NEC UNIVERGE BLUE®
CLOUD SERVICES

TAKE CARE OF BUSINESS.
WHEREVER YOU ARE.

Adapt, connect, andtransform your business
with UNIVERGE BLUE®

TABLE OF
CONTENTS

REACH THE CLOUD **SIMPLY AND RELIABLY** FROM WHEREVER YOU ARE

MANAGE AND GROW YOUR BUSINESS. FROM ANYWHERE AT ANYTIME.

'Business as usual' may have changed. What we consider 'an office' may have changed. But what hasn't changed is the need to manage and grow your business, and that means keeping employees connected and engaged, providing great customer support, and winning new business.

The good news is that NEC's UNIVERGE BLUE is here to help businesses plan for the long-term and equip your employees with flexible, feature-rich communications tools that allow them to take care of important business, no matter the location.

Need to know more?
This ebook will help you understand how UNIVERGE BLUE® CLOUD SERVICES can help support your communications system while transforming the way your employees communicate and collaborate.

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
> Integrating existing systems into business applications
> Enabling several devices
> Building out new locations
> mplementing 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costs for overhead and maintenance of facilities – especially if you are growing or your current facilities are outdated.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various locations and types, you are risking your infrastructure to of becoming become complicated, unmanageable, and outdated.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 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
> **Enable remote employees** to be efficient and connected
> **Automate maintenance** and updates
> **Protect your data** and reduce risk
> **Communicate, collaborate and be productive** from wherever

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.

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.

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.

ENGAGED TEAMS HAVE:[2]

greater profitability

21%

higher productivity

17%

higher customer ratings than disengaged teams

10%

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.

ENABLE WHEREVER, WHENEVER COMMUNICATIONS

As organizations look to the months and years ahead, they're realizing that providing their employees with the communications tools that allow them to work from wherever, whenever, is no longer an option, but a necessity.

To ensure that productivity happens from wherever, the tools must be easy to use, always available, highly secure, mobile-ready, tightly integrated, and well supported. The cloud makes this possible; NEC'S UNIVERGE BLUE business-grade cloud communications tools make it better.

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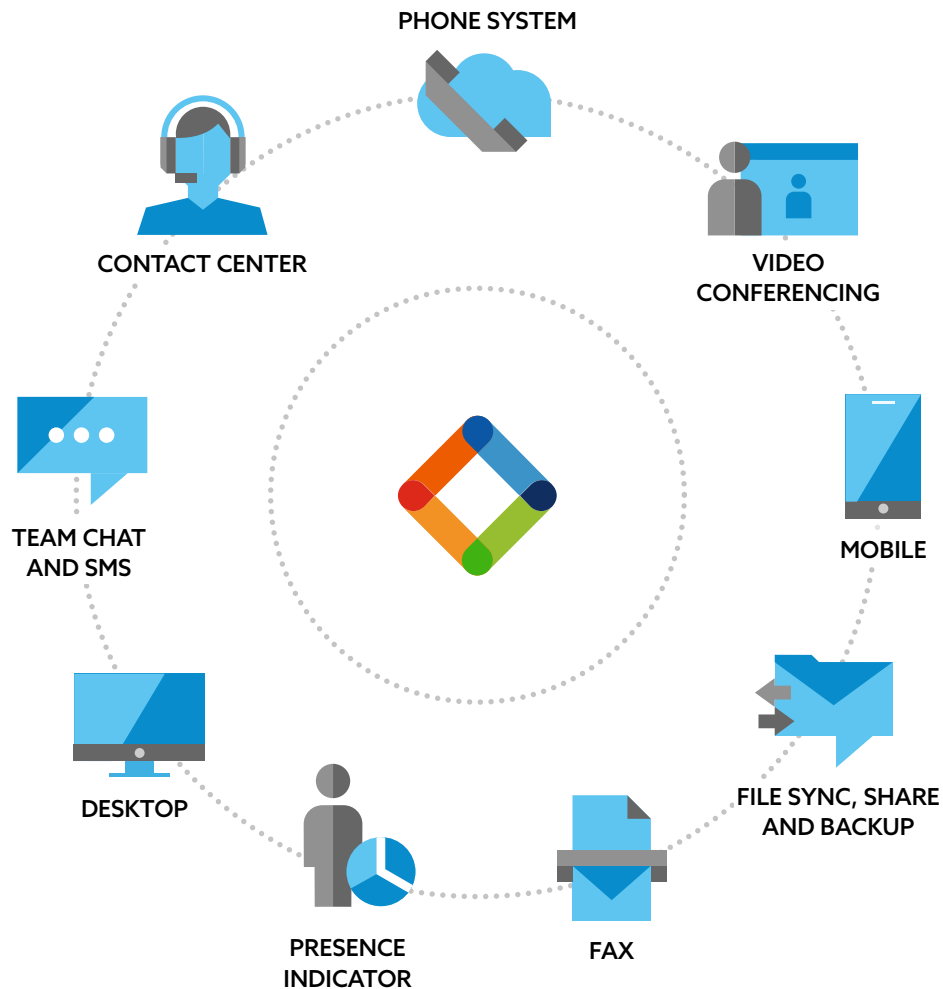
Take advantage of UNIVERGE BLUE's OPEX expense model, which provides you with:

> 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® CONNECT is an easy-to-use, fully integrated cloud-based communications platform that helps easily manage team communications and collaboration. One simple cloud app delivers a seamless, unified experience while educing complexity and costs.

