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UNIVERGE BLUE
CLOUD SERVICES

REACH SKY-HIGH
COMMUNICATIONS

Adapt, connect, and transform your business
with UNIVERGE BLUE ™

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REACH THE CLOUD SIMPLY AND RELIABLY

YOUR BUSINESS REQUIRES VERSATILITY AS IT CONTINUOUSLY LIFTS TO NEW HEIGHTS.

We understand that moving to the cloud sounds daunting. You worry about the hassles, upfront costs, and the impact this will have on your employees and, ultimately, your customers.

The good news is that NEC's **UNIVERGE BLUE** is here to provide a customized solution that will guide your business into the cloud *simply* and *reliably*.

Need to know more?

This ebook will help you understand how UNIVERGE BLUE can support your communications system while allowing your team to remain focused on what matters most—**your business.**

DON'T STAY GROUNDED

MAINTAINING THE STATUS QUO ISN'T ENOUGH

It can feel nearly impossible for technology teams to keep up with the rapid advancement of communications systems.

In a relatively short period of time, technology teams have been tasked with:

- Addressing remote users
- Enabling several devices
- Building out new locations
- Implementing cross-channel solutions and more

Despite all your efforts, on-premises hardware can't keep up. It could be obsolete within a year of installation without much flexibility to adapt to the ever-evolving needs of your business.

50%

of IT professionals say that lack of skills is the top challenge their organizations face in adopting cloud-based infrastructure.[1]

TOO MUCH COMPLEXITY HAS ITS DOWNFALLS

One major factor driving up IT budgets is the overwhelming demand to maintain a complex infrastructure while keeping your system secure from outside risks.

You may also be experiencing increased operational costs for overhead and maintenance of facilities—especially if you are growing or your current facilities are outdated. If you're balancing multiple technology solutions spread across various locations and types, you are risking your infrastructure of becoming complicated, unmanageable, and outdated.

And as the number of detrimental data breaches continues to grow, many IT teams are saturated with risk management and struggle to keep up.

It's time to ask yourself: **How much of your IT budget gets swallowed in maintenance/prepaid contracts?**

THERE'S A CLEARER PATH

NEC has designed UNIVERGE BLUE to align with the core business goals of small-, medium-, and enterprise-level companies, from employee experience all the way through to improved customer experience. The right cloud-based solution helps you achieve the following:

> **Remove internal barriers** to communication and scalability
> Keep up with **ever-increasing customer demands**
> **Connect employee engagement** with customer satisfaction
> **Automate maintenance** and updates
> **Protect your data** and reduce risk

By focusing on these critical outcomes, you will set up your business with technology that will not only meet your current needs, but also continue to keep up with advancements, ensuring a comprehensive solution for the future.

IT'S TIME TO
REACH FOR THE CLOUDS

REMOVE INTERNAL BARRIERS TO COMMUNICATION AND SCALABILITY

You need fast, nimble collaboration without barriers, borders, or boundaries. Because services are delivered from the cloud, you can quickly and easily scale your communications up or down, ensuring your organization has the tools it needs to stay competitive in the marketplace without having a major impact on your budget.

KEEP UP WITH EVER-INCREASING CUSTOMER DEMANDS

The key to maintaining the evolving expectations of customers is staying ahead of their rising communication options and methods. This means you must provide not only multiple channels, but also a seamless omni experience across every channel—including brick and mortar.

CONNECT EMPLOYEE ENGAGEMENT WITH CUSTOMER SATISFACTION

When you combine UNIVERGE BLUE with a desktop app, you will refashion the day-to-day operations of your business by empowering remote workers to do their best work.

In turn, this gives your customers the agility for growth and contraction, and tailors the solution to their individual needs.

By putting employees and customers in touch, you allow employees to engage in real-time dialogue and improve customer satisfaction, which is a necessity for businesses with remote workers or multiple locations across geographic regions.

