

UNIVERGE 3C™

UNIFIED COMMUNICATIONS AND
COLLABORATION PLATFORM





Contents

- 4 Redefining Enterprise Communications
- 5 UNIVERGE 3C
- 6 Connect, Communicate, Collaborate
- 7 Communications Made Easy
- 8 Freedom to Move
- 9 Innovation that Fits your IT Architecture
- 12 Highly Secure, Easy to Manage
- 14 Summing it Up

Redefining **Enterprise Communications**

Empowered by **UNIVERGE**

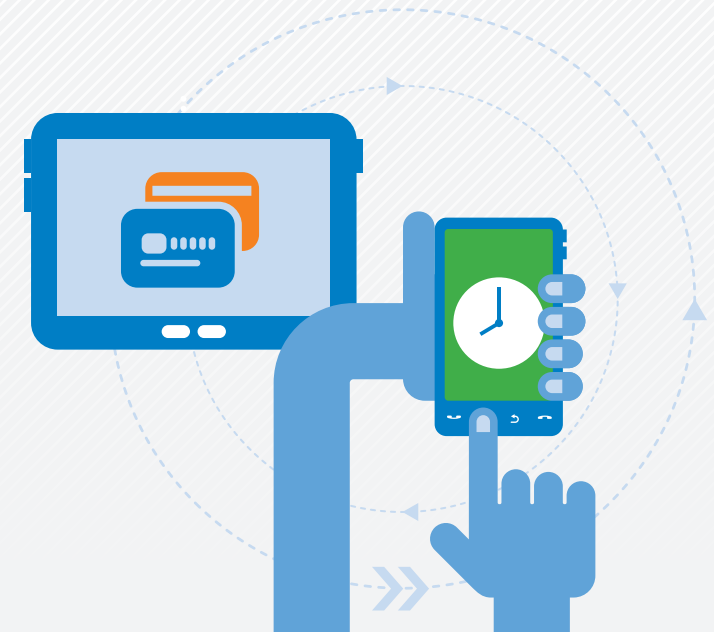
The need to be more competitive and efficient is driving organizations to change the way their staff communicate and collaborate. Today's economic environment is a challenge for organizations of all types and sizes. To stay competitive, they need to have the right tools that enable them to do more with less. The right communication solution can make a huge impact to individual productivity and the bottom-line.

Return on Innovation

Taking advantage of a longstanding history and in-depth experience in enterprise communications, NEC has developed UNIVERGE 3C™ – a powerful and innovative IP telephony, Unified Communications (UC), collaboration and software services platform brought together in a single solution that operates across premises, cloud or hybrid environments.



The fully integrated communications and collaboration capabilities provide many valuable business benefits and deliver tangible cost savings



UNIVERGE 3C allows employees to connect from any location, on virtually any device, and collaborate with colleagues, customers and partners. Organizations can tailor communications to their specific business needs and leverage unmatched flexibility, reliability and scalability to keep competitive. UNIVERGE 3C simply redefines the way a business and individuals communicate.

Unified Business (Empowerment)

- Role-enabled communications
- Unified communities
- Virtual workspace
- Business Process Integration

Unified Communications (Transform)

- Presence, collaboration and contact center
- Mobile Unified Communications (UC)
- Messaging, video and web conferencing
- UC&C end-points

Unified Infrastructure (Innovate)

- Server farms and virtualization
- Data center ready
- Premises or cloud based
- Open standards based



UNIVERGE 3C

Meeting the Needs from the Baby Boomer to the Millennial Workforce

UNIVERGE 3C is a single software application that provides an organization with an IP-PBX, voice features, Voicemail, Unified Messaging, Unified Communications (UC), collaboration tools, mobility options, voice/video/web conferencing, ACD, call recording, SIP services, business continuity, a Services-Oriented Architecture with web services support along with comprehensive management tools to administer it all.

It also integrates with Microsoft® Exchange® and Active Directory® to provide a powerful, fully-featured unified communications solution for enhanced efficiency and productivity.

