



## UNIVERGE® UC3

Fulfilling the promise of UNIVERGE®360

Empowered by Innovation

**NEC**

## *Introducing UNIVERGE UC3. Finally, UC Made Simple.*

Businesses today clearly need a more efficient means to communicate. According to one recent study commissioned by AT&T, more than 70 percent of telephone calls end up in voicemail or go unanswered.

Most industry experts agree the answer is unified communications (UC), productivity enhancing applications that empower employees to work more efficiently and make better informed decisions faster. In fact, a 2007 study by COMMFusion found that UC is on the wish list of an overwhelming majority of small and mid-size companies and smaller enterprise organizations. Additionally, a full 100 percent of respondents in a 2008 UCStrategies.com UC adoption study indicated that UC applications have changed their daily work routines.

### *UC3 Benefit Snapshot*

- Simplifies user experience with a single, tightly integrated application
- Improves efficiency by removing communications bottlenecks
- Provides powerful, low-cost options for business continuity
- Enables better customer service
- Lowers TCO through productivity enhancing applications

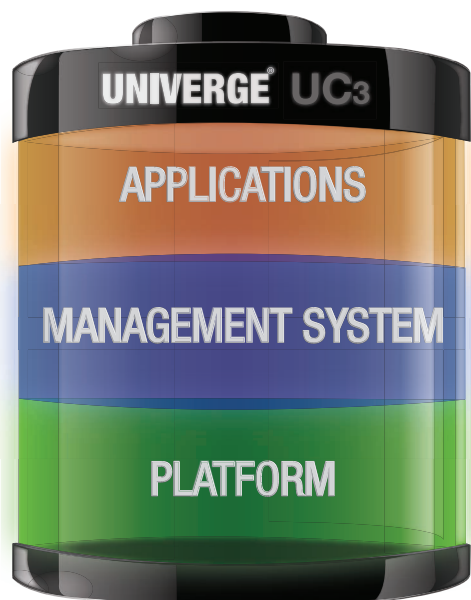
### *Typical Business Drivers*

- Faster decision making
- Strengthen customer relationships/loyalty
- Enable mobile workforces
- Enhance business processes
- Improve regulatory compliance

## *Fulfilling the promise of UNIVERGE®360*

NEC is uniquely positioned to help companies unify business communications and create a competitive advantage. Our UNIVERGE®360 framework ensures that employees—and their roles—determine the best means to get information to those who need it, when they need it. A key component of this is unified communications.

UC3 from NEC delivers the promise of UNIVERGE360 by enabling your executives, knowledge workers, contact center agents, operators and both mobile and remote workers to effectively communicate with each other and customers, channels, suppliers and business partners. It enables you to take a unified approach to all the ways your organization communicates; externally and internally, desktop-to-desktop, by phone, e-mail, fax, wireless, instant messaging or chat via your website.



UC3 is more than a robust suite of intuitive, easy-to-use UC applications designed for small and mid-size organizations; it also includes a solution that streamlines management and is a world-class communications system.

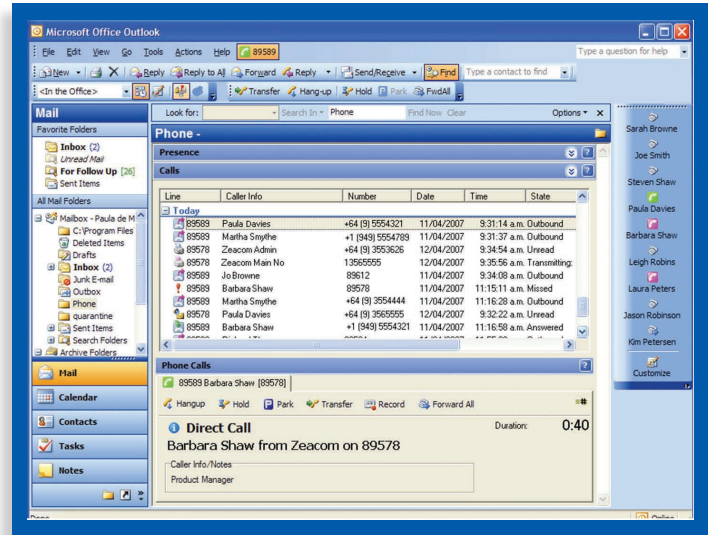
## *UC3 Lowers Costs, Boosts Productivity*

With NEC's UC3, users manage their communications devices instead of having their devices manage them. They can connect from wherever they are by using phones, faxes, PCs, mobile devices and the Web.

## *Many needs. One Solution.*

UC3 helps unify the entire organization, enabling individuals, departments and locations to work more efficiently by ensuring seamless internal and external communications.

- Rich presence gives staff and operations valuable information on employees' whereabouts and availability.
- Desktop client telephony and Microsoft® Outlook integration simplify call handling and enable users to manage all communications from the desktop.
- Sophisticated contact center and operator functionality address the unique requirements of these important customer touch points.
- Third-party integration allows organizations to connect UC3 to other business applications easily and cost-effectively.



## *Suddenly your Employees are More Productive:*

- Knowing if someone is available to take a call before dialing
- Dragging and dropping names of participants to launch conference calls
- Pulling contact center reports—metrics for improved management
- Having calls automatically forwarded to cell phones for enhanced mobility
- Queuing contact center calls and announcing to callers their place in queue for better outcomes
- Clicking-to-dial on missed calls in call logs on their Desktop clients

## *A World-class Communications Server and Management Solution—Included*

NEC knows the best UC solution isn't complete without the finest communications server and management solution. That is why UC3 includes a robust, feature-rich IP communications server as well as a centralized voice management solution that relieves the management burden for IT departments.

## *Robust, Scalable IP Telephony*

The UC3 communications server is completely scalable to meet the needs of any growing organization now and in the future. It is also extremely flexible and able to function alone or in a network. It protects your technology investment while providing you with a migration path to pure IP: You can deploy as a pure IP solution or in any combination of IP and traditional circuit-switched technology.

You receive a full suite of advanced applications and a high-powered feature set that supports increased productivity for every employee. And UC3 supports mobility enabling your customers to reach employees when they are away from their desks.

### *Simplified Management & Reduced Total Cost of Ownership*

Traditionally, voice solutions have been difficult and cryptic to administer. No more.

UC3 includes a centralized voice management solution that lets you manage all of your organization's voice services simultaneously via any connected Web browser. It has a friendly, intuitive, easy-to-use interface. An administrator can begin using it with virtually no training.

### *Management Solution Benefits*

- Easy, convenient moves, adds and changes (MACs)
- Secure, web-based management tool for IT staff
- Easy-to-use self-service web tool for end users
- Range programming to simplify large departmental moves



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**For more information, visit [necunified.com](http://necunified.com)**

**About NEC Unified Solutions, Inc.** NEC Unified Solutions Inc., a global leader in VoIP and data communications for the enterprise and small-medium business, delivers the industry's most innovative suite of products, applications and services that help customers achieve business value through technology. NEC Unified Solutions, a wholly owned subsidiary of NEC Corporation of America, offers a complete portfolio of solutions for wireless, unified communications, voice, data and management services, and an open migration path to protect investments. NEC Unified Solutions, Inc. serves Fortune 1000 customers across the globe in vertical markets such as hospitality, education, government and healthcare.

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