UNIVERGE® SV8500

Advanced Communications for Enterprise-level Organisations

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Contents

Why choose UNIVERGE® SV8500?

The dynamics of business today demands efficient, seamless communications to enable rapid decision making and customer responsiveness.

To succeed at this accelerated level, businesses must have the right communication tools. NEC provides those businesses with the communications and networking solutions that enable them to succeed.

NEC is uniquely positioned to help companies unify business communications and create a competitive advantage. A key component of this is Unified Communications.

The UNIVERGE® SV8500 from NEC delivers the promise of UNIVERGE®360 by putting your executives, knowledge workers, contact centre agents, operators and both mobile and remote workers at the centre of the technology.

This empowers them with effective communication externally and internally, desktop-to-desktop, by phone, email, fax, wireless, instant messaging or chat via your website.

UNIVERGE®360

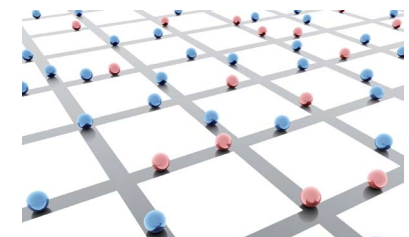UNIVERGE®360 offers a Unified Communication model that identifies empowerment, efficiency and cost reduction.

Unified Business (Empowerment)

Unified Communications (Efficiency)

Unified Infrastructure (Innovative Savings)

Why choose NEC?

- A leading global enterprise telephony solution provider

- Empowering our customers through over 100 years of experience in IT and networking

- Spanning the full spectrum of ICT products and solutions

- Investing over 2,7 billion Euro in research and development every year

- The only global company in the world's top 5 in both computers and communications

- A reliable, stable partner with the mission to realise an information society, friendly to humans and the earth

- Stimulates and adheres to open standards, ensuring optimal flexibility

- An evolutionary approach towards new technologies, protecting existing investments to the maximum

- A user-centric approach, placing people at the centre of communication

- Solutions that are environmentally friendly and low in energy consumption

- A front runner in mobile technology and solutions

- Extensive experience and expertise in providing UC solutions, including advanced Microsoft® application integration

Unifying the enterprise, empowered by UNIVERGE®360

The need to be more competitive and efficient is driving organisations to change the way their people communicate and collaborate.

Our goal is to connect employees with others and with the information they need. This allows them to make faster, better-informed decisions from anywhere, at any time.

UNIVERGE®360 is NEC's approach of putting people at the centre of communications. Based on role-enabled communication, UNIVERGE®360 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, empowerment and competiveness.