Communications Simplified

Besides rich telephony and call control functionality:

- Employees can utilize video, screen and file sharing during virtual meetings with customers and colleagues; reducing the need to travel which results in cost savings, meeting green initiatives and improved customer service.
- With a single click, users can escalate phone calls or message dialogs to multimedia collaborative sessions.
- Sales and support organizations can invoke co-browsing sessions with customers.
- Internal workgroups can arrange virtual meetings.

Enterprise Consumerization

Taking advantage of the consumerization of multimedia devices and the latest Bring Your Own Device (BYOD) trends, UNIVERGE 3C optimizes workforce productivity by offering rich clients for smartphones, tablets and desktops. All users can selectively utilize audio, video, screen sharing, document presentation, file sharing, remote control, co-browsing, voting/polling, and more.

UNIVERGE 3C's innovative approach to enterprise communication promotes collaboration with its simplicity.

Executive



- Improve competitiveness
- Increase productivity
- Lower cost
- Boost agility

IT Staff



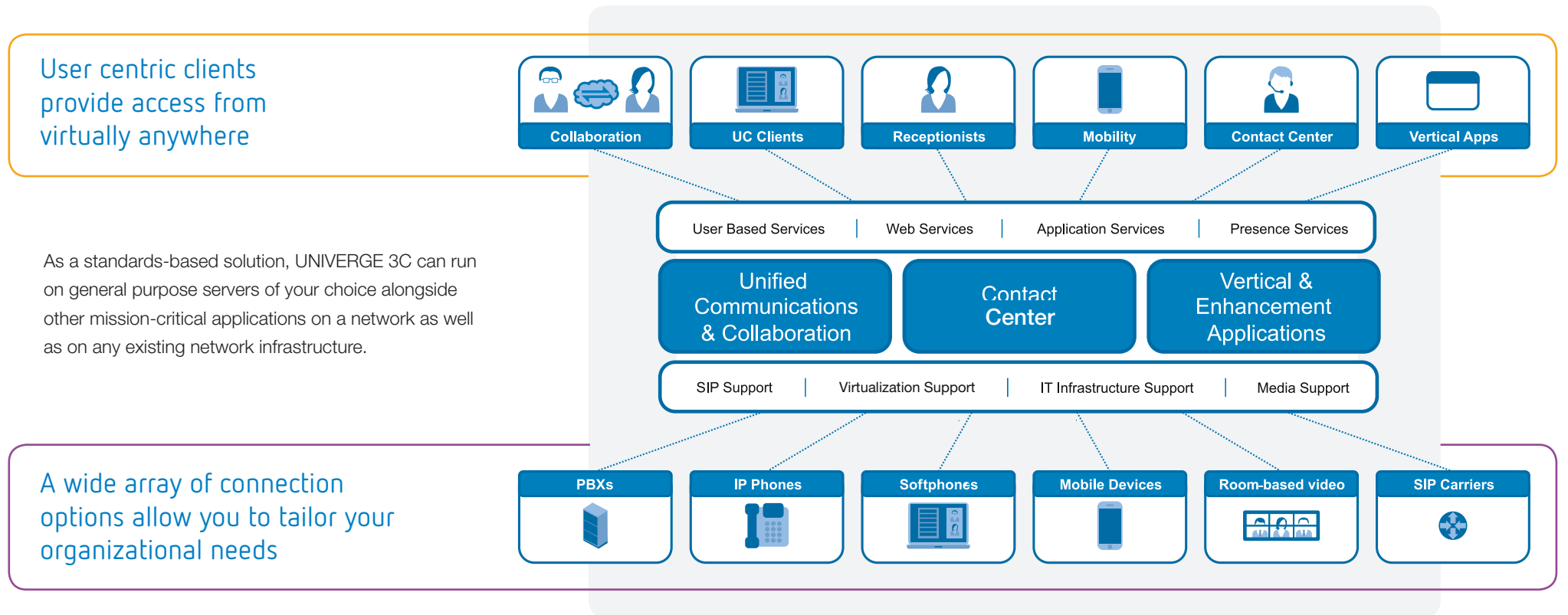
- Reduce costs and ease management
- Improve security
- Better end user service including BYOD

Employee



- Reach the right person
- Share information seamlessly
- Communicate when and where I want
- Use my own device

In a nutshell, UNIVERGE 3C provides a complete suite of Unified Communications & Collaboration with full telephony applications in a flexible deployment model at a ground breaking cost point.





