UNIVERGE SV9500
SMART COMMUNICATIONS FOR SMALL, MEDIUM & LARGE ENTERPRISES
UNIVERGE SV9500 – CREATE A SMART WORKSPACE

TODAY’S COMMUNICATION CHALLENGES

With technology changing exponentially and workforces becoming more mobile, having or not having the right communication tools can make or break your team’s ability to maintain high levels of customer service. Coupled with increasingly demanding customers with higher service level expectations, having the right communications system in place is imperative.

A SMART APPROACH
AGILITY AND MORE FLEXIBILITY

The choice of communication solutions in the marketplace is vast – that is why it is important to choose a solution that offers you the flexibility to customize it to meet your workforce needs and provides your business with the agility it requires to adapt to ever-changing customer demands.

NEC’s UNIVERGE SV9500 communications solution offers you choices to implement a solution that best fits your business and industry needs – keeping your team and customers… connected.

- Choice of full redundancy appliance server model, virtualized software model or Enterprise model
- Expandable to 16,000 IP extensions within a single system and up to 192,000 IP extensions in a networked system – plenty of capacity for growth
- Various deployment options – centralized (single/branch offices) & distributed, and private or hybrid cloud
- Latest upgradeable communications technology – protect your investment
- Both SIP and ISDN technology for a future-proof solution
- Easily connects with service provider networks through NEC’s UNIVERGE BX Series of session border control gateways

That’s why NEC’s SV9500 platform is one of the easiest to configure Unified Communications capable systems on the market. It easily integrates with existing IT technology as a fully interoperable digital or IP system. It also meets the demands of your multi-generational employees. Recognized as having the highest level of customer satisfaction among Unified Communications vendors, NEC also brings you an incredibly smart investment.
ENHANCE YOUR EMPLOYEE EXPERIENCE
YOUR EMPLOYEES ARE YOUR MOST VALUABLE ASSET

Give them the right tools and you’ll get a more engaged, productive workforce. Achieving this, especially for a multi-generational team, requires choice and flexibility when it comes to how they communicate and on which device.

ENHANCE YOUR CUSTOMER EXPERIENCE
IT’S NOT ABOUT YOU. IT’S ABOUT YOUR CUSTOMERS

The quality of their experience has a direct relationship with your competitive edge and your profitability. The SV9500 is designed to cater to demanding customers who want access to your products and services 24/7/365.

DISCOVER YOUR SMART WORKSPACE
WORK IS A THING YOU DO, NOT A PLACE YOU GO

Enable seamless digital and physical collaboration and use workplace resources more efficiently!

REACHABILITY MATTERS
58% OF CONSUMER’S EXPECTATIONS AREN’T MET DUE TO A COMPANY BEING UNAVAILABLE BY PHONE OR EMAIL
ON THE ROAD
SMARTPHONE LIKE YOUR DESK PHONE

Treat your smartphone like your desk phone with the SV9500’s UC mobility applications. Enjoy the SV9500 system features while you’re on the move.

> Choice of different options to meet your individual requirements
> Remain connected through one extension number from wherever you are
> Access system features while on the move – including enterprise dialing, call transfer & work caller ID
> Seamless call transfer between mobile and desktop phone

ON YOUR PREMISES
ALWAYS STAY CONNECTED

For the ultimate devices for voice, text messaging and in-house mobility – the SV9500’s IP DECT wide ranging portfolio includes:

> Crystal clear speech, loudspeaker & hands-free support
> High security with DECT authentication
> Security features including Man Down, location detection capabilities, SOS and more
> Latest CAT-iq technology combining DECT and Wi-Fi technology for data access on the move
> Robust handsets for tougher environments
> Seamless integration with NEC communications platforms

SMART MOBILITY
COMMUNICATE ANYWHERE, ANY TIME
Voice and video mobile extensions for your smartphone. Using your Apple® iPhone®, iPad® and Android™ smart devices, the SV9500’s mobile applications enable you to stay connected from virtually anywhere. Simply connect to Wi-Fi or use your mobile data (3G/4G/5G) to handle your calls.

> Integrates into your smartphone contacts
> One number, one voicemail, one complete call history
> Video calling capabilities
> Wi-Fi use helps reduce cell phone minutes & international roaming costs
THE RISE OF THE
THE REMOTE WORKER

Productivity, cost savings, greater flexibility for your workforce – just some of the reasons working remote has increased globally to 52% of employees around the world working from home at least once per week and 21% more than once per week*. With the SV9500’s unified communications and collaboration solutions, your employees can work from any location and be reached anytime – just as if they were sitting at a desk in the corporate office.

STAY CONNECTED
ELEVATE THE EMPLOYEE EXPERIENCE

Staying connected is critical for remote workers. It helps them to be more productive, service customers better and makes them feel more like part of the team – enhancing their overall employee experience. With the SV9500’s cost-effective voice, video and collaboration solutions, your remote workers will never be or feel out of touch.

