Cloud Solutions

> **Forward thinkers choose NEC to handle their cloud communications**

The future is brighter and clearer than ever before for businesses worldwide because of the extra benefits and advantages of Cloud Computing solutions. NEC draw upon their long experience in IT and their experience in the networking and communication world to uniquely provide cloud solutions that combine IT, communication and network innovations.

By making use of their strengths, NEC are not only developing and offering a variety of services, but also providing the technology and knowledge they have cultivated through establishing systems in their own company. Here are just a handful of examples of how NEC has recently helped customers overcome the challenges that they have faced, and details of the solutions that NEC provided.

NEC Customer: San Juan Education Department, Argentina

The challenge: The San Juan Education Department had 20,000 employees at 800 educational establishments and was growing rapidly. They faced the problem of a severe lack of connectivity. Some outlying areas even lacked a basic phone service. Without an effective communication solution, the department started to become really slow in answering demands placed upon them. Information management within the organisation was inefficient and impeded ability to make informed decisions.

The NEC solution: NEC delivered a secure cloud solution utilizing its desktop virtualization solution (Virtual PC Centre: VPCC) and IP telephony (UNIVERGE) - all based securely in the data centre. This solution allowed the Ministry of Education to double the number of end users without making any significant increase in support staff. The San Juan cloud solution now covers 100% of the territory. Data is encrypted securely across the system, and previously problematic areas, like updating anti-virus software, are now straightforward with just one data centre update. This secure cloud solution, customized for the Ministry of Education, delivers the security and cost-savings of DaaS (Desktop as a Service), SaaS (Software as a Service) and PaaS (Platform as a Service) methodologies through the data centre.

The customer reaction: "From my point of view, NEC does things differently to the rest of their competitors - the people that I worked with really understood our operation - the difference is in their human resources. NEC's staff was committed to a smooth collaboration with our IT personnel. From the beginning, we wanted a close working relationship with NEC. It was so close at times that it was difficult to distinguish between internal resources and NEC!"
- *Gustavo Quiroga, Project Manager, Ministry of Education in San Juan*

NEC Customer: Telefonica, Spain

The challenge: Telefonica are a giant telecoms provider, with headquarters in Madrid. Like nearly all telecom providers, Telefonica has recently been facing growing pressures on its revenue and profits. A large portion of Telefonica's revenue comes from their small and medium enterprise customers, and these customers were increasingly requesting new services to strengthen their business capabilities. They also needed the services to be available quickly. That is where NEC stepped in.

The NEC Solution: Telefonica chose NEC's SaaS platform as a new business model to boost revenue without significant investment. Only NEC could offer an integrated IT and network solution, and only NEC could deliver its SaaS solution quickly enough. NEC set up the service infrastructure in only 45 days, defying all expectations. Two key technologies enabling NEC to successfully meet Telefonica's needs were "Aggregation Skills" and "Multi-Tenancy." The aggregation skill includes not only technology but also business processes to aggregate and bring applications to the platform. These make it possibly to deploy new applications very quickly. The multi-tenancy SaaS platform allows multiple end users to subscribe to and use a variety of application services on the same infrastructure. The end users can access all the applications they wish by using just one window. Telefonica now has a vast array of opportunities to meet their SME customer's demands.

The customer reaction: "I was honestly amazed. I never thought the service infrastructure could be set up in only 45 days. Since our service was launched, we've gained over 10,000 users and the number is significantly growing. Selecting NEC as our partner was truly the right choice."
- *Luis Aragoneses – Product Marketing Manager, Telefonica SME Segment*

NEC Customer: citizenM Hotel Group, Glasgow

The challenge: citizenM needed a fully hosted, virtualized communications infrastructure for their new hotel in Glasgow. As a rapidly growing company, they faced the challenge of finding a flexible and adaptable long-term solution that could be deployed in their other hotels quickly and easily. They needed a solution that enabled them to provide complete guest satisfaction. With a major expansion program planned, the solution had to be a long term one, enabling citizenM to expand and execute their growth strategy, regardless of location or timing. Swisscom, a hospitality industry telecommunications provider, selected NEC as their partner to provide the solution.

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The NEC Solution: Swisscom selected NEC largely based on the strength of the NEC Sphericall platform. Sphericall is an IP based software switch that lives in a Cloud environment. NEC hosted the Sphericall-based platform within its local data centre, with full redundancy including daily management service, and is providing it as a CaaS (Communications as a Service) solution. In addition, they also connect to the SIP Trunking Service Provider and undertook all the call rating as part of the solution, eliminating the need for citizenM to engage with third parties and ensuring that all calls follow the optimum and most cost effective route. To ensure the constant availability of the communication system, NEC has provided a local ISDN gateway as an emergency backup in case there is a network failure. This service orientated communications platform delivers scalability, low-cost of ownership and openness. As citizenM continues to expand, it can use the same technology at new hotel sites without incurring further costs.

The customer reaction: "With Swisscom and NEC, we knew we had two well known and proven brands offering a reliable and cost-effective solution. One initial upfront investment has accounted for 90% of the work needed for further deployment elsewhere."
- *Michael Levie, CCO of citizenM Hotel Group*