From intelligent call handling to rich UC and collaboration, UNIVERGE 3C delivers

Connect, Communicate, Collaborate

Comprehensive UC&C

UNIVERGE 3C offers comprehensive user-centric communication and collaboration features in a single robust UC client. These include:

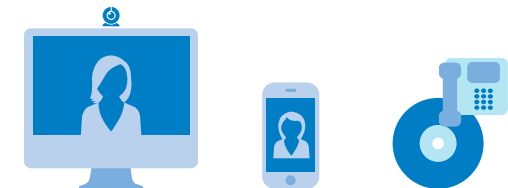
- **Online Smart Directories** offer a strong search utility of all users within the enterprise.
- **Rich Presence** provides identification of a users' availability and identification aggregated across all user devices.
- **Single Number/Mailbox** supplies users with a single phone number to distribute to all contacts and combines mobile and office phone messages into a single mailbox.
- **MS Office Outlook® Integration** synchronizes meeting calendars and contact groups with click-to-dial capability.
- **Intuitive speech interface** enables users, through simple voice commands, to manage their calendar and contacts, dial contacts by stating their name, and perform hands-free call transfer.
- **Audio Conferencing** enables users to set-up multi-party conferences quickly.



- **Dial-Out Conferencing and Mass Notification** enhance customer safety and security.
- **Instant Messaging/Chat** provides a less-intrusive alternative to phone, email or video and enables quick, efficient communication.
- **Customized IVR Messaging** enables callers to retrieve information automatically.
- **Automated Attendant** provides 24x7 call routing using either the speech interface or DTMF.
- **Interactive Call Screening** is a virtual personal assistant, which announces a caller and lets users choose to accept, acknowledge or transfer the call.
- **Soft Media Phone Functionality** allows employees to use their computers, smart devices and tablets to initiate/receive/forward calls.



- **Native Video Conferencing** allows users to easily set up video conferences via their computer soft-media phone, video telephone or in-room telepresence solution.
- **Collaboration** includes multiple-party video display, presentation/file sharing, white-boarding and remote controls.
- **Call Recording** can be done on-demand or using preset automation to enhance compliance, training, and auditing capabilities.
- **Multimedia Customer Care** allows customers to choose the most convenient way to contact a business. Whether via the web or by email or phone, customers are always able to get the help and information they need.
- **Work Force Solutions** ensure consistent customer service by providing the ability to forecast customer demand, enabling the optimization of agent schedules and control of payroll expenses.