ENGAGED TEAMS HAVE:[2]

21% greater profitability

17% higher productivity

10% higher customer ratings than disengaged teams

AUTOMATE MAINTENANCE AND UPDATES

There's no need to purchase, manage, and maintain your own network. When you implement UNIVERGE BLUE, development and innovation are always churning. As new technology is developed, it is deployed into your business communications service without disruption to operations, employees, or your customers.

With this solution in place, your IT staff can focus on supporting the business side of the technology. When you place the management of technology solutions in the hands of a trusted cloud provider, your business is able to redeploy staff to revenue-growing positions. Think about the possibilities.

PROTECT YOUR DATA AND REDUCE RISK

Reducing risk—isn't that what we all want? UNIVERGE BLUE is unique in that it provides on-premises, cloud, hybrid, public, or private environments, and gives your business the flexibility of choice.

As a business, you reap the benefits of leveraging a reliable, highly-secure technology while removing all potential failure points from your premises solutions.

A SCALABLE SOLUTION
THAT MEETS YOUR NEEDS

EVEN WITH THE CLOUD, THERE'S NO SUCH THING AS A ONE-SIZE-FITS-ALL SOLUTION

NEC specializes in providing flexible options for every type of business—whether you're a startup of 10 employees or an enterprise of thousands around the globe.

Because UNIVERGE BLUE is a service, not a capital investment in infrastructure, it shifts IT costs from CAPEX to OPEX, with freedom to scale as necessary.

When you move to an OPEX model, your business will take a fundamental leap forward for only a fraction of the upfront dollars and time you would have incurred in a traditional CAPEX model.

Take advantage of UNIVERGE BLUE's OPEX expense model, which provides you with:

> A single low **monthly bill**
> **Less time maintaining** (managed and maintained for you 24/7/365)
> Enterprise-grade **quality, security, and reliability**
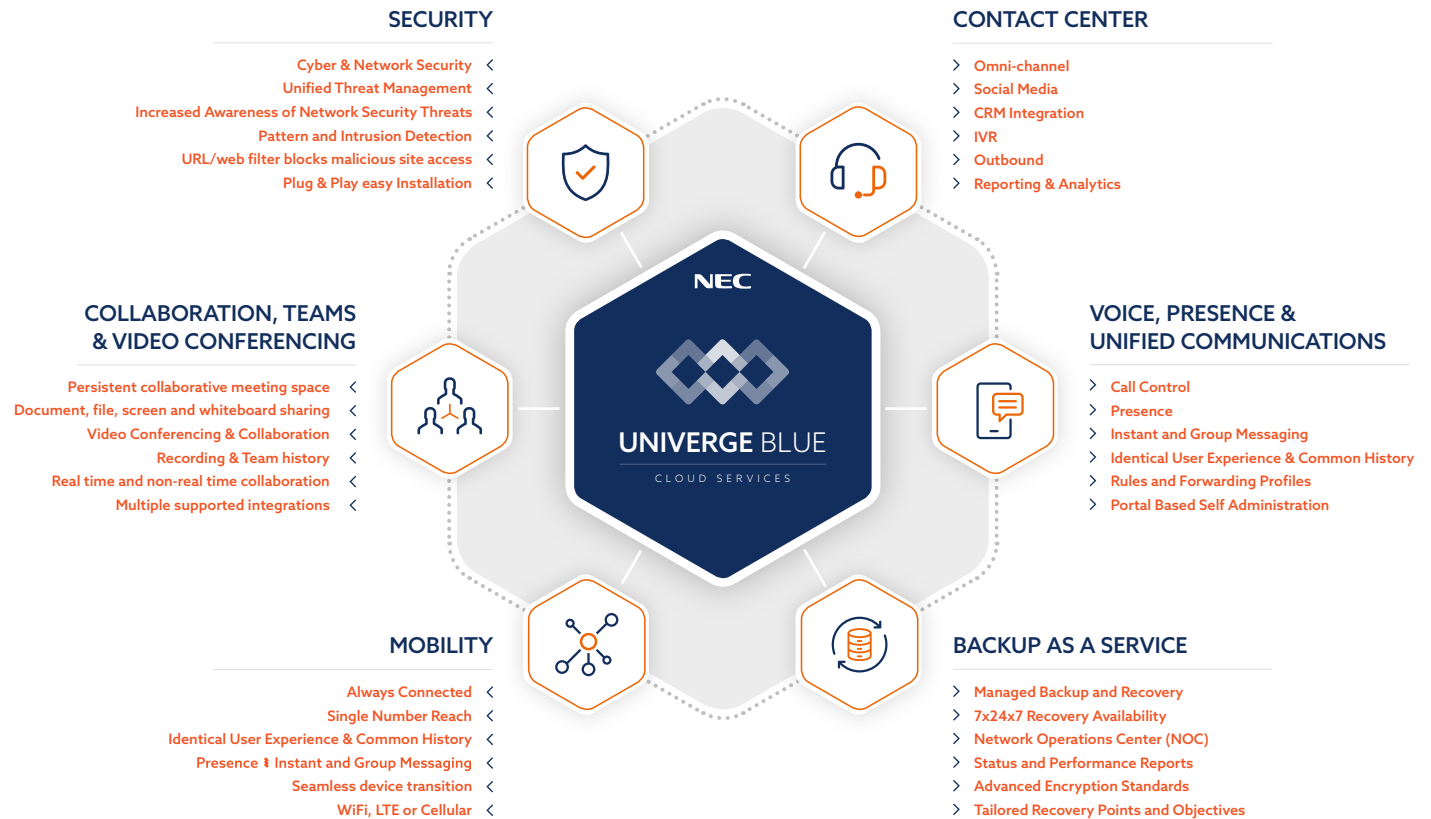> An extended **disaster recovery** footprint

