

Hybrid Communications Solution

UNIVERGE® SV9100 BLUE



At a Glance

- The best of both worlds – on-premises solution with the low upfront costs and single monthly payment of cloud services
- Complete subscription based, out-of-the-box solution includes:
 - ◆ Unified Communications, E911 Compatibility, Automated Attendant, plus a full range of other features and functionality
 - ◆ All system hardware and phones
 - ◆ Free long distance and local calling plus SIP trunks
 - ◆ All software upgrades and warranties
- Support for IP extensions, mobile devices and analog gateways
- Offers multiline mobility SIP clients

Overview

Looking for a new communications solution, but can't decide if you want to go with an on-premises solution or move to the cloud? You like the idea of having more control over an on-premises solution, but also like the advantages of a single monthly payment and low upfront costs of the cloud. Now you can have the best of both options with NEC's UNIVERGE SV9100 BLUE.

NEC's SV9100 BLUE solution is a complete out-of-the-box, hybrid communications solution. With the reputation for reliability and security that the SV9100 offers, paired with NEC's UNIVERGE BLUE Business Cloud Services, the SV9100 BLUE is ideal for small or medium-sized businesses (SMBs) wanting the ease and cost effectiveness of a cloud solution while having an on-premises system.

Solution

Simple. Reliable. Secure. Cost-Effective.

SV9100 BLUE is a powerful communications solution that provides SMBs with the efficient, easy-to-deploy, cutting-edge technology that supports voice, unified communications and collaboration (UC&C), unified messaging, and mobility right out-of-the-box, all the while remaining easy to manage. What separates the SV9100 BLUE from other premises-based systems is a single monthly bill determined by the number of subscribers.

Minimal Investment Required

The SV9100 BLUE is an opportunity to deploy a premises-based system as an operating expense, eliminating the need for a large upfront investment. Pay only for the capacity you need with a single monthly bill for system hardware, phones and phone services plus SIP Trunking.

UNIVERGE SV9100 BLUE Hybrid Communications solution includes:

- An on-premises, enterprise-grade unified communications system with five nines (99.999%) reliability
- The latest self-labeling IP phones that are programmable and support all the features and functionality of the SV9100
- Unlimited local and long distance calling
- Multiline mobility SIP clients
- Automated Attendant features and functionality
- Cost-effective SIP Trunking
- Support for IP extensions, mobile devices and analog gateways
- All software upgrades and warranties
- **Optional** analog trunking for STP
- A full range of UC&C capabilities, including:
 - ◆ **UC Suite Desktop Client & browser-based Web Client**
 - » Call management, speed dialing and contact lookup through easy-to-use graphical user interfaces
 - » Presence to view colleague's real-time status and availability
 - » Visual voicemail for quick access to and easy management of inbox and messages
 - » Instant messaging capabilities for quick, real-time conversations
 - » **Attendant console** capabilities directly on an operator's PC, allowing them to transfer and manage calls on-screen
 - > Screen-pop notifications display caller information
 - > Ability to view status of an extension
 - > Conversations can be recorded, saved, and forwarded as email attachment
 - » Simplified call handling for operators and attendants
 - » Detailed call history reports—includes incoming calls, outgoing calls, call date and time, call duration and caller ID information
 - » Ability to search, sort, print, archive, email and export call logs plus add notes to call log entries
 - » Microsoft® Outlook® calendar integration
 - » Seamless integration with **optional** UNIVERGE SV9100 Contact Center application for contact center functionality
 - » **Additional capabilities through your desktop client:**
 - > Access to integrated contact and CRM applications
 - > Call recording capabilities—either on a per call basis or setup to automatically record all calls
 - » **Additional capabilities through the web client:**
 - > Call and Instant Message notification alerts - both audible and visual
 - > Enhanced user interface means attendants can see colleague's availability by the color of their image: In color = yes; black & white = no
 - > Ability to set up "Buddy Lists" enables quick access to the people contacted most often

Support

- 24 hours a day. 7 days a week
- A voice on the other end of the line
- Issue resolution and follow-up
- Knowledgeable support experts
- The resources of a global, enterprise-focused corporation

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