UNIVERGE® SV8000 Series

Fulfilling the promise of UNIVERGE®360

It's all about change

And preparing for it

With UNIVERGE360 you're in the driver's seat.

Our working environment is rapidly changing, with organizations of all types continually looking for new ways of generating revenue, controlling costs and optimizing productivity. What's more, the rate of change is accelerating, thanks to the development of new technologies. These advanced technologies provide innovative ways of handling new and increasing commercial and economic demands.

Communication and information technology strategies must now be converged across all media types – not just data, but also voice and video.

Communication technologies (voice, email, instant messaging, SMS, IP telephony, voicemail, video-conferencing) and their underlying networks such as the Internet, broadband, Wi-Fi and 3G, are the keys that drive many of these new strategies. These are supported by a vast range of desktop, mobile and handheld devices.

Although technology is an enabler for organizational improvement, the real challenge facing businesses is to embrace and harness the potential benefits of the technology available. The technology must give practical, easy to use support, and not add extra complexity. It must be available to and used by everyone, not just isolated islands within the business. And it must empower individuals and teams, enabling them to achieve their business objectives.

At NEC, we understand these challenges and offer advanced solutions to help businesses meet and surpass their operational and business objectives. We call this holistic approach UNIVERGE360, and it's designed to efficiently, and cost-effectively prepare organizations for the opportunities available today, and for those of tomorrow.

By uniting all business communication devices, (including mobile handsets, PDAs, soft phones and other IP devices) UNIVERGE360 accelerates decision-making and dramatically improves customer responsiveness. And, by bringing together business data through a service-oriented architecture, information is instantly accessed and transformed into real knowledge. The result? You're truly in the driver's seat.

The UNIVERGE SV8000 Series from NEC creates new ways of generating revenue and increasing customer responsiveness, while simultaneously improving efficiency and reducing costs. Designed to deliver next-generation, open standards-based solutions, it is your bridge to the future and protects your existing telephone infrastructure investment while providing a migration path to pure IP. With the SV8000 series, all types of communication methods are supported, whether TDM, IP, video, wired or wireless.

Small, medium and large businesses

SV8000 Series
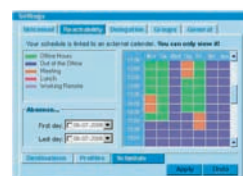
Mobility

(IP) DECT
Voice over WLAN
Fixed Mobile Convergence

Management & Control

Moves-Adds-Changes
Expense control
Call Accounting

Reachability

Contact Center
Voicemail + IVR
Calendar integration
Attendant/Operator

Unified Communications

Microsoft integration
Collaboration
Presence
Messaging

Connectivity

Multiple sites
VoIP SIP
Migration

Your business benefits

Increase productivity

Fully featured
The SV8000 Series gives users access to advanced telephony features that enhance their productivity, in addition to supporting many additional multimedia applications.

Value-added applications
A rich suite of advanced applications improves efficiency and business processes using voice, email, instant messaging, SMS, IP telephony, voicemail and video-conferencing.

Mobility
Mobility enables flexible working practices and allows users to work smarter. Collaboration tools will make your employees more productive and more responsive to customers' inquiries. Wherever users are located, they will be more accessible using IP phones, WLAN and web-based applications.

Manage growth

Scalable architecture
The SV8000 Series incorporates a very scalable, open architecture with almost unlimited networking capabilities: ideal for businesses needing just 25 to 50 lines as well as for those larger corporations that need thousands of lines. In fact, a group of independent SV8000 servers can be networked to handle up to 200,000 extensions. This unique expansion capability is essential in large businesses where geographic, technical and commercial change is continuous and with new offices and departments constantly emerging, growing and integrating.

Migration and networking
The SV8000 Series can network with your existing NEC and third party systems, so IP technology can be introduced gradually to protect existing investments.

Open interfaces
The system is also future proof. It uses a state-of-the art open interface so new services and applications can be easily integrated - no matter how fast technology advances.

Reduce operating costs

Converged network
The SV8000 Series provides converged communications – data, multimedia and voice over one network, which means just one set of wiring costs. One network also consolidates traffic onto existing circuits, which allows you to leverage bandwidth and software applications. It provides a single, common management system for networked systems, and can reduce long distance/internal toll charges.

Server-based architecture
The SV8000 Series includes modular core and optional hardware and software components – all of which are server-based, so it fits seamlessly into your IT environment. The heart of the system is the IP communication server, which is based on a true Client-Server design that does not require the purchase of traditional hardware to support analogue stations or trunk circuits.

Central management
The SV8000 Series peripheral devices enable you to manage equipment in branch offices from one central location or from any web-enabled workstation. This eliminates the need for local network management staff and therefore reduces the total cost of network ownership.

Distributed office
A distributed office location environment reduces the operating expenses incurred in managing disparate equipment by consolidating them into one system. Staff can work remotely (on the road or at home) with access to all corporate voice and data resources; all of which means that you can increase your labor pool without the cost of adding office space.

