UNIVERGE 3C™

REDEFINING ENTERPRISE COMMUNICATIONS

NEW ENHANCED VERSION

REDEFINING ENTERPRISE COMMUNICATIONS

The need to be more competitive drives organizations to change their way of working.

CREATING CONNECTED EXPERIENCES

Organizations using technology in traditional ways cannot respond to the rising expectations of customers, employees and partners for shorter response times and higher service levels. That's why smart enterprises are adopting digital workplace strategies to create rich and connected Customer and Employee Experiences, through anywhere and anytime, frictionless, personalized and meaningful interaction.

EMPOWER EMPLOYEES TO WORK AS ONE TEAM

That's why NEC has developed UNIVERGE 3C™ – powerful and innovative IP telephony, Unified Communications and Collaboration software brought together in a single solution that operates in a dynamic delivery model across premises, cloud or hybrid environments.

Maximize the performance of your workforce and make them more responsive to business. Make customer contact welcoming and well-informed. Enable your teams to work together frictionlessly in real time, with co-workers, customers and suppliers.

FULLY ALIGNED WITH YOUR IT STRATEGY

UNIVERGE 3C™ easily slots into your IT architecture and replaces your traditional IP PBX system. Based on open standards, it is data center ready and can be fully virtualized on premises or in the cloud.

Simple, affordable and flexible, it makes installation, management and maintenance of your communications system as easy as can be and works with popular IP phones and SIP trunks.

COLLABORATE WITH UNIQUE FLEXIBILITY

UNIVERGE 3C is unique in its flexible utilization of resources and licences. A company with e.g. 50 licences can use these either for one single meeting or 5 meetings of 10 participants. Resources are reserved the moment the host schedules a meeting.
> **Voice and video** is completely web based. So no costs at all for the public network.
> **External parties can join** a web meeting and do NOT have to download any application. A web browser will do.
> Web meetings can be **recorded and published to play back** at a later stage.
> Managing collaboration meetings can be done via a **Web interface** or via Microsoft® Outlook®

FLEXIBLE AND FRICTIONLESS DEPLOYMENT

NEC UNIVERGE 3C provides a complete suite of Unified Communications & Collaboration (UC&C) with full telephony applications in a flexible deployment model at a ground-breaking cost point. Easy installation and easy integration of applications makes it extremely smooth for organizations to migrate to.

USER CENTRIC CLIENTS PROVIDE ACCESS FROM VIRTUALLY ANYWHERE

UNIVERGE 3C can run on general purpose servers of your choice alongside other mission-critical applications on a network as well as on any existing network infrastructure.

COLLABORATION   UC CLIENTS   RECEPTIONIST   MOBILITY   CONTACT CENTER   VERTICAL APPS

USER BASED SERVICES | WEB SERVICES | APPLICATION SERVICES | PRESENCE SERVICES

UNIFIED COMMUNICATIONS & COLLABORATION   CUSTOMER CONTACT   MARKET SECTOR APPLICATIONS

SIP SUPPORT | VIRTUALIZATION SUPPORT | IT INFRASTRUCTURE SUPPORT | MEDIA SUPPORT

A WIDE ARRAY OF CONNECTION OPTIONS ALLOW YOU TO TAILOR YOUR ORGANIZATIONAL NEEDS

DATA CENTERS   (S)IP PHONES   SOFTPHONES   MOBILE DEVICES   VIDEO   SIP CARRIERS

COMPREHENSIVE UC&C
CONNECT, COMMUNICATE, COLLABORATE

UNIVERGE 3C's comprehensive user-centric communication and collaboration features are integrated into a single robust UC Client. These include:

Smart Directory view of all contacts, their phone numbers and their availability within the enterprise.

Rich Presence allows to identify users' availability based on phone status as well as calendar information and contact them on their preferred device.

Single Number/Mailbox enables a single phone number for multiple devices like smartphone and desktop terminal to distribute to all contacts and combine mobile and office phone messages into a single mailbox.

MS Office **Outlook® Integration** synchronizes meeting calendars and contact groups.

