



**UNIVERGE BLUE®**  
*Powered by* **NEC**

Secure,  
Productive  
& Cost-Efficient  
Cloud-Based  
Communication

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# Secure, Productive & Cost-Efficient Cloud-Based Communication

**UNIVERGE BLUE** is a flexible, scalable UC platform built for security, productivity, and cost-efficiency. Deliver seamless collaboration and uplift the way your organisation communicates by partnering with the industry leader in cloud-based communications.

Leveraging its century-long legacy in communication technologies, NEC, the global leader in business communications, is here to support your team on its journey to the cloud with **UNIVERGE BLUE**.

Remote working is here to stay



of businesses globally encouraged or made it mandatory for employees to work from home during the pandemic

of businesses that adopted a pandemic remote work plan will permanently shift to full or partial remote work schedules. Source: Forbes.

Source: Darktrace / Australian Cyber Security Centre (ACSC)/Proofpoint/Australian Institute of Criminology.

## Cyberattacks threaten Australian business

61%

% of Australian companies disrupted by ransomware in 2021.

92%

% of Australian companies hit by Phishing attacks in 2021

100%

% increase in cyber attacks on the healthcare sector in 2021

43%

% of cybercrime aimed at small business

14%

% of smaller companies able to defend themselves

Source: Darktrace / Australian Cyber Security Centre (ACSC)/Proofpoint/Australian Institute of Criminology.

## Cloud-based UC is a big step on the road to digital transformation

Hybrid workforces are juggling numerous devices running on a dizzying array of platforms, software updates and applications, negatively impacting productivity and service delivery.

The convergence of multiple channels, such as voice, IM, and video conferencing in a single pane of glass experience charted a course for organisational success, and this notion of unified communication certainly established the roadmap for organisations looking to exceed their competition.

Hybrid workers are expected to make up about 60% workforce within a couple of years and they already account for nearly 75% of the younger generation of digital natives, who regard collaboration apps as a 'must-have' for employers.

To hire and retain talent going forward, organisations are looking to adopt feature-rich, easy-to-use Cloud-based UC with larger companies (in Australia that means 212,000 entities employing 5-19 people, 56,000 employing 20-199, and 4,200 with a headcount of 200+) turning to UCaaS in pursuit of omnichannel functionality, data backup and storage, security and compliance.

It's not hard to see why so many customers are looking to offload the burden of cybersecurity to outside experts. The Australian Cyber Security Centre (ACSC) received more than 67,500 formal reports of cybercrime in 2020-21, an uptick of 20%. The ACSC says ransomware cybercrime has "grown in profile and impact, and poses one of the most significant threats to Australian organisations".

Given that all companies are bent on growth they need a solution that is customisable and scalable; because they all have concerns about data security they need a solution that gives them

peace of mind; and because they are all grappling with rising costs they need a solution that makes sense financially. **UNIVERGE BLUE** delivers on all counts for customers who want to future-proof their communications and simplify cloud migration by partnering with a single, trusted provider rather than multiple vendors offering partial solutions. One provider, one platform, one low monthly charge.

**UNIVERGE BLUE** is a product of NEC, a trusted pioneer in connectivity for more than a century. NEC is a global leader in UC and its 117,000 team members are on a mission to help society leverage digital, innovative solutions that drive productivity and create value in business, government, healthcare, and education.

*Hybrid workers are expected to make up about 60% workforce within a couple of years*



# UNIVERGE BLUE – raising the bar in cloud-based UC

**UNIVERGE BLUE CONNECT** brings together essential collaboration tools to make efficient teamwork easier than ever from any location via desktop, laptop, or mobile. Users can access their company directory, send and receive chats, view conversation history, detect a colleague's presence, share screens, start video conferences, back up and share files, and place and receive calls using their business phone number – all from one application. **CONNECT** comprises three building blocks: **MEET**, **SHARE**, and **ENGAGE**.

