

# NEC Cloud Collaboration



**Low-risk, flexible,  
cloud-based unified  
communications and  
collaboration services  
to transform your  
business.**

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# Communication and collaboration. Your way.

Modern businesses and workforces are mobile and dispersed. Workers are no longer bound to their desks.

This increases demand for the adoption and integration of new applications and devices that enable more flexible working styles and individual contact preferences. At the same time, business leaders are focussed on managing costs and improving their return on investment in technology solutions.

To build sustainable competitive advantage, you need to embrace new ways of working. You should also continuously improve the effectiveness of communications and collaboration between your employees, partners and customers.

## NEC Australia can transform your business.

NEC Cloud Collaboration is an easy-to-use, enterprise-grade collaboration solution delivered as a service.

Transform your business collaboration and communications with a low-risk, flexible, cloud-based solution that brings together smart devices and social media to deliver unified communications and collaboration through the cloud.

NEC Cloud Collaboration enables unified communications functionality to be integrated across your business processes – empowering your people to collaborate from anywhere, at any time, across almost any device from PCs, softphones, smartphones to video conferencing and the latest tablets.

To drive costs down and improve productivity, NEC Cloud Collaboration is available as a per-month, per-user subscription service with low establishment costs. It is fully customisable to meet the needs of different types of workers across your organisation, from office-based employees through to mobile sales teams and executives.

NEC Australia has a strong heritage of successfully delivering business technologies and services, supported by decades of success in managing complex business transformations.

We also have established services and transformation methodologies which minimises risk and accelerates implementation times. Today NEC Australia supports more than 5,000 Government and enterprise customers across more than 20,000 sites.

Cloud-based communications, either through a cloud only or a hybrid approach, can assist in reducing the cost and complexity of unifying your communications. NEC works with you, taking into account your individual circumstances, to help determine the best way forward to delivering a successful transformation to enterprise-wide unified communications and collaboration.

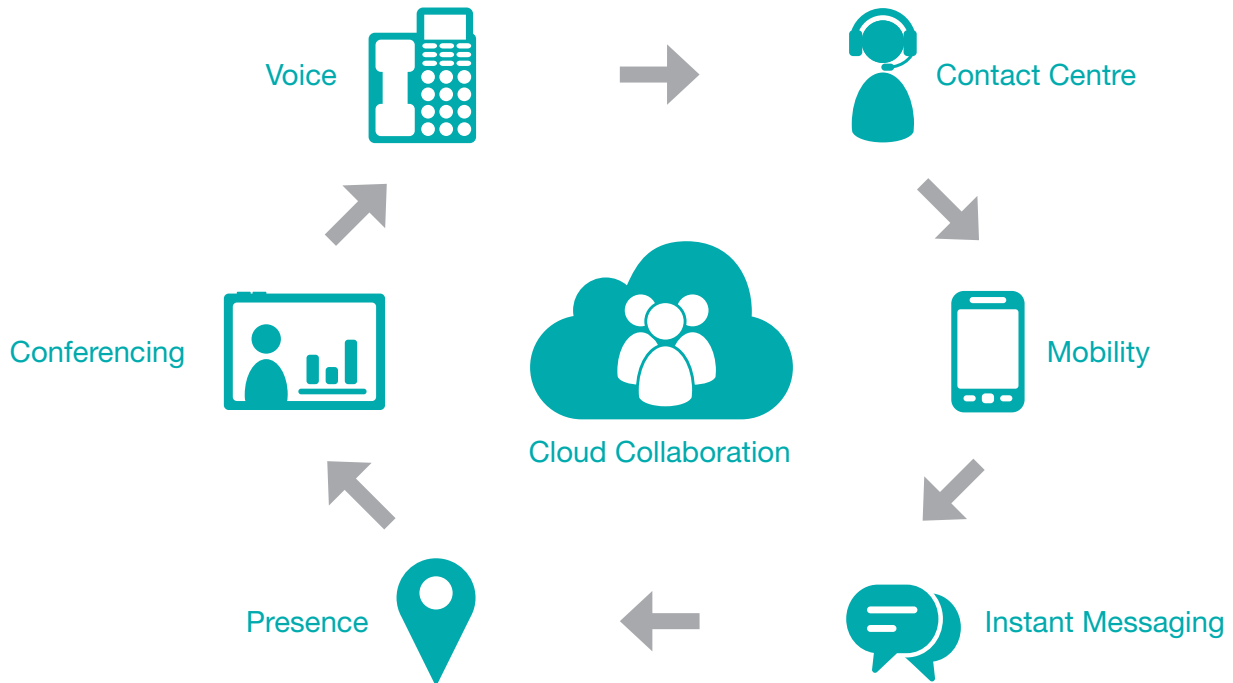
NEC Australia is your logical partner when moving to the cloud. We have extensive multi-vendor expertise in migrating customers to new technologies, integrating cloud environments with legacy infrastructures, and we have significant experience in unified communications, contact centres, video conferencing, application development and management, data networking, cloud solutions, managed services and support.

That means we can work with you to deliver holistic, successful business solutions that maps to your strategy, operations, people and processes.



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# At a glance.