82%
of IT teams are growing their budgets specifically to upgrade outdated IT infrastructure.[3]

THE COMPLETE PACKAGE

UNIVERGE BLUE is a complete suite of customizable, reliable, and secure cloud-based services.

SECURITY

Cyber & Network Security ⟨
Unified Threat Management ⟨
Increased Awareness of Network Security Threats ⟨
Pattern and Intrusion Detection ⟨
URL/web filter blocks malicious site access ⟨
Plug & Play easy Installation ⟨

CONTACT CENTER

⟩ Omni-channel
⟩ Social Media
⟩ CRM Integration
⟩ IVR
⟩ Outbound
⟩ Reporting & Analytics

COLLABORATION, TEAMS & VIDEO CONFERENCING

Persistent collaborative meeting space ⟨
Document, file, screen and whiteboard sharing ⟨
Video Conferencing & Collaboration ⟨
Recording & Team history ⟨
Real time and non-real time collaboration ⟨
Multiple supported integrations ⟨

VOICE, PRESENCE & UNIFIED COMMUNICATIONS

⟩ Call Control
⟩ Presence
⟩ Instant and Group Messaging
⟩ Identical User Experience & Common History
⟩ Rules and Forwarding Profiles
⟩ Portal Based Self Administration

MOBILITY

Always Connected ⟨
Single Number Reach ⟨
Identical User Experience & Common History ⟨
Presence & Instant and Group Messaging ⟨
Seamless device transition ⟨
WiFi, LTE or Cellular ⟨

BACKUP AS A SERVICE

⟩ Managed Backup and Recovery
⟩ 7x24x7 Recovery Availability
⟩ Network Operations Center (NOC)
⟩ Status and Performance Reports
⟩ Advanced Encryption Standards
⟩ Tailored Recovery Points and Objectives

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VOICE, PRESENCE, AND UNIFIED COMMUNICATIONS AS A SERVICE (UCAAS)

UCaaS is an enterprise-grade, all-in-one communications solution that provides voice, mobility, messaging (both instant and group), presence, and audio and video conferencing.