An **intuitive speech interface** enables to manage calendar and contacts, dial contacts by stating their name, and perform hands-free call transfer.

Audio Conferencing enables users to set up multi-party conferences quickly.

Instant Messaging/Chat provides a less intrusive alternative to phone or video.

Customized Interactive Voice Response (IVR) enables callers to retrieve information automatically.

Automated Attendant provides 24x7 call routing incl. speech interface or DTMF.

Interactive Call Screening is a virtual personal assistant, which announces a caller and lets users choose to accept, acknowledge or transfer the call.

External parties can join a web meeting and do NOT have to download any application. A web browser will do.

Softphone functionality allows employees to use their computers or mobile devices to initiate/receive/forward calls.

Desktop Video Conferencing allows users to easily set up video conferences.

Collaboration includes multiple-party video display, presentation/file sharing, whiteboarding and remote controls.

Call Recording can be done on demand or using preset automation.

Contact Center and Operator Attendant guides callers, webchats and emails to the best suited employee, reducing wait time and improving staff motivation.

Federated Networks - Federation is supported between UNIVERGE 3C sites and also between UNIVERGE 3C and Skype® for Business. It allows sharing of Presence information and enables chat with colleagues.

VIDEO

TEAM

AUDIO

WEB

TEAM COLLABORATION

HELPS YOUR TEAMS REACH THEIR
FULL POTENTIAL WITH VIDEO CHAT AND
CONFERENCING, FILE AND SCREEN SHARING,
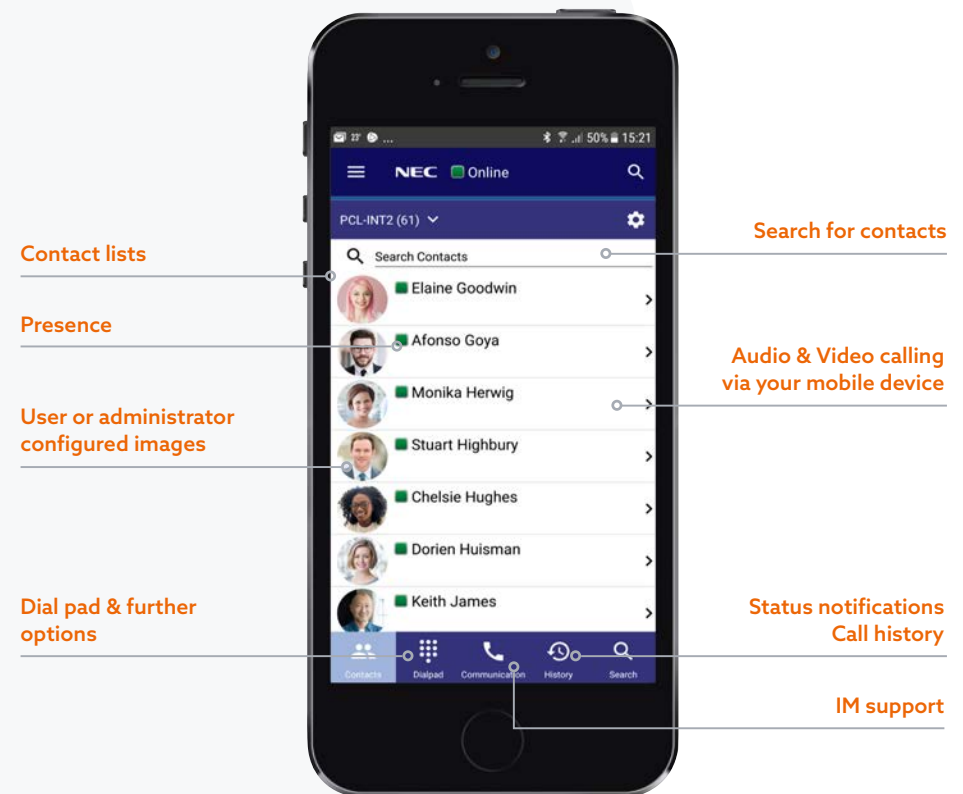RECORDING, WHITE BOARDING AND MORE

MOBILE UC FOR WORKERS ANYWHERE, ANYTIME

FREEDOM TO MOVE WITH SMART MOBILITY

In today's flexible and fast-moving business environment, employees are never in one place for very long. They can be at the office, between appointments, on business travel or working from home or in a cafe. UNIVERGE 3C's mobility solutions enable workers to stay connected and productive from any location.

