

# NEC

[Our Business](#) | [Our Solutions](#) | [Our People](#) | [Our Customers](#)

## \Orchestrating a brighter world

We are proud to be a company of firsts, lighting a path for others where there previously was none. In 1996, NEC introduced the world's first digital mobile phone. In 2008, NEC Australia revolutionised the classroom with the introduction of interactive whiteboards across the education sector.

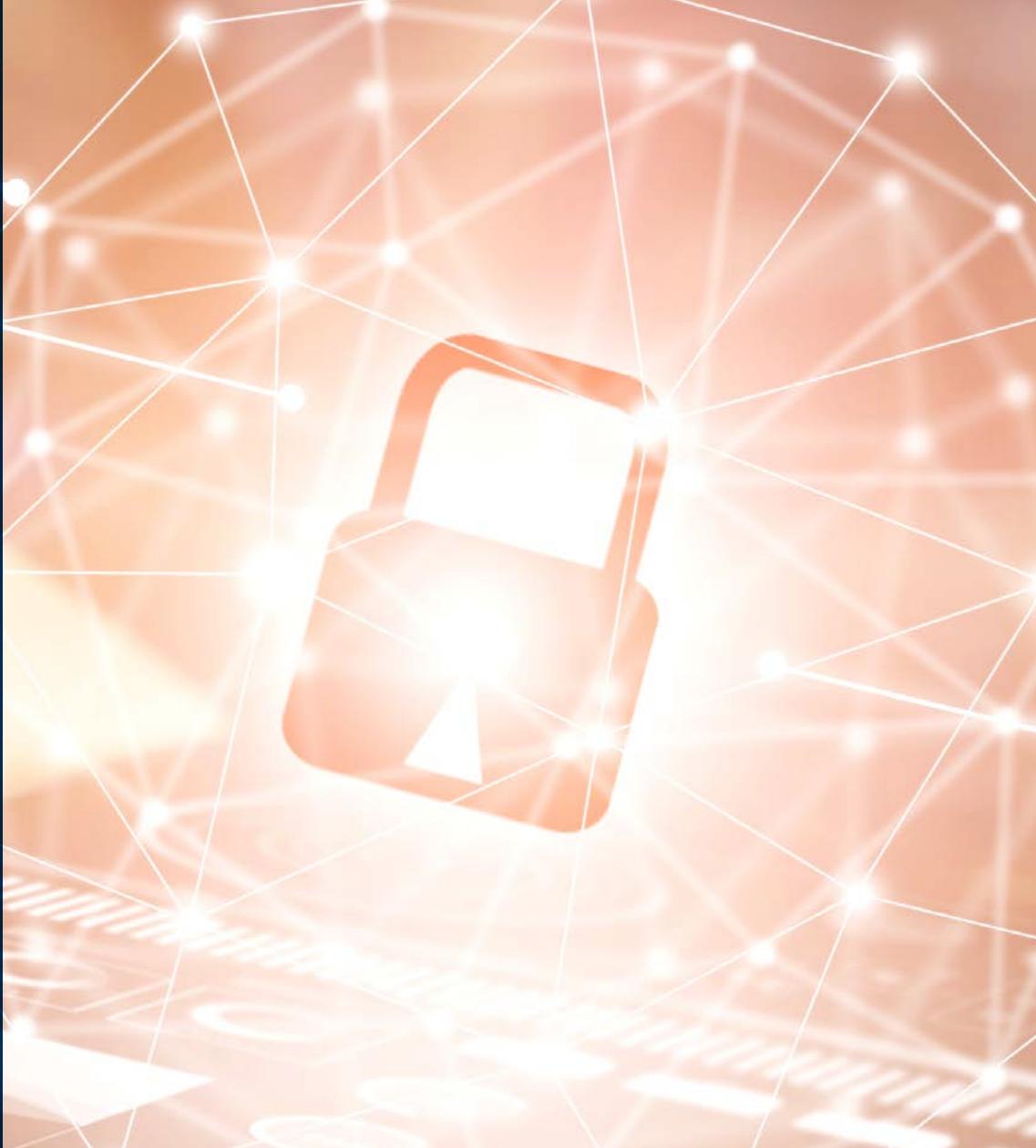
We continuously adapted to provide the world's best technology solutions to complex and changing businesses and work environments. We remain committed to constant evolution and the challenges customers face in the world of tomorrow.