"It's not about wires and handsets – it's all about empowering people with applications that help them do their jobs better"
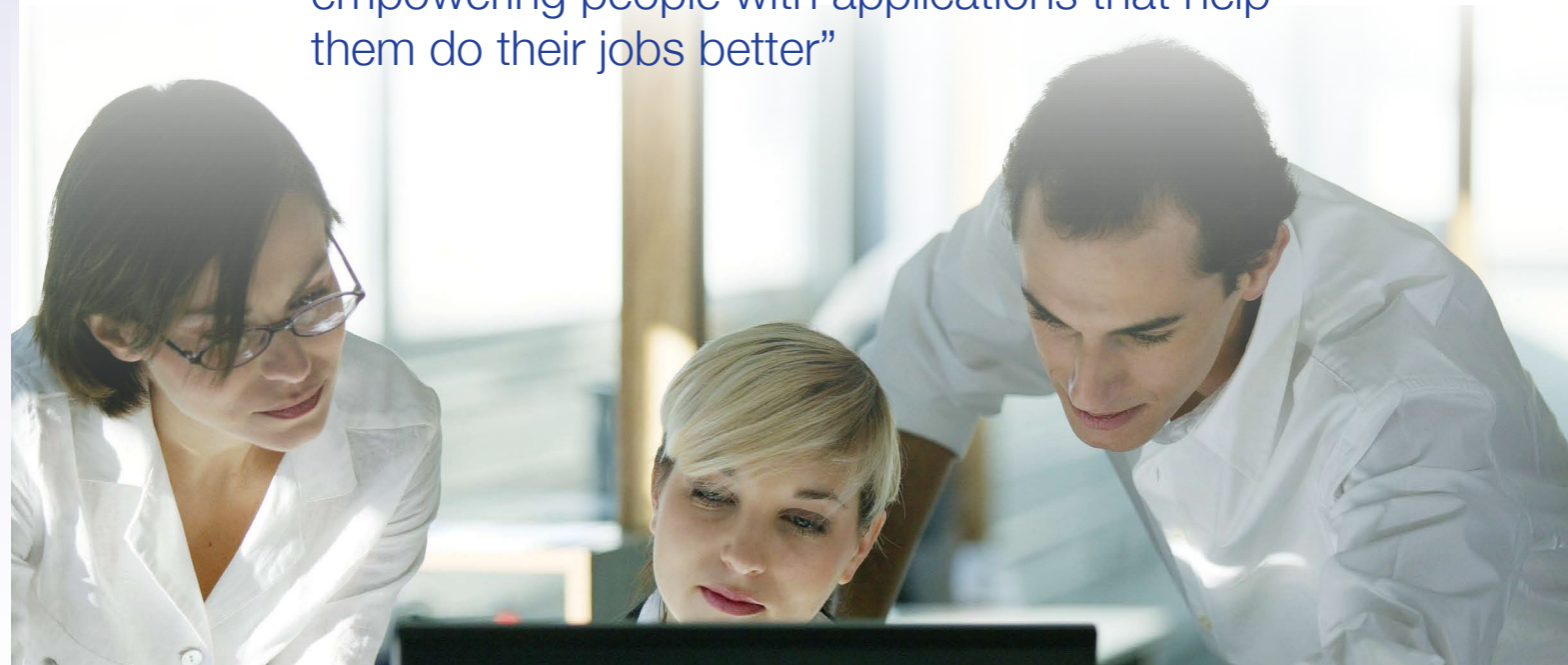
UNIVERGE® SV8500 Communication Server

UNIVERGE® SV8500 is a powerful Unified Communications engine and a key component of NEC's UNIVERGE®360 architecture, supporting the widest range of state-of-the-art applications that enable you to implement your business strategies.

- Empower your employees to do more, faster, easier

- Enhances customer responsiveness

- Encourages teamwork

- Support your increasingly mobile workforce

The UNIVERGE® SV8500 is designed to easily and efficiently scale to meet the needs of the largest enterprises. The reliable and energy-efficient solution can support up to 192,000 ports in a networked environment, providing voice, Unified Communications and mobility solutions for potentially tens of thousands of users.

