

Unified Communications & Collaboration. Your way.
NEC UC&C solutions



Empower your people to work together, anytime, anywhere on any device.

Overview

Today's workforce is mobile and dispersed and workers are no longer bound to their desks. Business information is available regardless of location and the ability to action this information is critical to increasing innovation and raising productivity. This increases demand for new applications and devices that enable more flexible working styles along with supporting new processes and individual contact preferences.

Organisations are increasingly focussed on managing costs and leveraging investments while needing to continuously improve the effectiveness of communications and interaction between employees, partners, suppliers and customers.

To build sustainable competitive advantage, you need to embrace new ways of working and the adoption of new processes.

This is where NEC excels.

“Raising the productivity of employees whose jobs can't be automated is the next great performance challenge...”

- McKinsey & Company

Anywhere is the new workspace

Improving productivity and reducing costs by effectively managing office space and reducing staff travel are just some of the key drivers for businesses and public sector organisations adopting Unified Communication & Collaboration (UC&C) technologies.

We are seeing organisations embracing mobility, messaging and video along with the increased adoption of Activity Based Working (ABW) by leaders who are looking to provide flexible and secure working environments. This drives the need to innovate in order to enable access to people, applications and content from any location and on any device.

ABW brings together people, technology and processes, enabling a dynamic environment that offers a range of functional spaces. It allows for individual work through to team collaboration. The aim is to deliver a setting where the individual or team activity shapes the environment.

Empowering your people to work together and share information, anytime, anywhere enables people to deliver results – fast.



In the office



While travelling



At home



While on the road



In meetings

UC&C brings together multiple technologies like instant messaging, email, presence voice, video, conferencing and document sharing for an integrated user experience.

NEC's approach and experience in systems integration allows UC&C functionality to be integrated into almost any business process – across any device from PCs, softphones, smartphones to video conferencing and the latest tablets.



In addition, NEC has significant experience in integrating other technologies to deliver 'all-of-business' solutions, this experience encompasses, displays and digital signage, identity management and biometrics, networking expertise and sensor technologies.

UC&C solutions



Voice and unified messaging

Feature-rich and reliable



Conferencing, collaboration and content sharing

Video, web, mobile, immersive



Presence

Know when staff are available



Instant messaging

Secure messaging



Mobility

Work anywhere on any device



Contact centre

Multi-channel - cloud / on-premise

Not all businesses are alike

A single approach or solution will not suit every customer. It is about choice and that is what NEC provides. We work with you to understand your business and apply our many years of expertise in ICT, communications and collaboration - across your business, people, processes and technology.

With NEC, your business requirements come first and we work with you closely to ensure that best technologies are implemented and integrated to meet your specific business needs, such as:

- Improve business efficiencies and embracing new, flexible ways of working to enable faster decision making and driving better outcomes.
- Drive innovation through enhanced team working across your customers, suppliers, partners and employees.
- Reduce travel and training costs.
- Enable meetings with remote participants and virtual teams along with incorporating video into meetings.
- Enable remote workers access to collaboration capabilities as if in the office.
- Create internal communities, team workspaces, flexible work areas and make better use of office space.
- Collaborate with external organisations and customers.
- Locate and access remote experts in real time.
- Support business continuity, security and disaster recovery.

Leading UC&C solutions from NEC, Microsoft and Cisco.

NEC has vast expertise deploying, integrating, migrating and supporting multi-vendor solutions. Our flexible models allow you to upgrade to the latest technologies at your pace, aligned to your specific business objectives.

You can choose to upgrade your whole organisation at once, or you can empower select work groups with the tools that can most quickly deliver value to the organisation. NEC's low risk approach gives you control over legacy equipment and can help to minimise the need to upgrade entire telephony environments. Instead, you can often breathe new life into existing investments with new functionality.

NEC Australia's strength and expertise in communications, systems integration and managed services is supported by a track record spanning more than 45 years of engineering success and delivering support to Australian organisations, both large and small.

We partner with the best

NEC partners with the world's leading technology companies. This ensures that we deliver and support optimal solutions to meet your individual business needs and expectations. This may be a premise-based solution, a cloud or hybrid solution or a fully managed service.

Our technology partners include:



Why customers choose NEC

NEC helps you to transform your business communications and collaboration to provide a foundation for growth and organisational excellence at your pace.

Key benefits of working with NEC to deliver your optimal UC&C solution:

- We have leading UC&C solutions from NEC, Microsoft and Cisco and provide maintenance support for an even wider range of vendors.
- We have partnerships with technology specialists in contact centre and conferencing and collaboration solutions.
- We have a strong heritage in delivering business technologies and services, supported by decades of success with managing complex business transformations.
- Our experience in solution and systems integration and delivering and supporting transformational solutions that deliver your business objectives.
- Our secure cloud solutions and services are based in Australia and are focused on scalability, security, affordability and reliability.
- Our proven ability to deliver professional, technical and managed services to customers across Australia.
- We have the ability to work with legacy infrastructure and can manage hybrid and multi-vendor environments, allowing you to extract value from current assets while creating a clear migration path to the latest technologies.
- Australian-based 24/7 Network Operations Centres (NOCs), delivering remote management and support to more than 5,000 customers and 20,000 sites.
- We follow industry standards and have internationally recognised accreditations including quality, environmental and security certifications.
- Over 45 years' local experience, makes us one of the most trusted names in the Australian technology industry.
- We have over 1,200 technology and service experts and a nation-wide network of services partners, to help you to achieve your business objectives.