## Meet

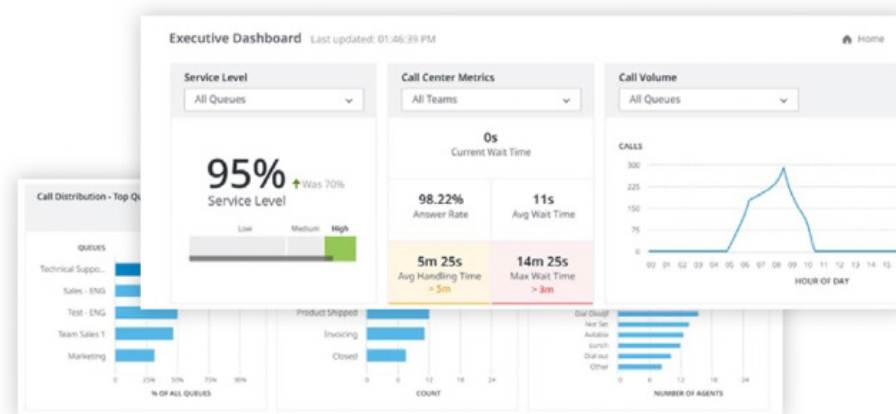
integrates audio, video, and screen sharing into a turnkey cloud-based video conferencing platform with intuitive tools such as messaging to video transfer, one-click screen sharing, and in-meeting chat for up to 200 people.

## Share

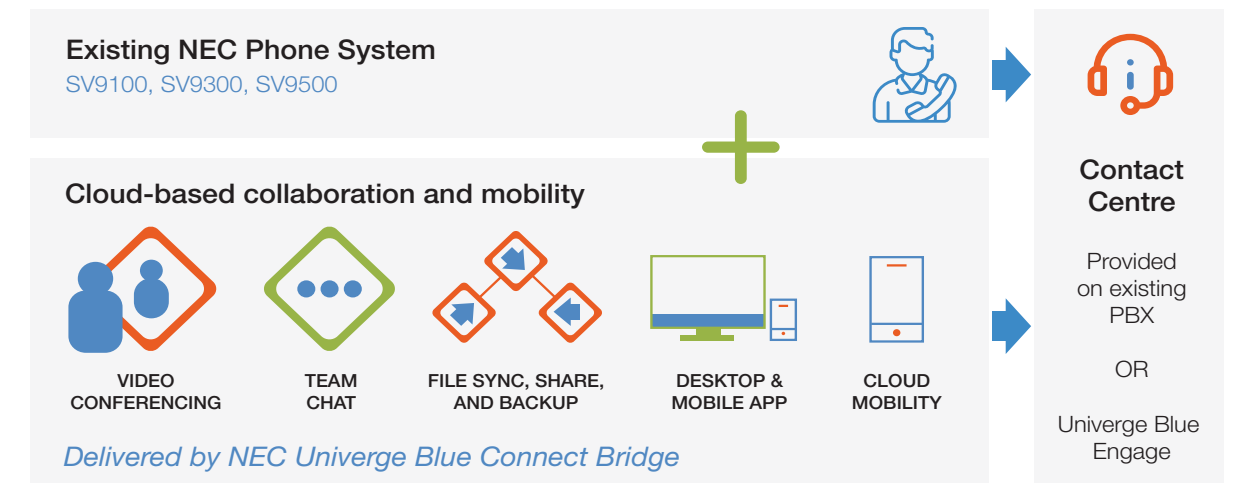
is a super-secure online file backup and storage product. Every **CONNECT** user gets up to 200GB of **SHARE** file storage, so colleagues can work together seamlessly on projects, real-time. Users can access files from desktops, laptops, smartphones, tablets, file servers, and the web. **SHARE** integrates with Exchange, Office 365, Outlook, and Office.

## Engage

is a Cloud call centre platform to power more responsive, informative and positive CX in days, not months. Customers can call, text, email or go for self-service options, voice, and email. **ENGAGE** centralises management in one portal that is accessible anytime, anywhere. Administrators can monitor service levels and assess performance by queue, team, or employee with real-time dashboards and historical reports.