The SV8500 is the premier IP communications server offering an extensive IP feature set in a flexible, scalable, secure package. The system facilitates NEC's desktop productivity suites to deliver Unified Communications, fixed mobile convergence and advanced collaboration, exploiting rich presence, mobility, instant messaging, operator console, click-to-call, unified messaging and conferencing. Besides these applications the system supports the full range of NEC endpoints.
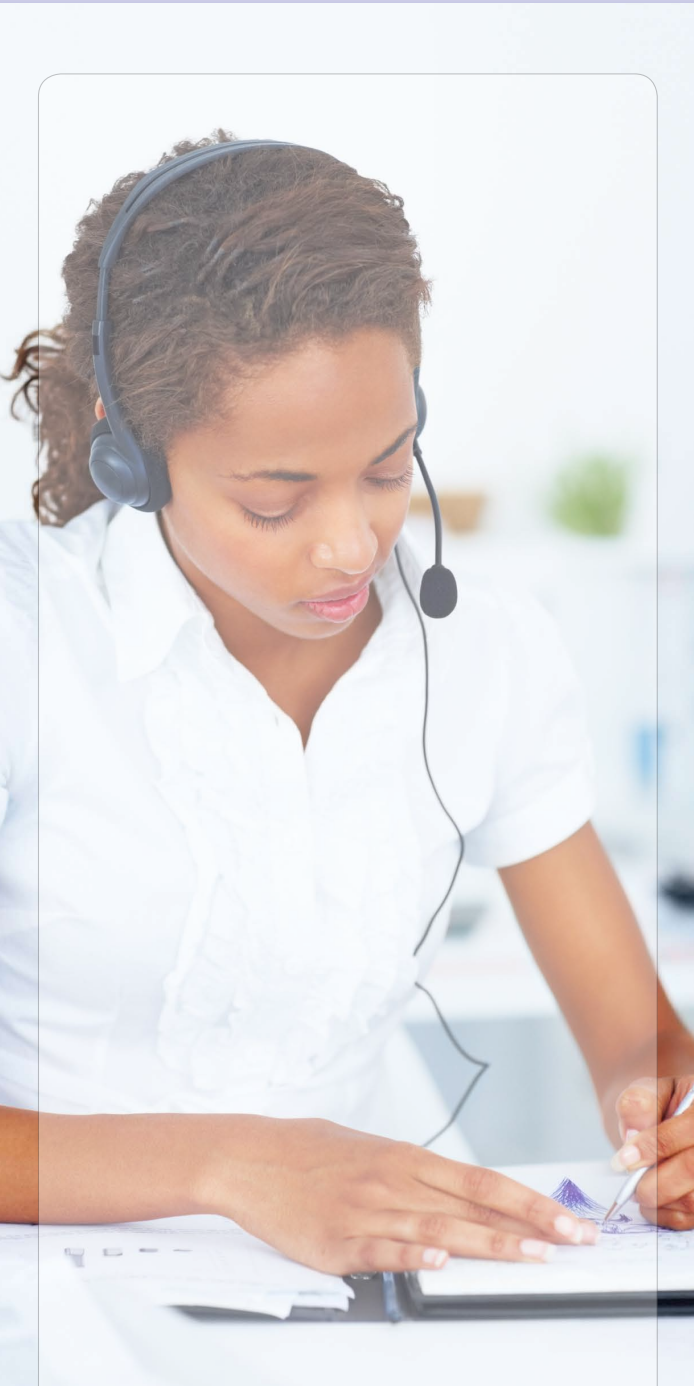
At a glance

- Premier IP communications solution

- 19-inch stackable chassis architecture

- Supports up to 4,000 endpoints in a single system

- Wired and wireless extensions

- Advanced UC solutions

- Delivering on NEC's green initiative

- Safeguards customers' investments

UNIVERGE® SV8500 server
19-inch

Ensuring business continuity

Highest reliability

The architecture of the SV8500 is ideal for mission-critical situations and ensures highest availability and business continuity. Besides its flash drive technology for system reliability with a very high MTBF, it provides IP fail-over for stations and trunking, clustered survivability, power failure transfer and call routing for 'self-healing' networks. Advanced fault diagnosis, error-correcting memory, and component redundancy with hot standby all add to the high availability and operational continuity provided.

Secure communications

In addition to providing high availability, the SV8500 offers users a highly secure system, with advanced end-to-end encryption on voice and signalling streams as well as authentication and authorisation. Physically separated interfaces for management and signalling add to the security of the solution.

"It provides power failure transfer and call routing for 'self-healing' networks"

Business process integration

UNIVERGE® SV8500 provides open interfaces for integration with business applications providing significantly enhanced communications efficiency in a software-based SOA environment.

In the Unified Communications environment, bespoke applications can be developed with NEC's Application Programming Interfaces for SIP, real-time call control, SOAP call control, SOAP information and TAPI. Standards and devices supported include SIP-enabled devices, LDAP-compliant databases, Java and XML, Managed data network infrastructures and UC solutions such as UC for Business and Microsoft® OCS.