With UCaaS, you get ample metrics, from call resolution time to escalation and real-time monitoring. Your business's management team will have the tools to assess, review, and develop customer service teams' effectiveness and skill sets.

Imagine having:
> All communications channels across your team (remote and on-site) integrated seamlessly
> Communications backed by enterprise-grade quality, reliability, and security
> The ability to trade the burden of hardware maintenance and upgrades for the agility, support, and savings of cloud service

CONTACT CENTER AS A SERVICE (CCAAS)

CCaaS is a cloud-based contact center solution that empowers agents to provide a better customer experience.

Stay plugged into your customer base, including email, chat, outbound, and inbound with full analytics to boot. Your customers will be able to speak with a live rep who is selected to meet their needs through skills-based routing.

Imagine having:
> Reduced expenses by scaling up or down when your user counts change
> The ability to track the customer journey using universal queues across multiple channels
> Cost benefits associated with protecting your existing investments while reaping the benefits of a hosted solution
> A built-in business continuity and disaster recovery plan at the ready

MOBILITY

Since UNIVERGE BLUE is a complete suite of customizable applications that are sustained and managed in the cloud, you never have to worry about losing access to the things they need the most.

Imagine having:
> Connectivity, always
> No location barriers—know who's available across the room or across the country
> Eliminate barriers for remote workers and remote collaboration
> A great and seamless user experience and history on any device
> Access your work on Wi-Fi, LTE, or cellular

BACKUP AS A SERVICE (BAAS)

The BaaS capabilities mitigate your risks of data loss and access interruptions without the pricetag of investing in backup management infrastructure and personnel.

Imagine having:
> An always-on approach that ensures accessibility for your customers and enhances functionality
> Predictable monthly operating expenses
> The ability to choose a service-based model with the option to add, remove, or pay-as-you-go capabilities and upgrades
> State-of-the-art performance and functionality
> Total control, easy scalability, and growth on demand

TEAM COLLABORATION

UNIVERGE BLUE provides a single application/tool that supports collaborative teamwork with voice, video, screen share, messaging, meetings, conferencing, and file sharing all in one shared dashboard with one shared view.

Your employees can communicate one to one, as a group, or in company-wide conversations, all contained in one place and shared in a continuous conversation stream that scales across locations and devices.

Imagine having:
> Virtual meeting spaces for your team that allow for easier collaboration and communication wherever they are, on whatever device
> More effective, nimble, and responsive employees
> One single source of data that team members share, eliminating duplicative efforts and errors
> Cost savings based upon the removal of multiple apps and servers
> Better employee retention and improved employee experience

SECURITY

From certified SIP trunks to multiple data centers with built-in geo-redundancy, you can rest assured that you will have reliable, highly-secure technology.

With geo-redundancy to abate risk and exposure, you will have peace of mind and freedom to focus on things that matter to you—like growing your business.

Imagine having:
> An awareness of cyber and network security threats, and the ability to combat them
> An added layer of protection that detects and stops any abnormal patterns and intrusions
> The ability to target collaborative or sharing apps that pose a potential threat to your network

START SOARING

GET THINGS UNDER CONTROL WITH UNIVERGE BLUE.

Lessen the burden of maintaining and upgrading your communications and technology and IT infrastructure, freeing your resources to focus on growth.

Get flexible with fast provisioning of new applications and features that give you your desired level of agility in your communications system.

Reduce risk with a cloud-based solution. The costs remain predictable and consistent, eliminating all upgrade or replacement costs.

You're taking off to new heights, and there's no better company to provide these services than NEC. With over 120 years of experience, NEC is a trusted, global leader in communications and information technologies.

Learn more about how <u>UNIVERGE BLUE</u> can transform your business.

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C L O U D   S E R V I C E S

Sources:

1 O'Reilly Survey: Cloud Native Infrastructure Adoption, 2019

2 Gallup, "Employee Engagement is on the Rise," 2018

3 "The 2019 State of IT," 2018, Spiceworks

Orchestrating a brighter world   **NEC**