



Empowered by Innovation

**NEC**

# UNIVERGE® SV8500

Empowering organisations with  
advanced Unified Communications

[www.nec-unified.com](http://www.nec-unified.com)





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# 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.

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.

UNIVERGE® SV8500 from NEC delivers the promise of UNIVERGE®360 by enabling your executives, knowledge workers, Contact Center agents, operators and both mobile and remote workers to effectively communicate with each other and with customers, channels, suppliers and business partners. It enables you to take a unified approach to all the ways your organisation communicates; externally and internally, desktop-to-desktop, by phone, email, fax, wireless, instant messaging or chat via your website.



## Why choose NEC?

- A leading global enterprise telephony solution provider, known for driving innovation
- 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 realize 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 center when developing new applications and designing customised solutions
- Products and 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.



**UNIVERGE®360**

It is not about wires and handsets – it's all about empowering people with applications that help them do their jobs better.

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

**Unified Business (Empowerment)**

- Role-enabled communications
- Business communities
- Virtual workspace
- Business process integration

**Unified Communications (Efficiency)**

- Presence, collaboration and contact center
- Mobile UC
- Messaging
- Management

**Unified Infrastructure (Innovative savings)**

- Server farms and appliances
- Virtualisation
- Converged networks
- UC end-points

# 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 to unifying enterprise communications. It provides a foundation for understanding the importance of putting people at the center of communications

and reveals how your business needs determine the Unified Infrastructure and Unified Communications necessary for a true Unified Business.

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, and thus into empowerment and competitiveness.



# 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
- Enhance customer responsiveness
- Encourage teamwork
- Support your increasingly mobile workforce

The UNIVERGE® SV8500 is an enterprise application server 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 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, IM, attendant console, click-to-call, unified messaging and conferencing. Besides these applications the system supports the full range of NEC endpoints.