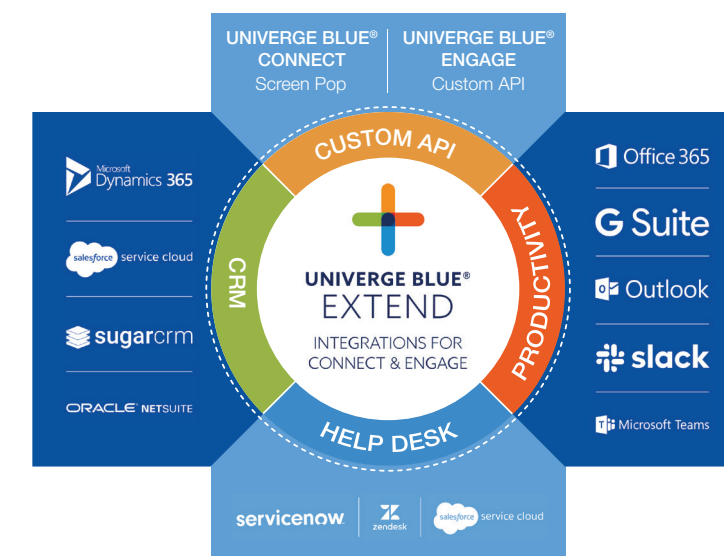


**UNIVERGE BLUE CONNECT BRIDGE** is a hybrid solution for customers who want to keep their numbers and protect their investment while adding the Cloud-based tools employees need to work smarter. Whether an NEC phone system is new or existing, **CONNECT BRIDGE** extends it to the Cloud to enable collaboration in the office, at home, or anywhere in between with integrated video conferencing, chat, and file sharing/backup.



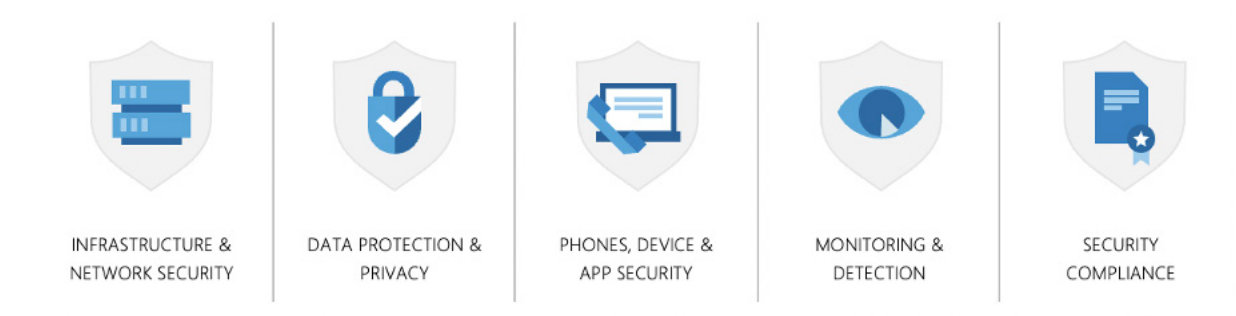
**CONNECT + MS TEAMS** caters to customers who have oriented their collaboration around Microsoft Teams. Users operate within Teams for chat, meetings and file sharing, and seamlessly switch to **CONNECT** desktop and mobile applications for phone-related services. As well as communicating through enterprise-grade Cloud telephony, users get access to call centre, and CRM integrations at no additional cost.

**UNIVERGE BLUE EXTEND** is an integration platform through which **UNIVERGE BLUE** functionalities plug into everyday business applications from Google, Microsoft, Salesforce, Oracle, ServiceNow, Zendesk, and SugarCRM.



**UNIVERGE BLUE MEET WEBINAR** enables users to reach, engage, and convert their audience with a turnkey webinar solution.

**UNIVERGE BLUE PROTECT** is a comprehensive approach to data security and compliance, constantly monitored and updated to deal with any potential threat.



**Infrastructure...** UNIVERGE BLUE is hosted in Australia in, highly secure, and closely monitored data centres by top-tier certified providers. All are SSAE 16 Type II compliant with verified levels of physical security deploying the latest technology, from electronic man-trap devices to motion sensors and security guards. The entire security team, from cybersecurity experts to security guards, is thoroughly vetted.

**Network security...** The CONNECT Desktop App is built using Google Chromium browser technology deploying the very latest security enhancements and patches to prevent data leakage and intrusions from persistent malware. All enhanced desktop terminals (NEC, Polycom, Yealink) benefit from centrally managed credentials to protect the handset from unauthorised access. Desktop and Mobile Apps allow users to use their CONNECT business phone system when working remotely or on the move using a login, a password, and 2-factor authentication.