This new way of working will enable our customers to better engage with NEC Australia to connect, create and rapidly advance their digital transformation journeys. It also better reflects the rich and diverse experience we have gathered in over 50 years of operations in Australia and will drive our mission to create a safer society for all.

This is because NEC continuously strives to remain the ultimate partner for Australian businesses in an increasingly technology-enabled world. We have helped many organisations serve Australia over the years. We pride ourselves on understanding our customers - and our customers' customers - and their ever-changing needs.

This has made us the leader we are today in delivering innovative, full-service ICT solutions to businesses navigating the new world. In this way we will continue to be bold, ambitious, driven, and the leading provider of intelligent solutions in biometrics, facial recognition, cyber and surveillance security.

**NEC Australia will today, tomorrow and always, create the path and shine the light - to orchestrate a brighter world.**



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## Our Vision

Shaping the most efficient businesses  
and creating a safer society by solving  
tomorrow's technology challenges



## Our Mission

We live to solve challenging  
customer issues through targeted and  
innovative technology solutions

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Delivering world class technology

in Australia for 50 years

We have delivered world-class technology solutions and services to customers across the globe, for more than a century.

For 50 years in Australia, we have built a sophisticated technology and Anything-as-a-Service (XaaS) company, bringing together the best technology and people to ensure our customers capture maximum value from their IT and networking investments.

We're focused on designing and delivering end-to-end technology and communications solutions, which meet customers' needs throughout their entire business life-cycle.



Technology can be hard,  
we make it easy

We understand technology can be difficult.

It changes rapidly and can be complicated.

Sometimes, it can cost more than you planned and create hurdles too high for your business to jump alone.

We also understand you're used to what you're used to. Changing from what you have now may be a difficult step.

Trying something different is not easy. It's hard to decide what would be better for your business now and into the future.

Challenges

Opportunities

Outcomes



## NEC wants to improve your business through technology

As a company, we have 50 years of experience changing the technology landscape of businesses. We are used to the unknown and have built answers to solve business problems.

Through our local and global expertise, and our network of partners, we continue to improve our customers' business. Importantly, we are always there to catch them if they fall.

**Are you ready to put your  
problems in our hands?**

Passionately committed  
to the customer

We are a team of dedicated and passionate people, working to solve challenging and complex business issues.

Our customers are central to our business. Through our **Expertise** and **Services**, we help customers achieve effective and efficient results for their technology challenges.

It all starts with understanding the key issues at hand and how we implement relevant solutions to lay the foundation for our customers' future business success.





Bring people and  
thinking together

Improve the flow of information, empower your workforce and connect with customers. With half a century of experience in Australia, we help customers choose the right communications solution for their business environment. Why don't you put your technology challenges in our hands?

Successful businesses rely on understanding the needs of customers, partners and employees. Keeping pace with the market requires technology that adapts to the needs of these important stakeholders. Eliminate the barriers of geography, time and device with our range of collaboration, communication and display solutions.

Collaboration Suites

Microwave Radio

Displays & Software

Audio & Video Conferencing



**Communication  
& Display**

Communication Platforms

TV Broadcast Transmitters

Projectors

Phones

Communication & Display

## Simplify your customer interactions

Your customers expect to be able to reach you on email, social media, phone or web chat. Your systems need to aggregate this valuable information for your service agents to provide excellent customer service.

Our Customer Experience solutions are based on industry leading technologies. Whether on-premise, hybrid or cloud; we can provide real time performance monitoring, detect signs of dissatisfaction, allow for pro-activity and boost first contact resolution.