Improve business continuity

High availability
The SV8000 Series offers unparalleled reliability and continues NEC's reputation for quality. The SV8000 Series is ideal for mission-critical situations such as defense, government and 24hr services. Advanced fault diagnosis, uninterruptible power supply, remote telephony survivability, clustered survivability, and many other fail-over capabilities all ensure the best availability and operational continuity in the industry.

Voice quality
High voice quality is achieved by optimizing specific functions in hardware and software. The high performance of the line-echo cancellation eliminates echo signals. Quality of Service parameters prioritize voice traffic and, depending on the individual communication channel, the appropriate voice volume level is automatically and centrally managed by the server.

Security
The SV8000 Series provides secure communications, including voice encryption, a variety of authentication methods, detailed audit logging, data integrity services and bandwidth management services.

The growing trend
Five years ago less than 10% of new telephone lines were IP or IP-enabled. Since then that proportion has grown to 90%.

Energy savings
Power consumption is less than any conventional enterprise communication platform or PBX system thanks to the SV8000 Series' state-of-the-art design.

Unified Communications

Powerful applications that improve business processes

NEC understands that today's businesses are looking for new ways to manage change more efficiently and retain customers through high quality service. The suite of powerful applications supported by SV8000 Series includes:

• Microsoft's® Office Communications Server (OCS)
• Management applications
• Personal communications environments
• Contact center tools
• Voicemail and Unified Messaging
• Cost control tools
• Advanced operator consoles
• IP multimedia softphone
• Virtual PC architecture and VoIP

Microsoft's Office Communications Server (OCS)

This application seamlessly integrates Microsoft Office with your telephone system. It provides presence awareness within the desktop, which eliminates delays in locating people, who can then communicate in real-time via Instant Messaging, Audio and Web Collaboration as well as video-conferencing. Remote users can also take advantage without requiring Virtual Private Networking. And to keep things safe and secure, all transactions are encrypted so you can use IM services from MSN, AOL, or Yahoo!

In addition to OCS, you can also have full integration with Microsoft Exchange, which provides Unified Messaging and Outlook Voice Access to e-mail inboxes via any phone – the Auto Attendant ensures automatic call routing.

Management applications

A suite of user-friendly tools for easy communications system management, including configuration, cost reporting, budget control, and security. And because it is modular, we can assemble and design a package that fits your needs precisely.

Communication portal

Enables staff to be optimally productive wherever they choose to work – because now they can take their personal communications environment with them. They will have access to their personalized telephony and data environments via a single personal portal entry point.

Call Center

A contact center tool that supports up to 500 agents. With features such as CTI, preview and power dialing, and automated e-mail responses, agents will always be able to expertly handle customer inquiries, whether they are via the web, e-mail, telephone, voicemail or fax.

Voicemail and Unified Messaging

Powerful IP voicemail and Unified Messaging offer a solution that allows staff to receive e-mails on any phone using text-to-speech. Users can also record calls for later reference, and the intuitive visual interface helps staff prioritize messages and work more productively. And of course, the application's Unified Messaging integrates with Microsoft Outlook, Lotus Notes and Novell GroupWise.

Expense control suite

This fully web-based, modular suite of applications provides call accounting for all your voice calls including VoIP. You can set budgets for individuals, departments, projects, receive a warning when these are almost exceeded, and automatically restrict service class when a budget is exceeded.

Operator communications

A PC-based operator console enables your receptionist to provide service that is vastly superior to using an ordinary console. For example, he or she can see and answer priority callers first, see who is on hold, and create multiple queues to differentiate callers. What's more, for optimum efficiency, he or she can see the extension status before callers are transferred.