Communications **Made Easy**

Real life scenarios which enhance productivity



CONNECT

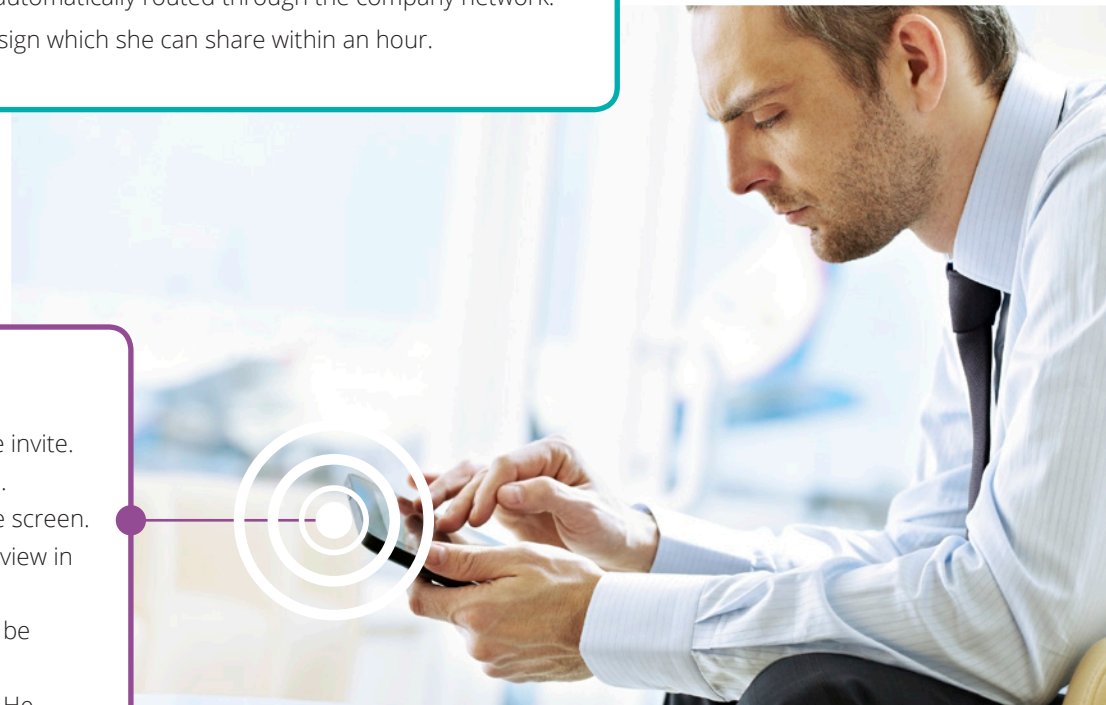
- Paul is caught in traffic and needs to contact his colleague, Jim, urgently on an issue.
- He's not sure where Jim is – often with a customer, in and out of meetings or travelling.
- Luckily Paul's mobile phone can access all contact details in the company's online directory.
- Paul sees Jim is in a meeting and will be available for a call in 15 minutes time.
- He sends Jim a message requesting him to get in contact as soon as he is out of his meeting.
- Jim checks his messages as soon as he walks out of the meeting.





COMMUNICATE

- Jim only needs to check one mailbox, as all messages are presented in this single view.
- He calls Paul's office number, as single number reach ensures that this rings all his devices.
- As they discuss, Jim leaves the office to catch a train to the airport; their call is transferred seamlessly to his cell phone.
- They agree to consult Eileen, a design expert at the company's headquarters.
- Paul instantly sets up a multi-party audio conference. No need to worry about international call charges, as their communication is automatically routed through the company network.
- Eileen agrees to come up with a first design which she can share within an hour.



COLLABORATE

- Paul is just arriving at the company parking lot when he receives Eileen's video conference invite.
- He joins the conference on his smartphone, while Jim joins from the airport using his iPad.
- Eileen has come up with a useful proposal and some schematics, which she shares on the screen.
- Drawing on their different expertise, the three make some changes which they apply and view in real time on their screens.
- Jim shows a presentation he made on the train to the airport to which Eileen's design can be added.
- When Paul walks into his office, he has the solution and supporting presentation at hand. He smiles. Communications made easy, and working life satisfying.



Freedom **to Move**

Mobile UC for Workers Anywhere

In today's flexible and fast-moving business environment, employees are never in one place for very long. They can be at the office, between appointments, on business travel or working from home or in a cafe. UNIVERGE 3C's mobility solutions enable workers to stay connected and productive from any location. With adaptive clients that operate consistently across smartphones, tablets, and PCs, it enables anywhere, anytime access for increased efficiency and productivity and supports call control and UC features for mobile and remote workers.