Vertical business solutions

Nowhere is business process integration more visible than in NEC's dominance of particular vertical markets. In key vertical accounts such as Healthcare, Government, Education, Hospitality, Industry, Services and Retail, NEC offers a dedicated team of experts to craft cost-effective solutions.

Powerful networking and easy migration

The SV8500 provides the most advanced IP communications, including voice, data and multimedia, over one network. Branches or remote locations can be seamlessly linked to share resources and features through peer-to-peer connectivity.

Multiple UNIVERGE® SV8500 servers can be networked to provide voice, Unified Communications and mobility solutions for tens of thousands of users. A geographically distributed unified system with a single 'image' can be created by using NEC's UNIVERGE® MA4000 Management System to ensure application integration, feature transparency and survivability in the event of network failures.

Migration protects investments

The SV8500's interoperability protects investment in earlier NEC products. Using both FCCS (Fusion) and CCIS networking for seamless integration, the SV8500 can be networked with other NEC products, including the NEAX 2000, the SV7000 and the SV8300.

Thanks to the ability to accommodate for existing systems such as SV7000 and/or NEAX 2400 systems, the UNIVERGE® SV8500 provides existing customers with an excellent growth path to full IP.

Existing customers with NEC's legacy systems will also experience minimal impact to the organisation when migrating to the SV8500, thanks to the use of familiar features and programming, avoiding the need for additional training.

Migrating to the SV8500 gives you access to expanded features that help you become more agile, compete on a larger scale and improve customer satisfaction.

At a glance

- Powerful networking for economy and efficiency
- Up to 192,000 ports in a single network
- Support for VoIP and traditional voice
- Simplified management and reduced Total Cost of Ownership
- Interoperability protects investments
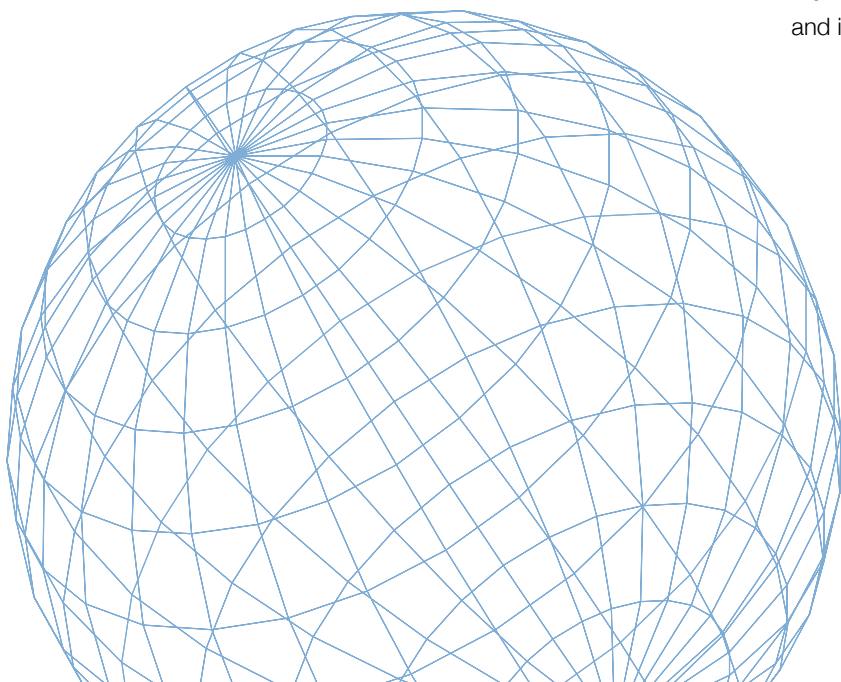
Keeping in control

- Centralised administration that integrates seamlessly

- Powerful, intuitive tools for simplified configuration and performance management

- Reliable fault management

- Advanced security through extensive controls

- Directory synchronisation

- Billing and accounting

- Cost savings

MA4000
- Unified Management

The ability to centrally manage its communication system is of strategic importance to any company, enabling an organisation to keep a firm grip on communication costs, reachability and the serviceability of its system.