With adaptive clients that operate consistently across smartphones, tablets, and PCs, UNIVERGE 3C enables anywhere, anytime access for increased efficiency and productivity and supports call control and UC features for mobile and remote workers.

> UNIVERGE 3C's **User Centric architecture** makes individuals reachable on multiple devices, with calls being delivered on the device(s) of their choice. Instant Messages are distributed to any of their device(s) supporting that type of media. A user's Presence status is collected across all his/her devices and shared with colleagues as one aggregated status.

> **The UC Client works** on a wide variety of mobile devices, tablets and laptops, to provide access to all features from any location at any time. Apple®, Windows® and Android™ operating systems are all supported.

> **UNIVERGE 3C's softphone** turns a PC into a virtual business telephone. It works remotely without a Virtual Private Network, allowing travelers to take their phone extensions with them and work from any location.

> **Wireless LAN and IP DECT** telephones are supported to ensure that important calls are never missed while people are on the move.

Contact lists

Presence

User or administrator configured images

Dial pad & further options

Search for contacts

Audio & Video calling via your mobile device

Status notifications
Call history

IM support

ON THE ROAD
SMARTPHONE LIKE YOUR DESK PHONE

Treat your smartphone like your desk phone with 3c Mobile Client. Enjoy the UNIVERGE 3C system features while you're on the move.

> Remain contactable through **one telephone number**
> **Access system features** (incl. e.g. Call Transfer) on the move
> Take advantage of UNIVERGE 3C's **call recording capabilities** on your mobile

ON YOUR PREMISES
ALWAYS STAY CONNECTED

UNIVERGE 3C's IP DECT portfolio includes the ultimate devices for voice, text messaging and in-house mobility providing:

> Excellent voice communication with crystal clear speech
> Loudspeaker & hands-free support
> Seamless handover and roaming
> High security with DECT authentication
> Seamless integration with NEC communication servers

SMART MOBILITY

COMMUNICATE ANYWHERE, ANYTIME

THE RISE OF THE
THE REMOTE WORKER

Productivity, cost savings and greater flexibility for your workforce. Just some of the reasons working remote has increased by 20% in the last 10 years. UNIVERGE 3C™ provides highly cost-effective video and collaboration solutions which work seamlessly within your IT environment.

MEET FACE-TO-FACE
SMART COLLABORATION AND MORE

Collaborating isn't just about sharing ideas, but also learning more about each other and making meaningful connections within a digital workplace. Users are able to quickly set up audio and video conferences between two or more PCs or Apple®/Android™ devices from anywhere with an internet and VPN or LAN for secure connectivity. Besides video and audio conferencing functionality, PC users can work collectively with screen and document sharing. It's also ideal for live software demos and presentation slideshows.

> **Video conferencing, document & screen sharing**
> **Presence** – see the status of your colleagues
> **Deskphone control** – for slicker call control, speed dials & more

MAKE IT SIMPLE
IF FEATURES AREN'T INSTANT AND INTUITIVE THEY SIMPLY DON'T GET USED

ADVANCED CONTACT SOLUTIONS

FOR DEMANDING CUSTOMERS

Today's customers expect to communicate with your business in their own time in whatever way they choose. UNIVERGE 3C™ empowers organizations to better engage and interact with customers, making each interaction quick, easy and effective.

MAKE YOUR COMPANY EASY TO DO BUSINESS WITH

Capture your website visitors by enabling them to chat and call your organization in real time and with a single click. Build stronger relationships by connecting with customers on their channel of choice. Enable your agents to see all communication with a customer in one place, avoiding customers having to repeat themselves.