- UNIVERGE 3C's softphone turns a PC into a virtual business telephone. It works remotely without a Virtual Private Network allowing travelers to take their phone extensions with them and work from any location.
- The UC Client works on a wide variety of mobile devices, tablets and laptops, to provide access to all features from any location at any time. Apple®, Windows® and Android® operating systems are supported.
- Call twinning extends a user's reach by configuring multiple devices to ring at the same time.
- UNIVERGE 3C has built in native mobility (for Fixed Mobile Convergence or other) providing on and off campus communications.
- Wireless LAN and IP DECT terminals are supported as IP clients to ensure that important calls are never missed.



Hearing and seeing is believing.
It simply has made
communications better.

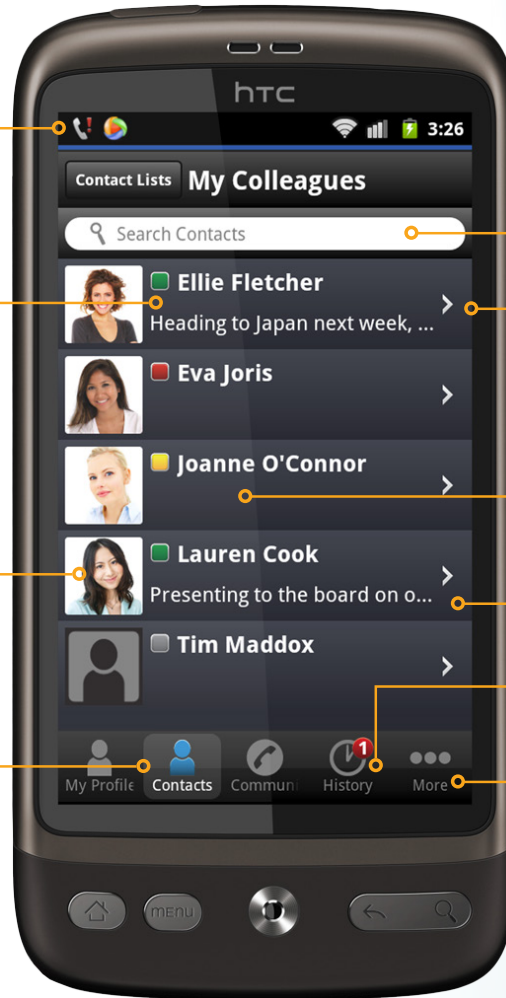
The Feature Rich **UC Client**

Status notifications
(Only on Android)

Presence

**User or administrator
configured images**

Contact lists



Search for contacts

IM support

**Call via your mobile
or control a phone**

**140 Character
message of the day**

Call history

Dial pad & further options





Innovation that **Fits your IT Architecture**

Fully aligned with IT strategies



UNIVERGE 3C is designed to be embedded in today's IT architectures and meets all the needs of today's IT manager for operational efficiency, security and IT governance.

Data Center ready

Working seamlessly in data centers and cloud environments, UNIVERGE 3C aligns with IT strategies to virtualize business communications and collaboration services - whether deployed in a data center, spread across an organization at different sites or hosted in the cloud.

Delivered on a DVD, or if preferred installed on a physical machine or virtualized with VMWare or Hyper-V, it runs on industry standard hardware (Intel or AMD) with Windows Server. Each server (physical or virtual) supports up to 1,500 devices, while up to 20 servers can be deployed in the network.

Integration with Web Services

UNIVERGE 3C allows companies to integrate their communications with complex business systems and critical business processes. Through standards-based XML and SOAP technology, it becomes an integral part of business applications providing notifications, requests and information dissemination.

The adaptive clients that operate consistently across SIP phones, mobile phones, tablets and PCs, are a natural fit into an enterprise's virtual IT infrastructures.

Highly Secure, **Easy to Manage**

Mission critical communications ensured

UNIVERGE 3C provides a comprehensive tool set to manage, maintain and monitor an organization's system with an easy-to-use GUI (client or web).