PHONE SYSTEM

CONTACT CENTER

VIDEO CONFERENCING

TEAM CHAT AND SMS

MOBILE

DESKTOP

PRESENCE INDICATOR

FAX

FILE SYNC, SHARE AND BACKUP

UNIVERGE BLUE®
CONNECT

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

UNIVERGE BLUE® CONNECT Unified Communications (UCaaS) Solution combines your phone system, chat, video, screen sharing, file management and conference calling into a fully integrated and seamless experience that fits with your business size, needs, and work style.

With CONNECT, you get customizable, scalable cloud-based services for your business backed by NEC's Stress-Free Cloud Experience.

Imagine having:
> Sip Trunking for an efficient and low-cost alternative to traditional phone lines
> 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

MOBILITY

Whether working from an office, a living room, or a coffee shop, the free UNIVERGE BLUE® CONNECT Desktop and Mobile Applications empower employees with the flexibility to communicate seamlessly in the way that works best for them, right from their desktop or mobile device.

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

UNIVERGE BLUE®
ENGAGE

CONTACT CENTER AS A SERVICE (CCaaS)

UNIVERGE BLUE® ENGAGE 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

UNIVERGE BLUE®
BACKUP

BACKUP AS A SERVICE (BaaS) AND DISASTER RECOVERY

With UNIVERGE BLUE® BACKUP and RECOVER, you can mitigate the risks of data loss and access interruptions without the price-tag of investing in backup management infrastructure or 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

UNIVERGE BLUE®
MEET

ENHANCED VIDEO COLLABORATION

UNIVERGE BLUE® MEET is a fully integrated video collaboration tool that supports collaborative virtual meetings with voice, video, screen share, recording, annotation, chat, and meeting transcription with automatic notes and insights.

Your employees can communicate one to one, as a group, or in company-wide conversations, all contained in one integrated application 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
> Transcriptions of recorded meetings to help log what was discussed and have actionable items automatically identified
> Meeting notes captured in real-time and then sent to all meeting participants automatically
> Cost savings based upon the removal of multiple apps and servers
> Better employee retention and improved employee experience

UNIVERGE BLUE®
MEET WEBINAR

TURNKEY WEBINAR SOLUTION

UNIVERGE BLUE MEET WEBINAR is an online virtual meeting solution that enables customers to reach, engage and convert their audience using a reliable and comprehensive cloud-based webinar solution.

Reach a broader audience and grow their business with an easy-to-use service that connects and engages anyone, on any device, from anywhere.

Imagine having:

> Custom invitations, registration pages, and email reminders to promote your webinar session – all included in one complete webinar solution.
> Slide-sharing and screen-sharing with up to 12 HD video presenters and up to 1,000 attendees.
> Quick-polls, share results in real-time, and gauge audience reactions to your content with emojis.
> Detailed reports and follow up with emails and surveys to push attendees down the purchasing funnel.

UNIVERGE BLUE®
SHARE

FILE MANAGEMENT

UNIVERGE BLUE® SHARE is an easy-to-use file management service which also helps secure and manage your critical business data. UNIVERGE BLUE® SHARE enhances traditional file sync and share by adding real-time backup, advanced anti-malware/anti-virus and restore capabilities.

Imagine having:

> Secure Access to your files from any device
> Quick file recovery from data loss with real-time backup and restoration
> Sharing files with other users and co-editing in real time

UNIVERGE BLUE®
SIP TRUNKING

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
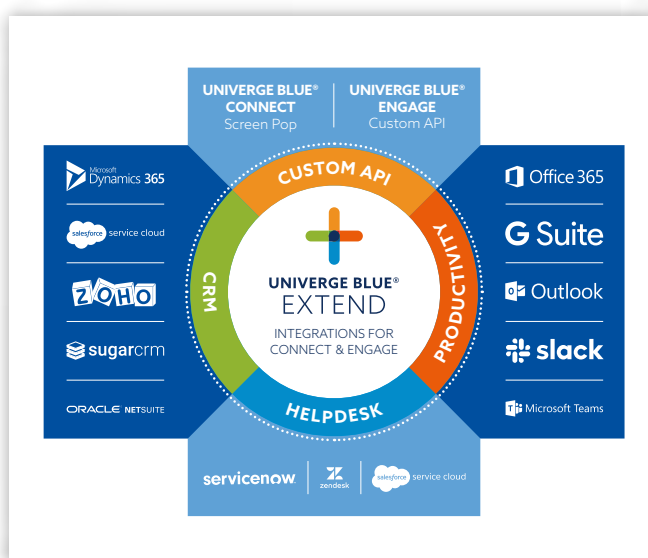
UNIVERGE BLUE®
EXTEND

POWERFUL INTEGRATIONS FOR UCaaS AND CCaaS

NEC's UNIVERGE BLUE EXTEND, the integration platform of UNIVERGE BLUE CONNECT and ENGAGE, connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more – driving higher productivity and increasing customer retention with no heavy costs.

Imagine having:

> CRM Integrations:
> Helpdesk Integrations
> Productivity Integrations
> Contact Center Integrations

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 UNIVERGE BLUE® can transform your business

NEC UNIVERGE BLUE®
CLOUD SERVICES

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