- We work with customers to enable ABW through our expertise in UC&C, networking, security and identity management.
- We are carrier independent.

NEC makes it simple to transform your business communications and collaboration to provide a foundation for growth and organisational excellence.

Key business benefits

Optimise your business processes

Accelerate decision making and shorten notification and response times, dramatically improving business efficiency and performance. You can also make your entire workforce more effective wherever they are by leveraging communications and collaboration technologies.

Reduce costs

UC&C offers opportunities to lower your call costs by having your mobile act as an extension of your desk phone. Reduce your travel costs by replacing meetings and training with audio, video and web conferences and take advantage of the cost savings offered by adopting ABW principles.

Improve collaboration

Collaborate in real-time with softphone, video conferencing, document and application sharing and messaging technologies facilitating true interaction regardless of distance.

Improve customer service

Integrate your customer experience into your processes and let your customers interact with you via multiple channels. From phone, through to messaging and social media, UC&C technologies help you engage the right person at the right time to deal with customer demands.

Enable staff mobility

Mobility applications enable you to share the same features available on your desk phone with your mobile, allowing you to be reachable via your office extension number, no matter where you are. Moving desks is also simple with IP phones which allow you to easily log-on at any desk with your phone extension.

Increase productivity

Save time by having immediate access to your business information no matter where you are. Increase your efficiency with time-saving applications such as instant messaging that help you with quick queries and enables you to hold multiple conversations at the same time.

NEC Australia supports more than 5,000 customers across 20,000 sites.

In business and enterprise

NEC is acutely aware of the challenges facing Australian businesses and technology decision makers today. Each day we work with our customers to help with the difficulties they face balancing efficiency against quality of service delivery.

That's why we have developed a flexible, multi-vendor approach to implementing UC&C, focusing on ease-of-integration, cross-device functionality and smart features that deliver real business benefits.

Possibilities for business and enterprise include:

- Make calls, launch video conferences and share documents on tablets, smart phones, PC's and desk phones.
- Integrate business applications with communication systems to provide context based notifications and speed up the business processes.
- UC&C technologies help to realise the business and productivity benefits enabled by ABW.
- Integrate NEC's identity management technologies to enhance security and employee safety.
- Engage employees and share information anytime, anywhere, on almost any device.
- Improve the quality and timeliness of responses to customers by enhancing your ability to locate the right person with the right skills at the right time to address enquiries and solve problems.
- Use tools to collaborate, share status, find, connect and improve communications.
- Reducing the time and expense of travel by using collaboration tools such as video conferencing for face-to-face meetings.

In education

NEC's approach to UC&C helps education providers to establish an innovative, contemporary learning environment to attract and retain students and teachers in an increasingly competitive sector.

Possibilities for education include:

- UC&C enables smarter learning by enabling schools and universities to communicate, collaborate, and share information across the campus or around the world.
- Integrated digital signage which assists orientation and delivers real-time content to students, teachers and guests over local and national networks.
- Flexible platforms which enable students to utilise the devices and tools they know, including social media, making real-time collaboration and file sharing a reality in class and at home.
- Smart alarm and alert notifications via mobile devices in cases of emergency or for distributing important information.
- Smart video conferencing and live webinars bringing in experts and guest speakers from anywhere in the world. Conferencing facilities also allow for students, parents and teachers to talk and share information in real-time, wherever they are.
- Using presence and location information to know the whereabouts of educators and support staff along with the availability of resources and facilities such as lecture rooms.



In health and aged care

A key challenge for health and aged care providers is to continually enhance the quality of care for their clients. They must also improve the overall efficiency of their service delivery as pressure on budgets and staff continually intensifies.

NEC appreciates that the quality of care can be greatly enhanced when staff have access to the right information at the moment they need it.

Possibilities for health & aged care include:

- Video conferencing enabled on a range of devices, including smart phones and tablets, which connect doctors and specialists with patients.
- Track essential equipment and access the status and location of doctors and patients for efficient delivery of care.
- Intelligent identity management technologies like smart cards, fingerprint scanners and facial recognition systems which create secure working environments and allow access to resources and facilities to those that need it.
- Smart alarm and alert notifications via mobile devices.
- Share information like test results and manage medication regimens through enhanced communication solutions.
- Delivery of in-home care and monitoring services.
- UC&C changes the way hospitals and care homes deliver services by seamlessly integrating with existing systems and processes, providing simpler, more connected ways of working.

In government

Government is facing increasing costs associated with infrastructure and services delivery. The communication challenges that many government agencies face today is the need to integrate technologies that support a dynamic and ever-changing environment.

Fortunately NEC's UC&C solutions improve efficiency by integrating seamlessly with existing IT infrastructure and telephone systems, including existing PBX environments. The result is faster and more effective communication both within government and with citizens.

Possibilities for government include:

- Intelligent call centres designed to handle citizens' queries and deliver information and services via multiple channels including voice, text, video and social media – deployed on-premise or via the cloud.
- Communication systems that track incidents and manage alerts and responses by relevant emergency services via location-sensitive networks.
- Networks which allow records and information to be accessed and edited anywhere – in the office or roadside.
- Biometrics, fingerprint and facial recognition systems can be used in offices or remotely with information accessed and shared instantly as part of law enforcement or security.
- Federated communication systems to improve inter-agency collaboration.

For more information, visit au.nec.com, email contactus@nec.com.au or call **131 632**

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About NEC Australia. NEC Australia is a leading technology company, delivering a complete portfolio of ICT solutions and services to large enterprise, small business and government organisations. We deliver innovative solutions to help customers gain greater business value from their technology investments.

NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

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