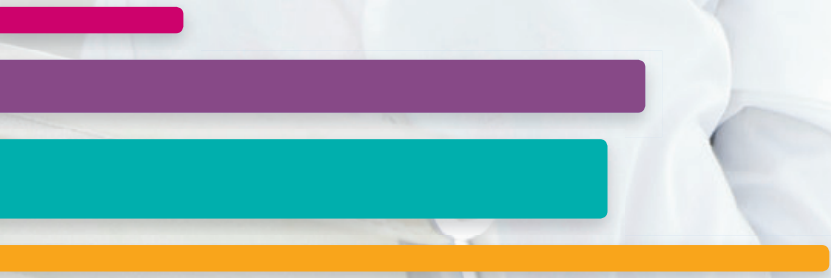


Empowered by Innovation



UNIVERGE®
SV8100

Smarter Combined Communications

www.nec-enterprise.com

"The ultimate in Unified Communications & Collaboration"

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Are your communications up to speed?

Empowered by UNIVERGE

Choosing the right communications solution can be tricky. Is it value for money? Will it increase employee productivity? And more importantly, is it a future-proof system that keeps up with technology? A tough call – especially in unpredictable economic times. If you are considering investing in your communications platform, you need to make sure the technology will stand the test of time.

Why the SV8100?

It works. You get a cost effective foundation for your investment, it's easily expanded, grows with your business, and you only pay for what you need. Desk or system phones can be upgraded and productivity and management applications added at any time.

Best of all, the SV8100 brings your team together by combining the communications of your entire workforce whether behind a desk, on the road, in the warehouse or at the branch office. The result? Communication cost savings, a more productive and customer focused workforce.

SV8100 Business Benefits:

- ✓ Reduce your communication costs
- ✓ Increase the productivity of your workforce
- ✓ Improve your service levels for happier customers



Are your communications future-proof?

Meeting the Needs from the Baby Boomer to the Millennial Workforce



“The SV8100 can grow as your business grows”

Experience scalability

The UNIVERGE® SV8100 Communication Server is a high performance, feature-rich server for both VoIP and traditional voice communications. Whatever your requirements, it can be expanded for up to 500 users without the need to upgrade the main unit.

Keep your IT simple

The SV8100 is easy to administer and maintain - great news for your IT manager! It works as either a traditional PBX or an IP enabled system and is easily upgraded and expanded, making it cost effective now and in the future.

Also, moving and adding handsets within your organization is quick and easy - simply plug the phone in wherever it's needed and it's ready to go. And if your company has multiple branches, the SV8100's Netlink feature allows resources and features to be transparently shared across the sites - another great cost saving.

Easy upgrades

- SIP technology enables
- Disaster recovery
- Easy handset upgrades
- Lower total cost of ownership

Communication on the move

Keep working, stay connected

In the office

During a working day, employees are actively in and out of meetings, moving around the office and other departments. A high quality Bluetooth handset can mean the difference between being tied to a desk and the ability to be pro-active whilst on calls, taking multi-tasking to a whole new level! Hot desking also allows handsets and desk space to be shared by a number of employees, helping keep costs down.



At the Warehouse

Communications need to be just as advanced in the warehouse as in the office... Gone are the days when an old mobile will suffice. The IP DECT solutions for the SV8100 have a variety of user-friendly features including advanced messaging, safety features like Man Down, Location Detection and Broadcast.

On Campus

Whether on campus at school, university or hospital, it's crucial that key team members remain contactable wherever they are. This saves an organisation time, increases productivity and could potentially even save lives! The mobile handsets from NEC enable seamless roaming whilst staying in touch from anywhere on campus.

On the Road

For salesmen and teleworkers, travelling to and from various business meetings, having more than one method/number for communications can be time consuming and confusing. Salespeople have to be in the know - all the time, no matter where in the world they are. Mobile Extension allows a user to be contacted on a single number, regardless if a call is taken on their desk phone or mobile.



Home working

With the SV8100, users can enjoy complete phone system functionality and connectivity from the home office with the UC Desktop Suite SP310 Softphone or an IP Desk Phone. As well as providing greater working flexibility for the individual, business benefits include the cost and time savings of travel and even the associated costs of workspace.

Mobile Extension

Treat your smartphone like your desk phone

The SV8100 Mobile Extension feature is like being in when you're out. Treat your mobile like your desk phone and enjoy system features while you're on the move. Best of all, are built into the SV8100! You can be more reachable and maintain high customer service levels at all times. Save on voicemails, save on call backs and stop playing 'telephone tennis'. What's more, you can be contacted on the same extension number.

