enterprise (UCE) solution. A powerful suite of customisable communication and collaboration tools, and delivers them to multiple endpoints and wireless devices.

The result is an empowered workforce where employees have real-time access to the information they need and the freedom to communicate however, whenever and wherever they work.

Work how you choose, it's your call

A phone to suit your needs

24 Button



Dual Screen



Colour



6 Button



Stay connected while at your desk

When it comes to desk phones, there is no “one size fits all”. With NEC you can choose the phone that best meets your business needs. From 6 - 144 buttons and from no display, through multiple grey-scale screens to a full colour touch display, you are sure to find the perfect phone.

Take your phone with you

NEC's softphones empower your employees with the communications tools they need to work efficiently and productively, whether they're in the office or on the road.

Running on a PC or laptop, it is a versatile multimedia IP softphone capable of delivering high quality voice and video. It can be used as a primary desktop telephone, a supplemental phone or a remote / telecommuting device.

It provides the full functionality and features of a regular desktop phone, plus advanced multimedia applications like messaging, video and collaboration. Not to mention quick access to corporate directories and missed / made / received call history.

Softphone



NB: Mobile handset not provided

Flexible, easy to use and built to withstand the rigours of the modern workplace

A smartphone for your desk

The humble desk phone has come a long way in the last ten years. NEC's UT880 desk phone is powered by Android allowing you to run any number of applications on its integrated 7" touch screen. Pre-bundled with an NEC softphone, making and receiving high quality calls is simple.

UT880 desk phone is packed with features

Integrated camera

High quality camera, adjustable angle, privacy settings

Message waiting indicator

7 colour variations

Android inside

Powered by Android OS

High quality audio

Hand-piece, headset, speaker-phone

Multi-touch screen

Capacitive multi-touch, 7" 600 x 1024px

Connectivity

Integrated USB and Bluetooth

Microphone





For more information:

 www.nec.com.au

 contactus@nec.com.au

 131 632

Corporate Headquarters (Japan)
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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