EXPLOIT OMNI-CHANNEL POWER

Supporting multiple customer touchpoints, the multi-channel environment handles email, live Webchat, WhatsApp and voice via a single interface. Voice calls, emails and webchats are routed to the best suited agent, reducing wait times and improving customer satisfaction and staff motivation.

UNIVERGE 3C'S SMART CONTACT CENTER

4 Ways to transform your customer contact

> **Ensure Multimedia Customer Engagement** – A single contact point for efficient multi-channel personalized interaction via phone, Webchat, WhatsApp or email including multimedia queuing.

> **Improve your customer service** – Skills-based routing means callers experience quicker, more efficient service. With callback customers don't have to wait in queue, reducing call abandonment.

> **Measure and manage your team** – Real-time dashboard and customized reporting provide important optimization metrics to manage staffing and service levels.

> **Motivate your team** – Dynamic wallboards encourage healthy competition between agents. Customer interaction history ensures smooth conversations and a more personal connection.

INNOVATION THAT FITS YOUR IT ARCHITECTURE

FULLY ALIGNED WITH YOUR CLOUD STRATEGY

UNIVERGE 3C is designed to be embedded in today's IT architectures meeting all the needs for operational efficiency, security and IT governance. UNIVERGE 3C combines with other solutions, such as thin clients, FT servers and SDN technologies to provide Highly Available UC and Smart Virtual Workspaces.

DYNAMIC DELIVERY ACROSS DATA CENTERS AND CLOUD

UNIVERGE 3C aligns with IT strategies to virtualize business communication and collaboration services – whether deployed in a data center, spread across an organization at different sites or hosted in the cloud. Virtualization (Hyper-V® and VMware®) reduces hardware and energy consumption.

NATIVE SURVIVABILITY AND CONTINUITY

UNIVERGE 3C can be deployed on multiple servers or virtual machines across a network and operates as one single system, sharing a common, single database. Each server supports up to 6.000 ports, while up to 20 nodes can be deployed in a network. When accommodating for 50% failover capacity, the capacity of such a redundant network is 60.000 ports. The servers act in an Active/Active mode – reducing the impact of a system failure and supporting geographic redundancy.

UNMATCHED RELIABILITY AND SECURITY MITIGATE RISKS

NEC understands the mission-critical nature of communications. UNIVERGE 3C delivers continuous availability and disaster recovery with unmatched security, scalability, interoperability and reliability. With security and risk mitigation top-of-mind, UNIVERGE 3C deploys latest encryption and security protocols. With HTTPS connectivity for UC Clients and SIP connectivity including SRTP and TLS protocols, your communications are fully secure.

CLOUD READY

DRIVING DIGITAL TRANSFORMATION

BY SEAMLESS INTEGRATION IN
DATA CENTERS AND THE CLOUD

COMMUNICATIONS MADE EASY

BUSINESS MADE SMARTER

The unique single software application is a key element in NEC's strategy towards empowering smart enterprises and will:

ORCHESTRATE YOUR COMMUNICATIONS

The ability to view the status of other colleagues is a great time saver, avoiding unnecessary call transfers or voicemail tags. It makes managing and working with remote employees easier than ever. Customize your status and prevent any annoying disturbances by orchestrating all communications in the manner and to the device of your choice.

INTEGRATE WORKFLOWS

UNIVERGE 3C's conferencing is simple to use and can be easily launched through the web client with a few mouse clicks and used for a wide variety of everyday communication needs. Making virtual meetings part of regular workflows drives better and faster results at lower cost.

EMPOWER YOUR TEAMS

Get more done with intuitive team messaging and collaboration. Give teams the freedom to get out of their email inbox and build stronger internal and customer connections with effective real-time messaging, video calling, file sharing, tasks, and more. Team collaboration makes work so much more productive.

PROVIDE LONG TERM VALUE

Not only will UNIVERGE 3C reduce communication and travel costs, its flexible deployment options and licence structure enables pay-per-use models and offers full flexibility to scale up as your organization develops.