We support business environments no matter the size. We can help you find the right solution for your current and future needs. Put your Customer Experience challenge in our hands.



### Customer Experience

Contact Centre

Attendant

Analytics, Automation and AI

Call & Screen Recording

Workforce Optimisation

Omni-Channel Routing

Facial Recognition



## Network & Infrastructure

Infrastructure Management

Back-up & Storage

Voice & Data Networking

Cloud Migration

Security

Cloud Management

## Connecting your organisation's employees and customers

Organisations are increasingly seeking technology solutions to help them become better. When it comes to managing IT networks, infrastructure or cloud solutions, there are so many questions.

Why own the problem when you can get experts to take care of that for you? Forget about the hassle of owning IT infrastructure and any related in-house IT administration, support and operation functions.

Set your business free and let us take care of your IT for you.

Our range of network, infrastructure and cloud solutions combined with experienced staff will give you peace of mind. Regardless of your company size, our service grows with you.



Citizen safety

through technology



Facial Recognition

Cyber Security

Fingerprint

Multi-Modal Biometrics



Safer  
Cities

The world's population is expected to reach 9.8 billion by 2050, with the urban population increasing to 6.3 billion. This extreme urban growth will bring about many challenges including the rapid movement of people and things across borders and industries; increasing the risk of crime and terrorism. As a result, there is a pressing need to find solutions to tackle the challenges facing cities.

At NEC, we utilise a range of IoT and AI technologies and biometrics, including fingerprint identification and facial recognition, combined with video analytics to contribute to a safer and more secure world. With our proven history, we aim to achieve safety and security across cities to create a more efficient, equal and affluent society, where citizens can live in freedom and achieve their highest potential.

## Working with the world's leading technology and service providers



**Technology  
Partners**



**Display  
Solutions  
Partners**



**Unified  
Communications  
Partners**

We work with world leading technology and service providers to develop the best solutions for your business.

Our specially selected technology partners, combined with our expertise in designing, implementing and supporting high-quality end-to-end solutions, allows us to deliver optimal business productivity outcomes for your organisation.

Additionally, we have a channel partner network with over 250 companies throughout Australia, New Zealand and the Pacific Islands; specialising in Unified Communications and Display Solutions.

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## Digital solutions for social challenges

We are committed to creating social value with our partners and customers.

Working together we can create safe, more secure, more efficient and more equal societies; so that people around the world can lead better lives.

We are confident our global leadership in information and network technologies will be an invaluable asset for achieving these goals along with those of your organisation.



A stylized white signature of Kiko Kumagai on a dark background.

**Kiko Kumagai**

Senior Executive Vice President,  
President of Global Business Unit

did you know?



NEC Australia  
*was*  
est. **1969**

Backed by NEC Corporation

Est. 1899

A\$35b Revenue

115k Employees

51k Patents

303 Group Companies

169 Countries

Fortune 500 Company

Top 100 Global Innovators

#1

Biometric technologies in the world\*

Face

Iris

Fingerprint

250+  
UC & Display  
Channel  
Partners

*now*

**1500+**  
Employees

R&D team in Melbourne

*have created*

145 Patents

in the past 20 years

Supporting over

280k Endpoints

1300 Organisations

104k Desktops

25k Contact centre seats

*with* Technology Centres in

Adelaide

Canberra

Melbourne

*and* have invested

4.3m in an Adelaide based

Global Security  
Intelligence Centre (GSIC)

R&D team in Melbourne

*have created*

145 Patents

in the past 20 years

Delivered  
**Australia's first**  
3G mobile phone

**\$220m**<sup>(AUD)</sup>

Invested in R&D  
since 2000

Investing in the future

*with*

Graduate Program

Intern Program

*and*

Indigenous Program

Top 75

2021 AAGE  
Rankings\*

\* As tested by NIST (National Institute of Standards and Technology, USA). \* Australian Association of Graduate Employers Honours list for 2021.

Did You Know?

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[nec.com.au](https://nec.com.au) 