Where will you be in five years?
Almost anything is possible with our applications.
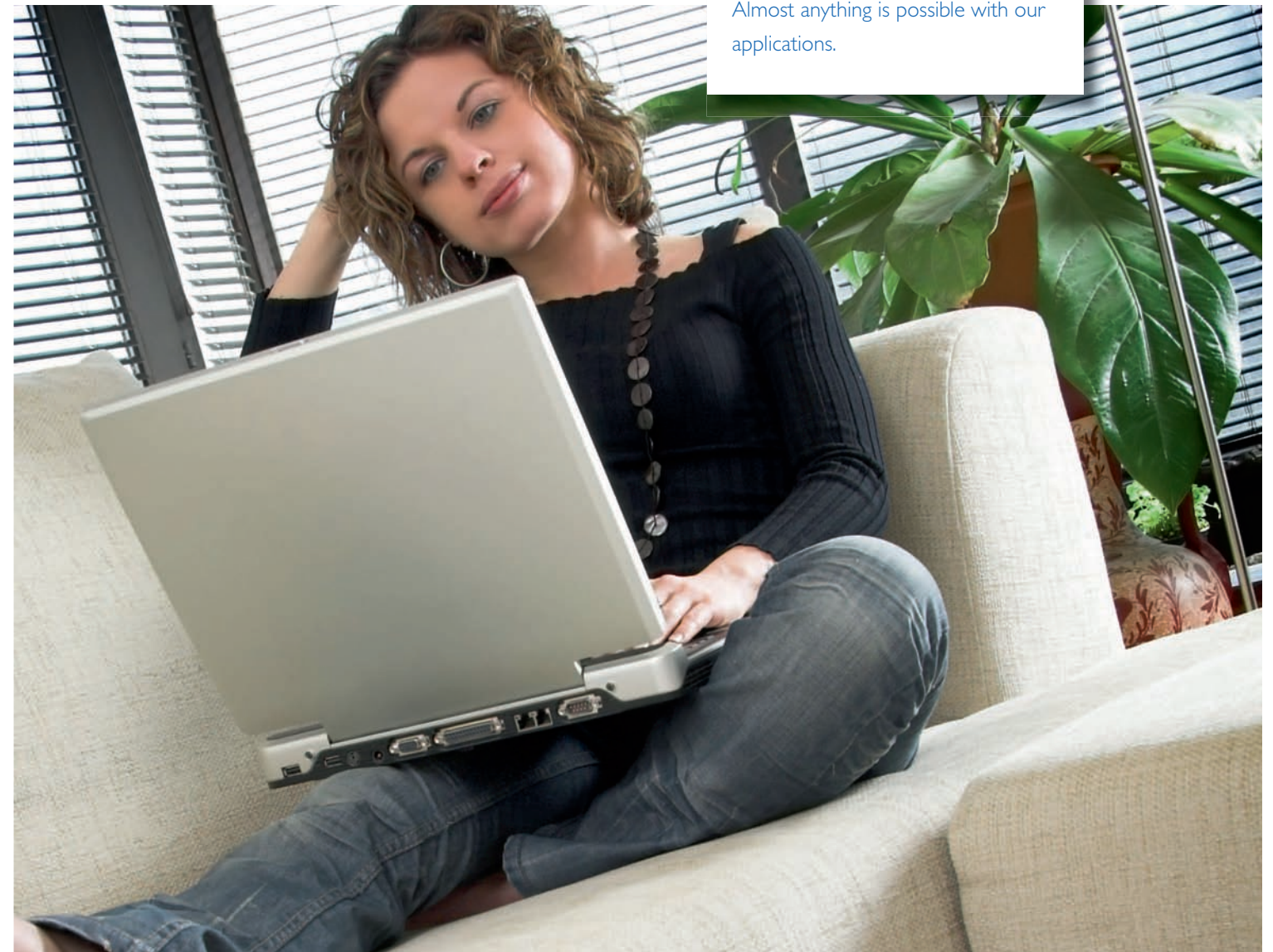
Terminals & handsets for all your staff

Terminals & handsets

The SV8000 Series supports an extensive range of multifunctional IP and digital terminals and handsets that enhance the feature capabilities offered by the system while providing the service of conventional telephones over the LAN and WAN.

Upgradeability

As business expands, so do communication needs. Terminals should be able to grow with the business. Terminal modularity allows for over 8000 combinations to personalize each terminal to meet your specific business needs. There is no need to replace the entire terminal if you need new features. Instead, your initial investment is protected, and the terminal can be upgraded at minimal cost.

Make an impact on your business today.

XML open interface support on IP terminals

XML open interface support enables developers to create displayable and accessible applications via NEC's IP terminals. The XML interface provides the user a way to integrate additional productivity tools on the desktop and improve efficiency. Applications such as calendar links, wallboards, call directories and countless others can be displayed through a terminal's LCD through the open XML interface.

IP DECT handsets

These handsets provide staff mobility with all the proven benefits of DECT technology such as seamless handover between radio cells, crystal clear voice transmission and secure encryption with no added wiring costs for installation.

VoWLAN terminals

These are components within NEC's third generation Wireless LAN (WLAN) communications solution: UNIVERGE Assured Mobility™. This solution comprises wireless controllers, access points, network management software, applications, and user devices such as the MH250 wireless IP phone.

Why UNIVERGE360?

The speed of business today is accelerating the need for increasingly rapid decision-making and faster customer responsiveness. But because of the number of different communications devices and the growth of information 'pockets', accessing people and information is more complex than ever. In addition, the mobility of employees and their changing work habits makes reaching them especially challenging.

UNIVERGE360 solves these problems by uniting all communication devices and the information within them – keeping everyone in the loop.

Services
NEC offers an extensive portfolio of Services via sales organizations and partners which include consultancy and sytems integration. For an overview of how your individual enterprise can benefit, contact you local consultant.

UNIVERGE360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by uniting infrastructure, communications and business.

Empowered by Innovation   **NEC**

For more information, visit www.necunified.com

About NEC Unified Solutions, Inc. NEC Unified Solutions helps companies unify their business through innovative software, applications, development tools, and services. NEC offers a complete portfolio for unified communications, wireless, voice, data and managed services, as well as systems integration and application development. NEC Unified Solutions, a wholly owned subsidiary of NEC Corporation of America, serves Fortune 1000, as well as small to mid-sized businesses across the globe in vertical markets such as hospitality, education, government and healthcare. For more information, visit www.necunified.com.

188607 | v.02.29.08