- Remain contactable through one single number wherever you are - reduce voicemails and telephone tennis
- Use the same enterprise features on the move, including call back, transfer and caller ID
- Enables real-time sharing and exchange of information between co-workers and customers
- Improves teamwork among colleagues in geographically dispersed locations

* https://www.owllabs.com/blog/remote-work-statistics
LIKE BEING IN THE OFFICE
EMPLOYEES ARE YOUR MOST VALUABLE ASSET

NEC’s range of IP desktop telephones deliver a user-friendly VoIP calling experience with complete phone system functionality – ideal for remote or home-based workers.

> Easy to use intuitive interfaces
> Supports a wide-range of applications to help improve efficiency and productivity
> Access to company directory
> 3-way conferencing
> Headset support including support for Ear Hook Switch (EHS)

SMART COLLABORATION
ENHANCE THE CUSTOMER EXPERIENCE

Encourage collaboration by providing your employees with a more convenient, immediate and secure way to work together with others. The SV9500’s collaboration solutions provide the tools that enable your business to work with partners, suppliers and customers to shorten decision cycles, improve information sharing and increase the speed of decision-making.

> Conduct informational meetings, presentations and training sessions – which can result in reduction in travel expenses
> Multi-party video-conferencing enables sharing of Microsoft Office documents, PDFs, pictures and videos plus more
> Virtual white-boarding allows participants to draw and make notes on existing documents
> Encrypted and secure – unique meeting ID and PIN required for each participant
> Record meetings for future reference

WORKING FROM HOME/REMOTE INCREASES PRODUCTIVITY
LOWERS COSTS AND CAN REDUCE ABSENTEEISM BY OVER 60%
ADVANCED ENGAGEMENT SOLUTIONS
FOR EXCEPTIONAL SERVICE & EXPERIENCES

Customers today expect a frictionless experience when interacting with your business and assume they will be able to communicate on their own time in whatever method they choose. The SV9500’s Contact Center and Attendant solutions offer your customers a rich omni-channel environment which helps make each interaction with your organization exceptional.

THE SMART CONTACT CENTER
CUSTOMER LOYALTY THROUGH ATTENTIVE SERVICE

The SV9500’s Contact Center solutions provide all the tools necessary to make each interaction between your customers and your business quick and easy. Between improved response times, reduced call abandon rates, lower operating costs, and increased revenues, both you and your customers will see a return on your investment through superior customer service.

> UC agent desktop application provides real-time status and availability of colleagues
> Multiple communication channels - web-based chat, email and voice
> Skills-based routing
> Estimated time-to-answer and spoken queue depth announcements
> Option for callers to request an immediate or scheduled callback
> Custom informational announcements to callers in queue
> Auto-attendant menus and selections to enable caller to reach the appropriate agent
> Allows agents and operators to dynamically switch between various roles as needed
> Scales easily for future growth
First impressions count, so it is crucial that attendants/operators have access to the most advanced communications tools. The Attendant/Operator solutions available on the SV9500 can provide organizations with the latest technology in call processing capabilities and productivity enhancing applications. It promotes optimal call management for businesses of all types by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined.

- Optimal call management through a customizable, intuitive user interfaces
- Presence-enabled directory that integrates with corporate directory data
- Skills-based directory search to quickly find the person most suitable to assist the caller
- On screen call control with flexible routing
- Access to presence-enabled directory with click to call, e-mail, short message service and instant message
- Optional threat recording, emergency alerts, on-call schedules, message taking and procedure management
COMMUNICATIONS TECHNOLOGIES CATERING TO YOUR INDUSTRY NEEDS… NOT THE OTHER WAY AROUND

NEC has a rich history providing communications technology solutions tailored for Hospitality, Healthcare, Education, Government, Finance, Manufacturing, and Transportation based organizations. If you’re looking for a communications solution that meets your industry’s individual needs, we’re the people to talk to.

HEALTHCARE FACILITIES & CLINICS

Every healthcare facility administrator wants to streamline clinical workflows and enable better patient care. The SV9500 lets healthcare facilities and clinics meet the challenges of information sharing head on. From managing the care of the patients or residents, to ensuring that physicians, nurses, and staff can be reached from one phone extension no matter their location.

The SV9500 is a unique solution that reduces the administrative and process-driven strains on your IT system, so your staff can get back to what they do best: caring for patients /residents and providing exceptional care.
IN EDUCATION
Connected learning helps to deliver broader and more intuitive access to pertinent information and resources through direct and increased availability. The SV9500's unified communications and collaboration solutions help make the learning experience simpler and more personal.

By bringing together the tools and technologies that promote highly adaptive accessibility, the SV9500 makes connecting easier, exchanging information more seamless and a collaborative environment that can strengthen an educational institution’s reputation. It also helps institutions improve productivity and creates an environment where efficiency and responsiveness ensure an exceptional student experience.