Secure, easy-to-use and robust, our suite of management solutions is designed to increase overall productivity. Integrating with your current administration, IT-friendly user interfaces take the mystery out of voice system configuration and administration.

Expense control solutions enhance your organisation's efficiency and cost validation by providing the right tools to effectively manage IT operations and services. Modular architecture lets you expand system functionality, giving you the flexibility to meet special project requirements and market trends.

Web-based management is provided by the UNIVERGE® MA4000 Management System that enables users to access the system remotely through a personalised portal. Additionally, the MA4000 Expense Manager offers call accounting, asset and mobile management, billing and invoice reconciliation.

System Management
MA4000

Presence and collaboration

With organisations becoming increasingly fragmented, departments more flexible and employees more mobile, collaboration is a means of enabling them to work together, in real time, and interact efficiently and effectively with each other, with clients and suppliers. Presence is about being able to share one's availability status so everyone is aware of it and can act accordingly.

Our all-in-one Unified Communications suite helps unify an entire organisation, enabling individuals, departments and locations to work more efficiently by ensuring seamless internal and external communications. Users can connect from wherever they are via phones, PCs, mobile devices and the web effortlessly.

Offering all the advanced communications functionality you need, including call control and group information, voicemail, directory services, operator and call routing. Simple and cost-effective to deploy, three user modes – knowledge worker, operator and contact centre agent – use the same server, a single database and with a common user interface, and are managed from a central point.

Good reasons for presence and collaboration

- Unified Communications for an affordable price.

- Presence Reporting allows managers to monitor activity of their team, helping to enhance employee performance.

- Simplified call handling - users manage all their communications from their desktop.

- Easily customised for individual company requirements

- Treat the mobile and the desk phone as a single device, using one number.

- Very easy to use and hardly requires any end-user training. One intuitive user interface shows the relevant items on the screen, depending on your role.

- Contact Centre's can create a consistent customer experience with a single point of contact for voice calls and emails.
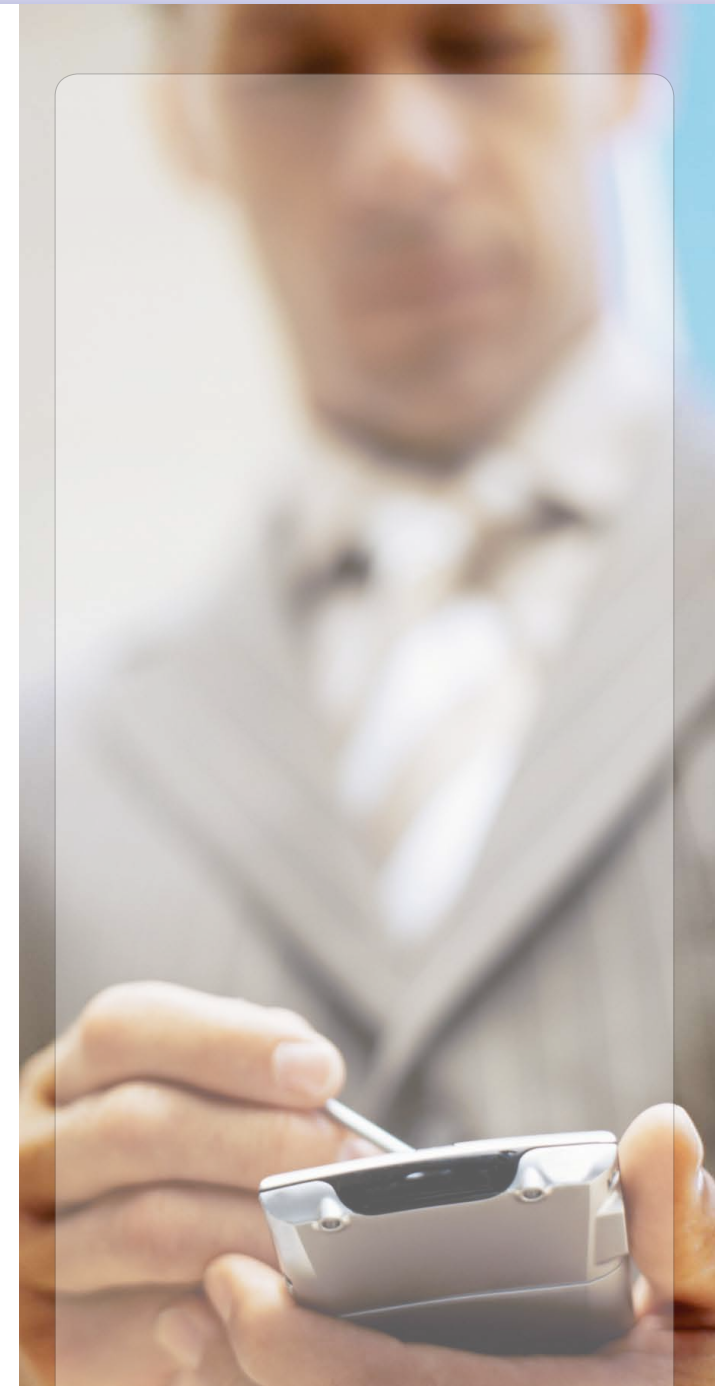
Mobile UC