Stay responsive

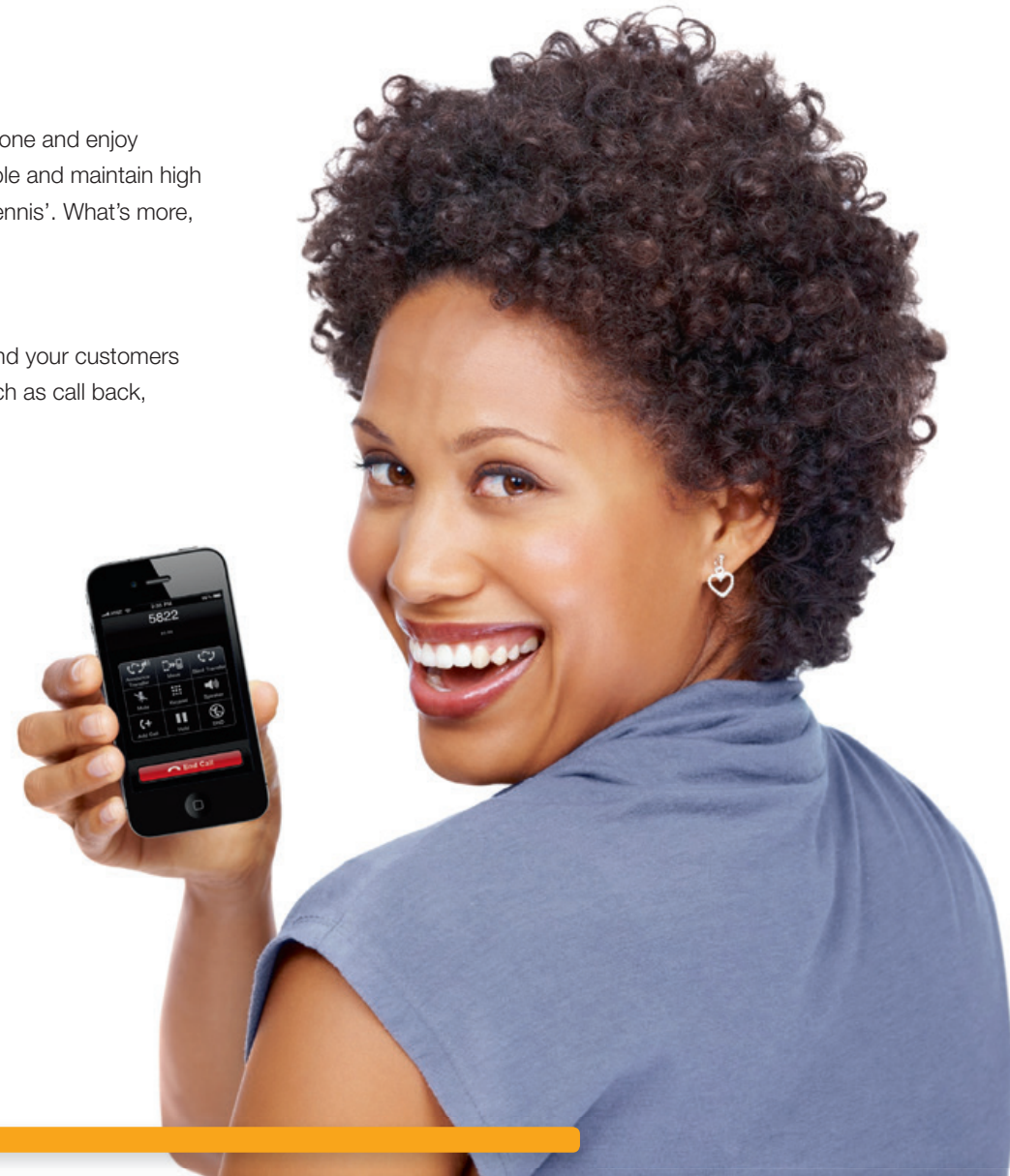
'Just call me on my extension' - Imagine having one number, which you take with you wherever you go and your customers and colleagues can reach you on it wherever you are. Enjoy many system features while on the move, such as call back, transfer and Caller ID.

Can I record?

Call recording works on Mobile Extension exactly the same as it does on a system phone, meaning even when on the move you have a record of what was said and when. Especially good for multi-tasking!

Save me some money!

Mobile Extension can work with almost any personal mobile phone, saving the considerable expense of company mobiles. The user simply dials any number via the main office, the call is then charged to the company, not the personal mobile. No more fiddly expenses to work out either!



“Mobile extension –
being in when you're out”

Business boosting applications: MyCalls

Measure, monitor and manage

Imagine your business never missing another call... Nice thought? You need MyCalls. From call management, call centre management, call recording and call activity analysis. All happening in real-time, this allows speedy response to changing conditions.

Want to ensure calls are always answered?