Different privileges can be set for administrators and Moves, Adds and Changes (MACs) are done easily via a web-browser. Flexible number planning, call accounting, rights-based security and Class-of-Service profiles are just some of its features. Also included is powerful reporting that analyzes call performance, call volume and resource usage.

Software-based user licensing grants access to all capabilities without additional costs. This allows for easy coordination of all devices (IP, video, conference, home or office phones and mobile devices) connected to a user.

Keeping your system current is a matter of simply upgrading the single platform that covers all features, applications and services! And with NEC's Software Assurance program, you will receive upgrades free of charge.

Unmatched reliability and security to mitigate risks

NEC understands the mission-critical nature of communications. If your communications are down – your business shuts-down! UNIVERGE 3C delivers continuous high availability and disaster recovery with unmatched security, scalability, interoperability and reliability.

With the UNIVERGE 3C platform, the most stringent security and interoperability requirements of the U.S. Department of Defense (DoD) are even met. The UNIVERGE 3C software architecture is certified by JITC (Joint Interoperability Task Command), a validation that is not only mandatory for the DoD, but is becoming critical for markets such as healthcare, government, public service, legal, finance, and others as well. The JITC certification means that UNIVERGE 3C meets critical interoperability requirements and achieves five nines (99.999%) reliability.

The DoD has also accredited UNIVERGE 3C as a UC Session Controller (SC). The accreditation for defense-wide

deployments as a UC SC was granted by the DoD's Defense Information Systems Agency (DISA) Unified Capabilities Certification Office for meeting military grade security, functionality and reliability requirements.

UNIVERGE 3C is distributed software that can operate on centralized or remote networked servers, none acting as single point of failure. This provides redundancy in case of network outages and minimizes costs through shared processing and load balancing, enabling one system to support up to 30,000 ports.

With security and risk mitigation top-of-mind, UNIVERGE 3C deploys the latest encryption and security protocols. With HTTPS connectivity for UC Clients and SIP connectivity including SRTP and TLS protocols, your communications are fully secure.

Your IT department will now have more time for supporting the business, since changes are easy to complete through the online management tool





Summing it Up

UNIVERGE 3C is a powerful, all-in-one software-based UC and Collaboration platform that operates across premises, cloud or hybrid environments.

With adaptive clients operating consistently across PCs, smartphones and tablets, it enables anywhere, anytime access for increased efficiency and productivity, supporting full call control and UC features for office as well as mobile and remote workers.

From the feature rich UC Client a user can control devices, setup profiles, retrieve voicemail messages, check presence, IM, initiate audio/video conferences and create collaboration meetings.

UNIVERGE 3C is a single business application that is easy to install, manage, upgrade and support and a natural fit into an enterprise's virtualized IT infrastructure and data center. A software-based licensing model reduces complexity and cost, while comprehensive management tools support easy administration.

The highly reliable architecture ensures business continuity, while open, standards-based components enable interoperability and integration of communications into business processes.

UNIVERGE 3C runs on an off-the-shelf industry standard server.

Supreme flexibility
in multiple dimensions



Business Empowerment =



Intelligent call handling

Control which devices ring when, via user profiles or schedules	↑	↑	↓		↑
Control how to handle calls based on time, caller ID and presence	↑	↑	↓		↑
Only give out your office phone number, but never miss a call	↑	↑			↑
Control your desk phone from any PC, Mac, Android or iOS smartphone or tablet		↑			↑

A feature rich UC client

Work from virtually anywhere	↑	↑	↓	↑	↑
Presence, directory, IM from any Android and iOS smartphone or tablet	↑	↑		↑	↑
Make VoIP calls from almost any smartphone		↑	↓		↑
Set your call forwards from any device		↑			↑

Multi-media collaboration

Communicate with customers and partners from anywhere	↑	↑	↓	↑	↑
Share documents, applications and video in real time	↑	↑			↑
Use your own secure system			↓	↑	↑
Collaborate on Windows, Mac and Linux	↑	↑	↓		↑



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