

# WORKFLOWS SIMPLIFIED NEC INTEGRATION PLATFORM

In this day and age of digital transformation, organizations can sometimes struggle with implementing new applications and services, and integrating them into their existing business processes. It can often entail having to break existing processes and building new ones. It can also force unanticipated integration with on-premises infrastructure and solutions.\* This can hinder deployment and eat up a large part your IT resources time.

NEC's UNIVERGE Integration Platform (UIP) helps to alleviate these issues by easily tying disparate software systems together to function as one complete end-to-end solution. It connects any application/data source and enables comprehensive Application Programming Interface (API) management – whether in the cloud, on-premises or hybrid environment.



- > Ties disparate software systems together to function as one complete end-to-end solution whether in the cloud, on-premises or hybrid environment
- > Connects any application/data source (incl proprietary APIs) and enables flexible management
- > Provides a real-time and event-driven architecture with advanced feature support
- > Easy to deploy and configure gives you the capability of a developer without learning to write code
- > Intuitive interface with advanced features to build simple to complex workflows
- > Accelerates business agility by improving the effectiveness of business processes
- > Accessible from anywhere thanks to web-based workflow design and monitoring interface
- > Pre-built integrations with other NEC products







NEC's UNIVERGE Integration Platform can help accelerate your organization's agility by being able to quickly and easily integrate new software solutions into your business processes. In the not too distant past, you would have to build individual APIs for various platforms and solutions to communicate. This would require a developer with the right skills set to write code using different protocols and languages. Unfortunately, this way provides no central coordination/management and it can be a very expensive process.

With NEC's UIP, that all changes! It gives you the capability of a developer without having to learn to write code. Through its intuitive software, you can easily integrate and connect separate systems via workflows for your unique business purpose. It provides your business with care-free connectivity based on an open, secure, interoperable platform with integration on all levels:

- > The physical level to connect network devices, terminals and sensors.
- > The application level where modern APIs interconnect innovative applications, unlock data and drive business agility.
- > The integration level to design meaningful workflows in a swift and flexible manner.

### WELCOME TO THE APPLICATION NETWORK INNOVATION AND NEW SERVICES AT THE HEART OF DIGITAL TRANSFORMATION



## **WORKFLOW CUSTOMIZATION**

UIP helps you navigate the complex business logic needed in developing the workflows to make everything run seamlessly. The Workflow Designer enables you to easily configure what you want the UIP to do when a workflow instance is started.

For example, to which applications should it connect, in which order, and what data should it pass between these applications. This dynamic logic is custom built by you to connect multiple systems together through the use of commands in Adapters.

NEC's UIP comes with nearly 50 pre-configured Adapters and the list is growing with every release. It also has the ability to add custom adapters as well, if necessary. An

Adapter is a software component that converts proprietary application APIs to standard events and commands that a workflow can use to talk to these applications.



#### ADAPTER. TRIGGER. WORKFLOW. COMMAND.

Adapters connect to other systems and listen for events and can send commands to that system. Each event can execute a trigger based on input parameters and filters. The trigger starts a workflow that contains logic and can use other adapters to send commands to other systems. This simple yet powerful cycle allows thousands of combinations to be built to meet your business requirements.



#### **DESIGN. TEST. DEPLOY.**

Through its easy-to-use Workflow Designer, NEC's UIP lets you view and define the interaction of multiple applications in a graphical manner, by simple Drag & Drop actions. One by one, you pick commands from the adapters which you have configured and connect them all together in a logical flow that maps to your business needs. Once the workflow is completed, you can test it within the system and when ready, you can connect it to a Trigger.