- Alarms can be programmed to alert a manager or an operator when a set rule is broken i.e. call unanswered for over 20 seconds.
- Detailed call logs including calls received, calls abandoned, calls waiting to be answered, calls made, staff available for calls, call length and more.
- Reporting which can be scheduled or run, including call costs, response times, staff telephone performance and levels of customer service.
- Activity Display Wallboard to ensure you can see agent activity, callers in queue, call waiting times, and can employ automatic call distribution (ACD) based on skill sets.

Want to give your agents control?

Agent Control gives your team the flexibility to log in and out of ACD queues to cope with fluctuating call traffic. Up to the minute call queue information and customisable alerts allow managers and call centre staff to see their performance in real-time, allowing staff to truly take control, have pride in their work and see the fruits of their hard work instantly!

Call Volume Chart



Single Value Outgoing Calls

Drill down function

Single Value Abandoned Calls

Single Value Incoming Calls

Want to save your call operators time?

Screen-pops speed up workflow by providing caller information even before a call is taken. These can even be transferred along with the call should a transfer be necessary - no more 'double handling' an enquiry.

Want to be covered?

Call recording gives you the peace of mind so you always prove who said what. Disputes can be resolved quickly and painlessly saving you time, money and hassle. It's also effective for training tool for your team such as sharing effective sales calls, reviewing telephone skills and more.

Business boosting applications: Business ConneCT

All your communications combined



Business ConneCT helps unify your entire organization, enabling individuals, departments and locations to work more efficiently by ensuring seamless internal and external communications. Employees can connect from wherever they are via smartphones, Desktop PCs, tablets, faxes and the web - effortlessly.

Find the expert

Know the whereabouts of everyone in your organisation, Business ConneCT provides real-time information, enabling you to locate the expert you need instantly making all the difference to the waiting time of your customers. Managers can also report on Presence, ideal for measuring productivity, KPI's and enabling effective shift or break patterns. Setting your own status means you can provide your colleagues with information of what you are doing without having to speak to each person. 'I'm in a meeting until 2:30pm'

Access all areas

Access your e-mail, voice, and fax from your e-mail application, and get direct access to the company directory.

Reduce the need to log on to multiple applications, and experience a serious increase in productivity.

Give the operator control

Make life easier for your receptionist with Business ConneCT's Operator Console application. With screen-pops, call recording, click to call and answer, single click transfers, and simple re-distribution of messages, receptionists and operators are truly empowered to answer more calls and get messages to the right people.

Cool, calm and collected contact centres

Intelligently manage all contact media types - including phone calls, voice messages, email, web chat and fax - in a single, fully integrated solution. Manage your email queues as you would with calls!

Business ConneCT Business Benefits

- A 'bird's eye view' of your colleagues status
- Get hold of the right team member first time every time
- Enhance productivity throughout your workforce

“Customer service is no longer just about phone calls”

Business boosting applications: UC Desktop Suite

Work together while you're apart

Work should be a thing you do, not a place to go. The versatile UC Desktop Suite brings remote workers together for maximum productivity. Whether on the road, working from home, at a hotel, projects no longer need to wait until 'we're all back in the office'.

Video collaboration

- It's almost like being face to face! As well as seeing and hearing colleagues in real-time, you can view, share ideas using a whiteboard or work on a PowerPoint document at the same time. Live chat can also be involved in discussions on the same screen to enhance collaboration even further.

Shared applications - Users can enjoy collaborative brainstorming using by sharing files such as Word and Powerpoint in an instant. Highlight documents, swap ideas on the communal white boards and send onscreen messages in real time. A truly unified alternative to emailing back and forth - it's like being face to face!

Screen-pops - Prompted automatically by a call, operators view Caller ID as well as customer information even before answering, transforming your customer service.

SP310 Softphone - This softphone enables complete business phone functionality from a PC desktop along with a headset. Access features such as speed-dialling, call management and speedy contact look-up - from anywhere!



Advanced operation softphone for receptionists -

PC Attendant provides a slick on-screen interface enables effortless call management including Transfer, Park and Page with the click of a mouse.

CRM Integration - The SV8100 interacts with popular contact and CRM applications as well as Microsoft® Outlook. It can connect to company databases providing instant access to customer information.

UC Desktop Suite Business Benefits

- Complete phone system functionality from anywhere
- Slicker call control
- Collaboration tools for hands on working
- Control and listen to your own voicemail

Whatever your industry...

Every industry and business environment has its own unique challenges – the SV8100 can help



Estate and Letting Agents

Communications on the move

Keeping your team in touch is crucial for estate agents. With the SV8100, you can always find the right person with the Mobile Extension feature, allowing them to be reached on a single extension number whether at their desk or on a viewing.



Insurance

A better communications policy

Most insurance companies need to balance limited agent resources, unpredictable call traffic spikes and demanding callers. The SV8100 provides easy and flexible call queue management to help with the busy periods. The affordable Call Recording application also provides piece of mind, enabling painless dispute resolution, and an encrypted record for when you need it.