NEC's mobility application UCB Executive Mobile provides you with advanced UC functionality on the one communications device you always carry with you - your mobile smart phone. It allows you to always be in control of your communications, even when you're out of the office.

This includes access to your landline information via your smart phone, so you can see at a glance who has called your desk phone. It enables you to scroll through your messages listed by name, select the ones you want to hear and listen to them at the press of a button. It also provides you with access to the Corporate Contact Directory to find any number you need, whether it's for a colleague or a customer.

Presence on the move

Presence functionality enables you to see whether your colleagues are at their desk before you call them or when they're set to return. You request a "call me," dial them, or send an SMS. Additionally, you can remotely control your own presence availability information.

Increased reachability

Whether you're in or out of the office, NEC allows you to remain contactable on one number, no matter the device you are using. Callers will no longer need to leave messages for you, get transferred to a colleague or call multiple numbers hoping to catch you as you're on the move.

"Enjoy high quality voice communications and directory access, as if you were at the office"

True Business Mobility

Our Business Mobility portfolio offers a wide variety of handsets to suit every requirement. They support the ever growing demand for mobility, flexibility and efficiency, and fulfil the needs of mobile users, ranging from basic telephony up to feature-rich voice and messaging facilities in an office environment.

For potentially demanding environments such as industrial areas, warehousing, retail and hospitals the robust I755 handset is available to fulfil the specific requirements in these organisations, while our small M155 Messenger is ideal for healthcare and hospitality and can be used to send and receive alarms and messages as well as support voice communications.

The SV8500 also offers Voice over WLAN, with a dedicated WLAN handset and Access Points to guarantee high quality voice and integration. By adding Business Mobility WLAN, employees enjoy wireless mobility and wireless data access everywhere it is required.

Good reasons for Business Mobility

- Makes employees more reachable

- Increases customer service levels

- Drastically reduces mobile phone costs

- Fully integrated with SV8500 features

- Wide range of handsets for all user types and environments

- Powerful text messaging and alarms enable quicker responses

- Future-proof investment

- Unified Communications – shared corporate directory access, plus excellent Presence feature

C124 DECT
- Cost effective entry-level DECT

G355 DECT
- Ideal for the demanding office user

G955 DECT
- Advanced voice and messaging features

I755 DECT
- Ideal for industrial or demanding environments

M155 Messenger DECT
- Wristwatch design ideal for healthcare & hospitality

MH150 WiFi Handset
- Seamless wireless roaming in multiplie business environments

Full range of handsets

The UNIVERGE® DT700/ DT300 series, with their extensive feature set, XML application support, and revolutionary modular design.