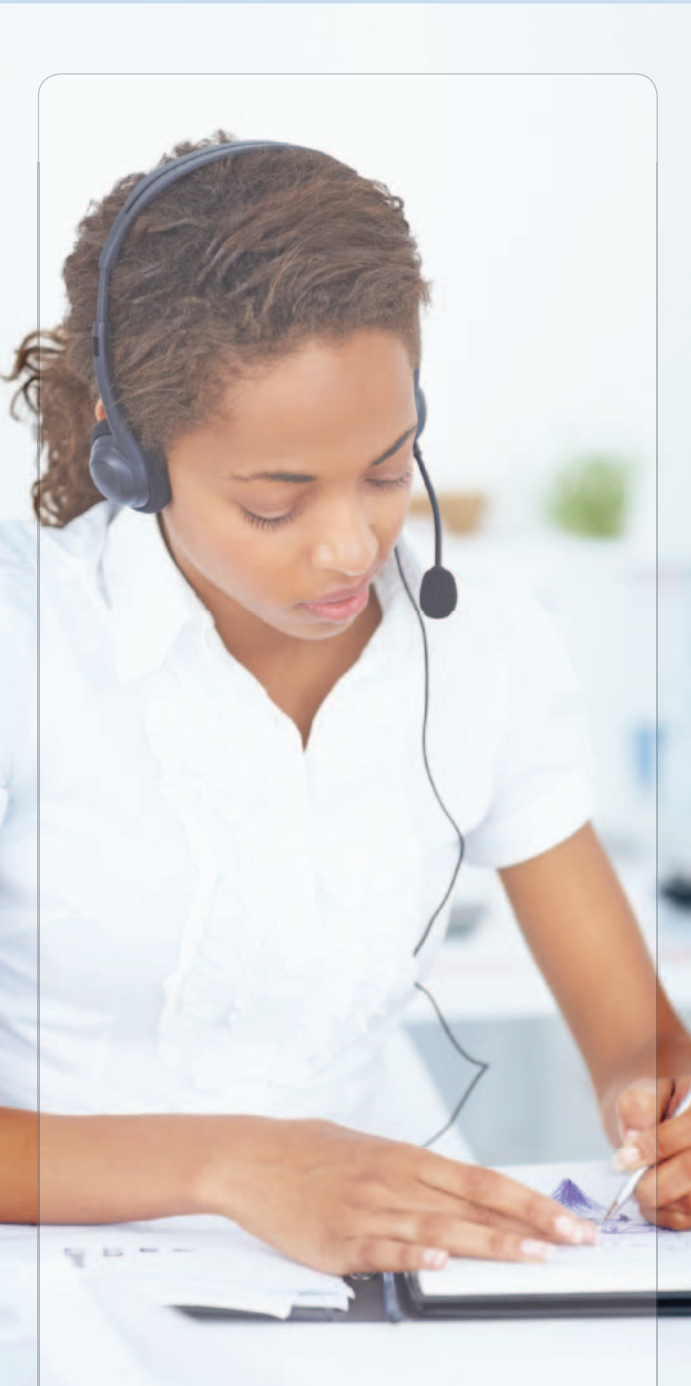


UNIVERGE® SV8500 server  
19-inch

## 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
- Open standards and Open Application Interface including SIP and XML
- Advanced UC solutions
- Delivering on NEC's green initiative
- Safeguards customers' investments





# 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 authorization. Physically separated interfaces for management and signalling add to the security of the solution.

## Business process integration

UNIVERGE® SV8500 provides the open interfaces necessary to easily integrate with relevant business applications providing significantly enhanced communications efficiency in a software-based SOA environment. In the Unified Communications environment, user-specific 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 Business ConneCT and Microsoft® OCS.

## Vertical business solutions

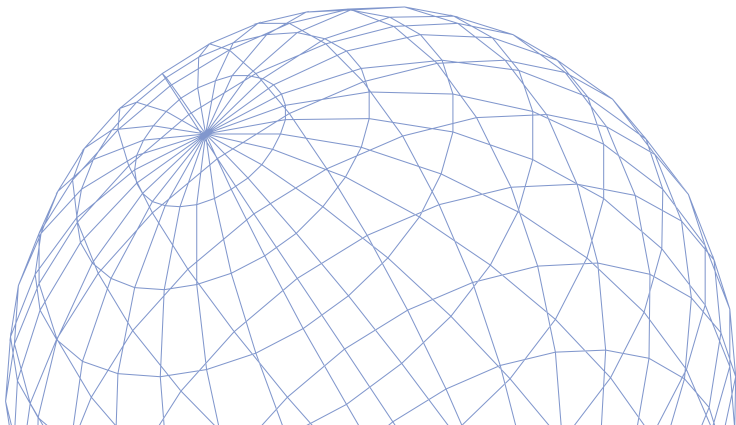
Nowhere is business process integration more visible than in NEC's dominance of particular vertical markets. In key vertical accounts such as Healthcare, Government, Education, Hospitality, Industry, Services and Retail, NEC offers a dedicated team of experts to better define and craft solutions at both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



# 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 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.

Because the UNIVERGE® SV8500 uses the same media gateways, interface cards, terminals, applications and maintenance plans as other NEC systems, customers and partners can reuse components installed and in stock. 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

- Centralized 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

# 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 while delivering flexibility and simplicity. 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 personalized 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 Business ConneCT 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.

Business ConneCT offers 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, Business ConneCT's three user modes – employee, operator and contact center agent – use the same server, a single database and with a common user interface, and are managed from a central point.

## Business ConneCT

- Business ConneCT offers Unified Communications for a really affordable price.
- Business ConneCT is 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.
- Business ConneCT offers tight integration with DECT and other mobile phones. The central company directory is also accessible from DECT, Mobile and Desktop Phones, including presence information. Text messages can be sent to DECT and mobile phone users from anywhere in Business ConneCT.
- Business ConneCT enables you to improve your business. Business ConneCT Contact Center creates a consistent customer experience with a single point of contact for voice calls and emails.
- Business ConneCT is easy to install and maintain. The installation process is guided via wizards and a System Health screen confirms that all critical components are functioning correctly.