Healthcare

Putting patients first

From small GP surgeries to large hospitals, the healthcare industry is a demanding environment for communications - from rising patient expectations to increasing pressure on budgets. The resilient and cost effective SV8100 provides a platform for better working practices, connecting all healthcare professionals and support teams to help provide optimum patient care.



Retail

Talking shop

Keeping warehouses, shop floors and offices connected is crucial for a smooth retail operation. The wireless freedom of IP DECT means departments can respond quickly and efficiently, allowing requests to be completed while on a call. That's means less call backs, reducing the risk of the dreaded 'telephone tennis'.



Hospitality

Keep your guests coming back

This industry presents the ultimate challenge for customer service, and the SV8100 caters for this perfectly. That means making check-ins and check-outs faster, billing easier and error-free room management. Staff can work more flexibly with wireless communications for maximum reachability. From small guest houses to large hotel chains, you'll never keep your guests waiting.



Other business environments

Multiple Branch Offices – combining forces

With the SV8100 satellite and remote branches can join forces with the Netlink feature. Branch offices are able to share reception and agent resources to help deal with call traffic spikes and varying opening hours, helping to maintain high service levels and a professional customer experience.

Hands-on communication

User-friendly handsets

Easy-to-use, intuitive interfaces

The SV8100's phone interfaces are designed to improve the overall user experience and bring the system features to life. With intuitive screen prompts no extensive training is needed. Global icons indicate status at a glance including notification of new voice or instant messages, missed calls and the telephone user's current presence status.

Personal, system and corporate directories

Quick access to directories; each entry in the directory is searchable. Name display on incoming calls, if the Caller-ID matches the registered phone number with the entry in the directory.

Mobile handset for use in various business environments

The IP DECT handsets are ideally suited for use in the office as well as in demanding environments, such as in hospitality, retail and warehousing.

- LED indicates ringing (colour coding for different departments), new voicemails and missed calls
- Caller ID can provide incoming callers name and number
- Speakerphone for hands-free calls and audio conferences
- Quick access to voicemails, speed dials, company directory, call recording, callbacks, conferencing and more
- See your call history, redial missed calls and change your settings here



Terminal function guide

Alphanumeric display

- Backlit*
- Time and date
- Extension name and number
- Incoming call info (name and number)

Handset

- Interchangeable to Bluetooth option**
- Built-in headset port

Speaker phone

One touch keys

- Access to system features including:
- Extension dialling
- Lines/call park
- Voicemail box
- Call recording

Customizable keys

Navigation wheel

Security key*

7 different LED colours

XML open interface*

- Integration into standard and bespoke applications e.g. Business ConneCT Client or Microsoft Outlook

Soft keys

- Access to system features including:
- Directories
- Voicemail
- Message waiting
- Call back
- Conference

Mute Key

Adjustable stand

Menu key

- Call history - redial/missed calls
- Directories
- Settings: ring volume, back light, headset*



* Available on IP terminals
 ** Available on Digital terminals



Functionality built-in

Smarter combined communications

Auto Attendant - Ensures customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement is played, providing them with a choice of dialling options.

Voicemail - Already built in to the SV8100 on a single server, users can enjoy one touch access to voicemail as well as listen to messages remotely.

Enhanced centralised management - The SV8100 offers centralised management of your phones, data systems and platforms. Moving phones within your organisation, adding new phones and changing your SV8100 phones configuration is quick and easy. Simply plug your phone in wherever it's needed and it's ready to go.

NetLink network feature - The SV8100's resources and features can be transparently shared between branches or remote locations by utilising its networking function - lowering the total cost of ownership.

The architecture and design of the SV8100 delivers high performance, optimal voice quality, and reliability. This compact yet powerful solution is simple to deploy, administer and maintain and allows you to start small and cost-effectively, protect your technology investment while providing a migration path to pure IP. The SV8100 has the flexibility to support your existing traditional circuit-switched technology and can be fully utilised to run in a pure IP environment.

At a glance

- Offered in both 6 slot, 19-inch stackable chassis & 9.5-inch 3 slot chassis configurations
- 512 IP stations
- Up to 512 TDM stations (19" version) - Up to 32 TDM stations (9.5" version)
- 200 trunks
- Embedded applications including Voicemail, Automated Call Distribution (ACD) & Mobile Extension

“Protect your technology investment while providing a migration path to pure IP”

Summing it Up

User-friendly phones



Mobile handsets (IP Dect)



UNIVERGE® SV8100 - Smarter Combined Communications

- Mobile Extension
- MyCalls
- Business ConneCT
- UC Desktop Suite



Business boosting applications



19-inch stackable 6 slot chassis



9.5-inch 3 slot chassis

Communications Servers

For further information please contact your local NEC representative or:

EMEA (Europe, Middle East, Africa)
NEC Enterprise Solutions
www.nec-enterprise.com

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