NEC's Software Assurance guarantees your business is always up to date with the latest UNIVERGE 3C software release so you'll never have to worry about unforeseen expenditures, while its innovative capabilities provide long term value to your organization as a whole.

EASY TO MANAGE

UNIVERGE 3C provides a comprehensive tool set to manage, maintain and monitor your organization's system with an easy-to-use GUI (client or web). Different privileges can be set for administrators and Moves, Adds and Changes are done easily via a web browser. Flexible number planning, rights-based security and Class-of-Service profiles are just some of its features.

MANAGEMENT & REPORTING

Powerful reporting analyzes call performance, call volume and resource usage. Optional applications, such as call accounting, billing, invoicing, mobile management, budget control and asset management provide an extremely effective way to lower costs and increase management efficiencies in daily operations.

Software-based user licencing grants access to all capabilities without additional costs. This allows for easy coordination of all devices (IP, video, conference, home or office phones and mobile devices) connected to a user. Keeping your system up to date is a matter of simply upgrading the single platform. And with NEC's Software Assurance programme, you will receive upgrades free of charge.

UNIVERGE 3C™

CONNECT. COMMUNICATE.
COLLABORATE.

NEC

BUSINESS PHONES FOR EVERY WORK ENVIRONMENT

UNIVERGE 3C™ supports a wide range of desk phones and handsets to suit and support every possible work environment.

THE ULTIMATE DEVICES
WIDE RANGE OF PHONES

Choose from greyscale, or colour displays and even video calling.

> **Hotdesking** – Allows handsets and desk space to be shared by a number of employees, helping to 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 adapte**r – Allows easy connection to wireless headsets

> **Directories** – Personal, system and corporate directories available

Mono: Easy call control from the office

8-line Key Module / 60-line DSS Console

Colour: Easy call control from the office, remote or home-based working, hot-desking

Video Telephone

DECT handsets: for any working environment

UNIVERGE 3C™ AT A GLANCE

WELCOME TO NOW!

- POWERFUL UC&C SOFTWARE SERVICES PLATFORM

- OPERATES ACROSS PREMISES, CLOUD OR HYBRID ENVIRONMENTS

- ENABLES ALL FORMS OF COMMUNICATION (AUDIO, VIDEO, INSTANT MESSAGING, EMAIL, VOICEMAIL, WEB COLLABORATION)

- DISTRIBUTED SOLUTION THAT CAN BE DEPLOYED ON MULTIPLE SERVERS OR VIRTUAL MACHINES, SHARING A COMMON DATABASE

- HIGHLY RELIABLE ARCHITECTURE ENSURES BUSINESS CONTINUITY

- INTEGRATES COMMUNICATIONS INTO BUSINESS PROCESSES

- EASY TO INSTALL, MANAGE, UPGRADE AND SUPPORT

- A NATURAL FIT INTO ENTERPRISE VIRTUALIZED IT INFRASTRUCTURES AND DATA CENTERS

OVER **$26 BILLION REVENUE**

75 MILLION GLOBAL USERS

125+ COUNTRIES

#1 SMB & ENTERPRISE COMMS **WORLDWIDE**

GLOBAL 100 MOST SUSTAINABLE COMPANIES IN THE WORLD (CORPORATE KNIGHTS)

LEADER IN **BIOMETRICS**

RECOGNIZED AS A LEADER BY FROST & SULLIVAN IN ENTERPRISE COMMUNICATIONS TRANSFORMATION

TOP 100 GLOBAL INNOVATORS (THOMSON REUTERS)

4,000+ CHANNEL PARTNERS

107,000 **TEAM MEMBERS** WORLDWIDE

EMEA (Europe, Middle East, Africa) – NEC Enterprise Solutions – *www.nec-enterprise.com*
Americas (US, Canada, Latin America) – NEC Corporation of America – *www.necam.com*
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Asia Pacific – NEC Asia Pacific – *www.nec.com.sg*
Corporate Headquarters (Japan) – NEC Corporation – *www.nec.com*

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.

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