#### **DESIGN, CONNECT, MANAGE**

## **BUSINESS PROCESS ENGINEERING AT YOUR FINGERTIPS**



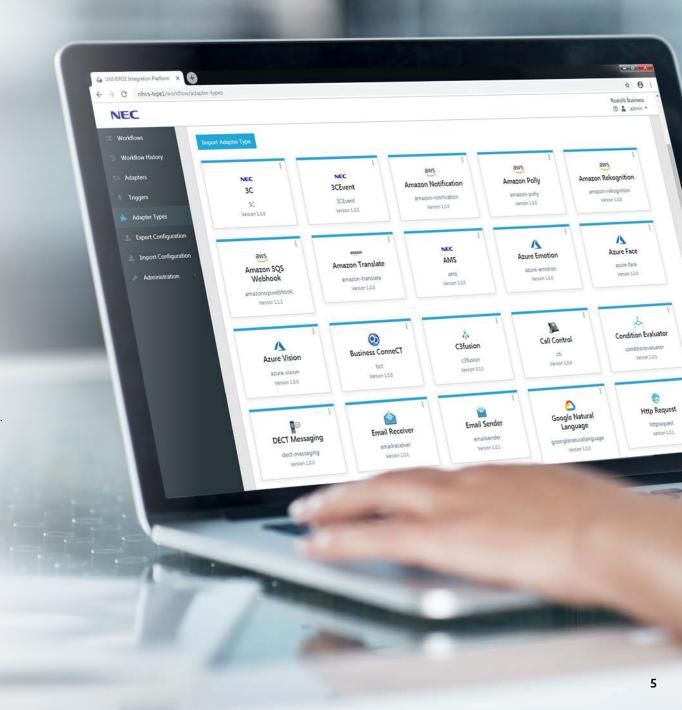
#### **DYNAMIC LOGIC**

UIP helps you navigate the complex business logic needed in developing the workflows to make everything run seamlessly. The Workflow Designer enables you to easily configure what you want the UIP to do when a workflow instance is started. For example, to which applications should it connect, in which order, and what data should it pass between these applications. This dynamic logic is custom built by you to connect multiple systems together through the use of commands in Adapters.



#### **WEB SERVICE READY**

UIP is web-service enabled out of the box. By using standard webhook events from external systems and the built-in HTTP request adapter to send data out of workflows, many webservice enabled systems can be connected without the need of custom adapters.



## INTEGRATED DASHBOARD FOR REPORTING

NEC's UIP utilizes Grafana, a leading open source software, for its analytics and reporting. Grafana's primary use case is to monitor system activity related to Adapters, Triggers, and Workflows. There are four useful default dashboards, however, other dashboards can be created or imported.

The four dashboards provide valuable insight as follows:





#### **ADAPTER DETAILS**

This dashboard shows a summary of the Total Commands, Successful Commands and Failed Commands executed on the system. Additionally, it shows which commands are being executed and the number of successful/failed commands in a graph.



#### **ADAPTER STATISTICS**

This dashboard shows an Overview of the Commands being executed, the number of Commands per Minute, and the Total Number of Commands Executed for each adapter.



#### **TRIGGERS**

This dashboard shows an Overview of the Triggers Executed on the system. It shows the total Events and total Webhooks, along with the workflow that the Trigger executed and the result from the workflow.



#### **WORKFLOW STATISTICS**

This dashboard shows detailed information about all executions of a specific workflow. Similar to the previous dashboard, except it lists some total Execution Counts for the workflow.



## **SYSTEM ARCHITECTURE**

**TRIGGERS** 

- > FACE MATCH
- > INCOMING CALL
- > PANIC BUTTON
- > SCHEDULED TIMER
- > NEW CRM RECORD

## **SERVICE OR SYSTEM**



- **ENROLL FACE/USER <** 
  - TRANSFER CALL <
- **COMMANDS GET LOCATION OF USER <** 
  - **ALLOW ACCESS <**
  - CREATE CRM RECORD <

### UNIVERGE® INTEGRATION PLATFORM

**ADAPTERS** 



**COMMERCIAL APPLICATIONS** 



**BIOMETRICS** 



**OBJECT RECOGNITION SERVICE** 



**TEXT RECOGNITION** SERVICE



**AZURE FRAMEWORK** 



IOT





**SMB & ENTERPRISE COMMS WORLDWIDE** 







**TOP 100 GLOBAL INNOVATORS** (THOMSON REUTERS)





4.000+

107.000 **TEAM MEMBERS** WORLDWIDE



**75 MILLION GLOBAL USERS** 



**COUNTRIES** 

#### **GLOBAL 100**

MOST SUSTAINABLE COMPANIES IN THE WORLD (CORPORATE KNIGHTS)



#### **RECOGNIZED AS A LEADER**

BY FROST & SULLIVAN IN ENTERPRISE COMMUNICATIONS **TRANSFORMATION** 

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