NEC's innovative desktop handset design is intended to deliver maximum deployment flexibility. Modularity allows for multiple combinations to fit any business niche or personalisation requirement.

From the front desk, to the conference room, to knowledge workers who spend all day on the phone, to remote workers and executives, NEC offers options for all your business needs.

Good reasons to choose UNIVERGE® handsets

- Modular construction - the interchangeable design provides easy and cost-effective upgrades, helping to future-proof your investment
- Customisable design - choose from a range of add-on line key modules, faceplates, LCDs, keypads and even printable side panels
- Customisable function keys - can be adapted to the exact individual requirements of a business
- User-friendly interface - little or no staff training required
- Unique Bluetooth handset option – provides wireless freedom from a desk, also links with Bluetooth headsets and PDAs

DT310 Digital / DT710 IP Handset
- Economical entry-level desk phone

DT330 Digital / DT730 IP Handset
- Versatile handset with XML Open Interface capabilities*

DT330 Digital / DT730 LCD IP Handset
- **Versatile handset with** LCD function screen **& XML Open Interface capabilities***

Bluetooth Handset
- Optional handset for DT330 with class 1 Bluetooth and 50 metre range

DT750 IP Handset
- Advanced handset with 7.5" colour touch screen LCD & XML Open Interface capabilities

*IP version only

Unique modularity

Our UNIVERGE® DT range of terminals and handsets is like no other. Their modular construction means you can chop and change the design for exact business requirements. They can then be upgraded at a later stage without having to replace them – a great investment protection.

Feature-wise, time saving features such as company directories, call history and speed dial are instantly accessible. Not only does this improve productivity, it increases customer service levels too. Top end features on the IP phones include colour touch screens and an 'XML open interface' which provides integration with Microsoft® Outlook databases and more.

• Bluetooth handset option - up to 50 metres wireless range

• Add-on 8 line keys or 60 DSS key module - ideal for receptions and Call Centres

• Choice of function keys - 12, 24 or 'Desiless' LCD

• Choice of keypads

• Choice of side panel colours with option of logo printing

YOUR LOGO HERE

Green goes hand in hand with lower TCO

NEC has always been at the forefront when it comes to technological innovations, many of which are related to environmental protection.

Our commitment to innovation drives technology developments and product portfolio improvements which, in turn, contribute to a better environment.

The SV8500 is an ecologically sound, compact system that uses 23% less power than previous generations of IP communication servers. NEC provided special attention to its environmental impact and delivered a RoHS compliant system that includes:

• Reduced air conditioning requirements for the server

• Recyclable materials and components using environmentally safe chemicals

• Elimination of lead and mercury in circuit boards

• User documentation provided in electronic format rather than on paper

Besides leading in green initiatives the reduced power consumption and environmentally-friendly components also deliver lower total cost of ownership. Customers will appreciate the organisational productivity gains the system provides, delivering savings with facilities such as multi-user voice conferencing and softphones, and comprehensive ways to control operating expenses.

UNIVERGE® SV8500 communications platform at a glance

Unified Communications
UC for Business
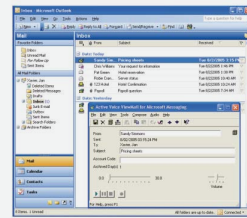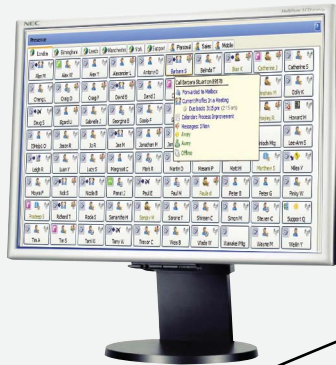
MA4000 - Systems and
Expense Management

Fixed Mobile Unified Communications

Unified Messaging
UM8500/UM4730

SP30 - softphone WLAN

UCB
Executive
Mobile

WLan
handset

DECT handsets

Digital and IP terminals
DT300/DT700 range

UNIVERGE® SV8500 server
19-inch

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Empowered by Innovation

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