**Data protection and privacy...** Confidential conversations and shared proprietary presentations remain safe because UNIVERGE BLUE operates on highly secure cloud platforms backed by AES industry-standard encryption. SHARE uses encryption both in-transit (using TLS encryption) and at-rest (using AES 256-bit keys). Data encrypted at rest includes voicemails, call recordings, meeting recordings/chat/notes, chat and SMS history, chat attachments, and documents. Point-in-time file restoration facilitates quick recovery from ransomware and other types of data loss.

**Compliance...** UNIVERGE BLUE complies with all major protocols: GDPR for data protection; HIPAA for medical records; CPNI to protect user information; PCI-DSS to protect credit card information; and SOC II audit to demonstrate that controls and processes are effective in minimising risk and exposure to Cloud-stored data.

**Active monitoring and detection...** Call patterns to international and high-cost locations are actively monitored 24/7. If any customer exceeds a given call threshold, or if unrecognised devices are detected on their network, the system sends an email notification alerting them of possible fraudulent activity.

*“The deployment was pretty much effortless. When we moved from our on-premises solution to UNIVERGE BLUE we were up and running in a matter of hours, it was incredible.”*

David Hunter, CEO, Epic Web Services (USA)

[FULL CASE STUDY](#)



*“UNIVERGE BLUE has made all our operations easier. It’s as easy to use as an iPhone. Our communications have improved 100%.”*

Anne Marie Dolton, Director, Shipley Blinds & Curtains (UK)

[FULL CASE STUDY](#)



*“The extra flexibility has transformed our team efficiency and the customer experience.”*

Chris Osmond, Partner, Stone Osmond Accountants (UK)

[FULL CASE STUDY](#)

# 4 Pain Points addressed by UNIVERGE BLUE

1

## Multiple locations, disparate systems

As organisations expand and branch out to new locations, each satellite tends to fall into their own way of doing things — unique private branch exchange (PBX) updates, location-specific software modifications, and heavy reliance on specific applications and workflows. Without UC, this entropic process is more or less inevitable. CRMs and phone systems are separate and client information gets lost in translation. Callers cannot get their needs addressed without multiple transfers and tiresome repetitions of the same information.

UNIVERGE BLUE unifies all sites on the same integrated platform to provide every location and employee simultaneous access to the same information.

2

## Limited budget, ageing phone system

Quality communication systems are expensive and usually require substantial up-front investments in network upgrades, system design, implementation, training, and repair and maintenance cost.

With UNIVERGE BLUE, the up-front capital outlay involved in traditional communications systems is replaced by a straightforward PAYG model.

3

## Overloaded IT department

Pain points 1 and 2 tend to be the source of pain point #3 – an overloaded and demotivated IT department that spends much of its time fire-fighting faults in ageing communications systems, diminishing their ability to focus on forward-facing projects.

With UNIVERGE BLUE, IT staff are liberated from endless repair and maintenance work and can instead focus on adding functionality by selecting from a suite of more than 30 integrated applications. Responsibility for resolving call quality issues, monitoring network reliability, and tackling system redundancy, data storage, file backup, security and compliance is transferred to UNIVERGE BLUE.

4

## Inability to scale

Relying on legacy on-site communications systems as you add locations, increase headcount, and transition to a hybrid workforce is problematic. If a system is not designed to absorb expansion or changes to the work environment, success is likely to be elusive. CX performance is bound to deteriorate, which in turn puts a brake on growth.

UNIVERGE BLUE is inherently and almost instantly scalable. It is engineered for the long haul, incorporating the latest technologies and with additional capacity and functionality on tap as your organisation grows and evolves.

# Cloud, hybrid or on-prem UCaaS & CCaaS from Australia's trusted tech provider for over 50 years

**UNIVERGE BLUE** is a flexible UC solution that changes the tech stack conversation for SMBs and enterprises by supporting the shift to a distributed workforce and hybrid working. It enables telecoms and call centre functionality, collaboration and file sharing, webinars, back up, security and more within a single platform.

Purchased from multiple vendors, all these have their own costs, not to mention the resources it takes to maintain and integrate them. By consolidating and streamlining the full scope of unified UC, **UNIVERGE BLUE** cuts the cost ownership and frees employees to get on with growing the business and serving customers efficiently. You only pay for what you use and user licences can be fine-tuned month by month. **UNIVERGE BLUE** is a giant step on the road to digital transformation. One provider, one platform, one low monthly charge.



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