## Good reasons for Business ConneCT

- One solution for Operators, Contact Center Agents and Employees
- Improves efficiency, flexibility and productivity of your employees
- Single point of contact for your customers, 24/7
- Simplified call handling - users manage all their communications from their desktop, which reduces waiting times and lost calls
- Facilitates mobile and home workers. Treats the mobile and the desk phone as a single device, using one number
- Multilingual announcements and user interface
- Monitor and improve your business process. Presence reporting allows managers to monitor activity of their team, helping to enhance employee performance
- Secure instant and mobile messaging, rich presence management and directories
- Integrates with Lotus® Notes, Microsoft® Outlook, Microsoft® Office
- Minimal user training required





## Mobile UC and messaging

**From low cost voicemail to comprehensive fully integrated Unified Messaging, from DECT wireless connectivity to Fixed Mobile Convergence (FMC), the SV8500 supports all of these Business Mobility applications that enhance the effectivity of present day communications.**

While IP DECT and VoWLAN provide mobility within the office, FMC provides all the functionality needed to enjoy access to enterprise telephony and data from any location, by integrating remote and mobile phones within the enterprise telephony network. This provides organisations with the benefits of reachability via a single number, rich PBX functionality, cost reductions and dual-mode integration. The dual mode capabilities of our Mobile Gateway let you roam seamlessly from your wireless LAN to cellular networks and back again with one device, enjoying high quality voice communications and directory access, as if you were at the office.

DECT is a mature technology with proven and powerful benefits, providing immediate accessibility for increased customer satisfaction, improved productivity by enabling employees to make and take calls from any location and reducing operator workload because more calls are answered by the user directly.

And as incoming calls are answered directly, call-back costs are reduced significantly. With our unique IP-based DECT system you can directly integrate DECT radio cells with a SV8500 solution. Wireless telephony in a multi-site company or large campus is a matter of installing IP DECT Access Points at remote locations, which then become an integral part of your voice communications infrastructure.

Assured Mobility WLAN optimises your mobility experience while delivering voice, data, multimedia and many productivity boosting applications through an on-site wireless solution.



# 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 a robust 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





### Good reasons to choose UNIVERGE® terminals and handsets

- **Modular construction** - the interchangeable design provides easy and cost-effective upgrades, helping to future-proof this businesses 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

## Full range of desktop endpoints

The UNIVERGE® SV8500 integrates with NEC's full range of applications to deliver Unified Communications, Fixed Mobile Convergence and advanced collaboration and supports the latest range of NEC endpoints, including the UNIVERGE® DT700/ DT300 series, with their extensive feature set, XML application support, and revolutionary modular design.

NEC's innovative desktop endpoint design is intended to deliver maximum deployment flexibility. Modularity allows for multiple combinations to fit any business niche or personalization requirement. From the front desk, to the conference room, to knowledge workers who spend all day on the phone, to remote workers, to executives, NEC offers options for all your business needs.



# Uniquely modular business terminals

Bluetooth handset  
option - up to 50  
metres wireless  
range

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



Choice of  
keypads

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

Choice of side panel  
colours with option of  
logo printing

**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.

# 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. These are illustrated by the evolution in enterprise communications from PBX technology to IP telephony, from hardware to software, and from separate voice and data solutions to converged solutions and Unified Communications.

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.

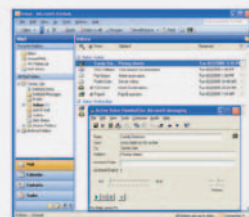
Besides leading in green initiatives the reduced power consumption and environmentally-friendly components also deliver lower total cost of ownership. Customers will appreciate the organisational productivity gains the system provides, delivering savings with facilities such as multi-user voice conferencing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





# UNIVERGE® SV8500 communications platform at a glance

Unified Communications  
Business Connect



Unified Messaging  
UM8500/UM4730



MA4000 - Systems and  
Expense Management

SP30 - softphone WLAN



WLAN  
handset



IP DECT handsets



Digital and IP terminals  
DT300/DT700 range



UNIVERGE® SV8500 server  
19-inch



For further information please contact your local NEC representative or:

EMEA (Europe, Middle East, Africa)

NEC Unified Solutions

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