IN YOUR HOTEL
A hospitality environment presents the ultimate challenge for customer service employees and the SV9500 caters to these needs perfectly. With the demand for a mobile, connected workforce growing in the hospitality industry, efficient communications are critical to maintaining high-quality guest services.

SV9500 users get access to robust hospitality centric offerings which optimizes hotel operations and improves efficiency. Your staff will be able to be productive regardless of location—resulting in increased responsiveness to guest needs.

FOR THE GOVERNMENT
City and state governments are simplifying the deployment, operations, and interoperability of their communications solutions. The SV9500 platform allows governments to streamline communications and ultimately provide more connected end-user experiences from any location across multiple devices.

The SV9500 also improves enterprise telephony with advanced communications features all while running in your own secure, safe environment.
Advancements in technology today has given rise to many innovative multimedia applications and services that have significantly increased user productivity. However, this increase in feature and service capabilities is of little value without proper administration and management. NEC’s SV9500 offers secure, centralized administration and expense management, making your communications system a more productive and cost-effective asset.

**SIMPLE CALL MANAGEMENT**
MONITOR. MEASURE. MANAGE.

The SV9500’s web-based management solution provides powerful, wizards-based tools and templates to make it easy to do everyday tasks quickly and efficiently. Its secure, centralized administration enhances productivity and reliability.

- Powerful toolset, easy-to-use with intuitive interface
- Extensive online help system
- Template-based programming
- LDAP integration, auto-provisioning and audit history
- Reliable fault management
- Advanced security through extensive controls
- Emergency Location Management

**SINGLE POINT OF ADMINISTRATION**
POWERFUL INTUITIVE TOOLS FOR SIMPLIFIED MANAGEMENT

**GREATER INSIGHT**
CONTROL EXPENSES AND MONITOR USAGE

Manage enterprise communications costs, boost team visibility and maximize staff resources by staying on top of costs associated with your telecom network.

- Feature-rich call accounting system which delivers complete visibility into telecom usage
- Analyzes real device usage, online inventory and additional equipment and services
- Simple and intuitive, requiring no technical expertise
- Extensive integrated reporting system
SAFETY FIRST

QUICK RESPONSE SOLUTIONS

When an emergency happens, knowing the source and severity of the situation is equally as important as the ability to quickly and accurately alert, and keep on-site and emergency personnel informed. The SV9500 offers solutions to help coordinate an emergency response when the situation demands it whether the incident is isolated or widespread.

GET THE WORD OUT DURING EMERGENCIES

AUDIO CONFERENCING, COLLABORATION AND NOTIFICATION

A secure and comprehensive collaboration solution that enables real-time sharing and the exchange of information between colleagues and customers.

> Dial-out (Firebar) Conferencing allows the calling of a predetermined group of people and upon off-hook place them into an audio conference
> Mass Notification delivery options of voice, email, and SMS or a combination of all three
> Send out emergency alerts, organization information, reminders, special event notices, etc.
> Better collaboration among colleagues especially among organizations with a geographically dispersed workforce

QUICKLY NOTIFY FIRST RESPONDERS

LOCATES POSITION OF EMERGENCY CALLERS

This solution automatically passes the location of the dialer to the nearest assigned public safety answering point while notifying assigned emergency responders that an emergency call has been made and its exact location.

> Real-time monitoring of Emergency calls
> Sends alerts to key personnel of emergency situations by text message or e-mail
> Push notifications to select groups in the event of a verified emergency or just a general announcement
UNIVERGE SV9500 SYSTEM OVERVIEW

Work Anywhere
- HQ
- Branch Office
- Customer Premises
- Home Office
- Mobile

Premises Based

Private/Hybrid Option

Unified Communications
- IP
- Digital
- Analogue
- Softphone
- DECT Mobile
- Wi-Fi
- Mobility Clients
- Web video

Advanced Features
- Call Management
- Attendants/Operators
- Contact Center
- Call Recording
- Alarm
- Presence
- Toll Fraud
- Fax
- Paging
- Music on Hold
- Healthcare
- Hospitality

Simplified Connectivity
- PSTN
- ISDN
- SIP Trunks
DESKTOP AND MOBILITIES

> **Wide range** – Choose from IP or digital, 2-line keys to 32+ or self-labelling, grayscale, color or touch-screen display, custom keypads, plus more
> **Hotdesking** – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
> **User-friendly interface** – Little or no staff training required
> **Customizable** – Function keys can be adapted to the exact individual requirements of your business
> **Wireless headset adapter** – Allows easy connection to wireless headsets
> **Directories** – Personal, system and corporate directories available

*Handsets may have regional availability - check with your NEC reseller for further details*
Corporate Headquarters (Japan)
NEC Corporation
www.nec.com/univerge

About NEC Corporation - NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 120 years of expertise in technological innovation to empower people, businesses and society. For more information, visit NEC at http://www.nec.com/univerge

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