## NEC Cloud Collaboration delivers:

- Easy-to-use enterprise grade collaboration as a scalable and predictable, per-month, per-user subscription service.
- A suite of unified communications and collaboration tools to empower people to work virtually wherever, whenever and however they please, including voice, mobility, conferencing, messaging, presence and contact centre solutions.
- A comprehensive and easy-to-use set of management and administration tools.
- Clear user profiles to make it easy to select the best, most cost effective solution for your organisation.
- A platform that interoperates with your existing network and applications.
- Multiple support options backed by NEC's local, 24x7 helpdesk.
- A fully-managed service hosted in high-availability, secure, Australian data-centres.
- Carrier independent solutions, so you are free to choose one that best meets your needs.
- An implementation methodology that meets your schedule. NEC works with you to choose when, where and how you deploy the service across your organisation in line with your business needs. NEC can also manage hybrid environments, allowing you to extract maximum value from your current assets.
- No significant upfront costs and reduced ongoing operating, licencing and management overheads.
- Rapid deployment offering you faster speed to market.
- An OPEX-based investment, reducing your CAPEX investment and lowering costs overall.

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# A collaboration solution that works as hard as you do.

## Choose the collaboration applications that suit you.

NEC Cloud Collaboration is built on Cisco's Hosted Collaboration Solution. It offers the industry's broadest portfolio of unified communications and collaboration applications and capabilities. Together they give the freedom your employees need to work productively with colleagues, partners, suppliers and customers, wherever they are.

Each application is completely flexible and provides the same capabilities an on-premises deployment would offer. The NEC Cloud Collaboration portfolio is continually updated as new applications are developed. That means you automatically have access to the latest solutions for the same monthly subscription fee.



### Telephony / Voice

An intelligent, feature-rich and reliable telephony solution that helps you securely and simply connect with colleagues and customers.

The service comes with all the features you would expect from a high-quality telephony system and you can choose from a wide range of handsets and devices that best suit your needs.



### Video and Web Conferencing

Communicate, collaborate and share information face-to-face with your clients, employees and colleagues. Your business can benefit from the enhanced experience offered by video and web conferencing, including a more personal connection and more productive work teams, all while making significant savings in travel costs and time.

The service can enable video and web conferencing everywhere, on any device, from smartphones and tablets, laptops, and desktop PCs. NEC can also deliver high-quality room-based and immersive video conferencing solutions.

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### Mobility

Your people can take their work with them and easily communicate and collaborate on almost any device, from laptops and tablets through to smartphones.

The solution can include single number reach, presence, instant messaging, soft-phone application, smooth hand-off between devices, integrated messaging, application sharing, extension mobility, desktop sharing, and customer collaboration such as contact centre services.



### Presence

Knowing if a colleague is connected and available can help to improve efficiency and productivity, while enabling faster decision making and improved customer service.

Intelligent presence enables you to see the availability of your co-workers, so you can instantly know if they are available, are in a meeting, on the phone or away from their desk or devices.



### Instant Messaging

Instant Messaging (IM) functionality can help you to connect and collaborate with colleagues simply and securely, in real time.

IM is an increasingly popular and flexible way for your people to rapidly create ad-hoc, real-time discussions with co-workers, partners and customers. It becomes an even more powerful collaborative tool when combined with features like document sharing and white-boarding or quickly resolving customer questions while on the phone.



### Contact Centre

To enable business to better serve customers, the contact centre has evolved into a rich multi-channel environment that handles email, live web chat and video.

NEC can provide a comprehensive range of voice and multi-channel contact centre solutions deployed either on-premise or via the cloud. From out-of-the-box to fully customised solutions, from one seat to thousands of seats across many sites, NEC Australia has delivered solutions to more than 800 Australian businesses, servicing more than 30,000 contact centre seats.

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# NEC Cloud Collaboration benefits.

## Pay as you go

Our scalable pricing model allows lets you add capacity and new functions on demand instead of purchasing the technology outright, transforming your UC expenditure from a capital to an operational expense.

## Fast deployment – Fast value

Rapid implementation improves productivity and business return. As a hosted service, NEC Cloud Collaboration delivers business value faster than traditional on-premise products.

## Managed by NEC's experts

The 'as a service' cloud delivery model offloads responsibility for ongoing management, software upgrades, maintenance and troubleshooting to NEC's team of certified engineers.

## Predictable costs

NEC provides simple pricing models driven by end user requirements which delivers predictable costs and improved business agility to our customers.

## Flexible and scalable

Services are on demand, procured as and when they are needed on a pay-as-you-use basis. NEC Cloud Collaboration eliminates the risk and financial burden associated with any surplus infrastructure capacity. That means you can rapidly ramp up or ramp down capacity as needed.

## Secure and reliable

Services are securely hosted in best-in-class Australian data centres and are supported by our managed services and reliable service level agreements (SLAs) to guarantee your peace of mind and maximum performance.

## Flexible management tools and 24x7 support

A set of easy-to-use tools allows for fast on-boarding and simple management of users and devices. NEC also provides a 24x7 helpdesk, from our local Network Operation Centres (NOCs) offering a range of technical and customer support options.

## Quickly realise the benefits

NEC offers a range of end-user training options to quickly get your people and teams benefiting from the solution.



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# Building your perfect collaboration solution is simple.



## STEP 1

### Choose your customised, flexible package.

NEC has a range of packages that meet the diverse, individual needs of your people. This means that you can empower your workforce and teams while only paying for the functionality you need.

#### NEC Cloud Collaboration end user packages:

- **Essential** – Basic analogue connection for faxes, lobby phones and other analogue devices.
- **Basic collaborator** – The perfect solution for workers who are mostly at their desk or for shared hot-desks. The package offers presence and Instant Messaging (IM) functionality, full voice features and unified messaging together with a basic handset.
- **Office collaborator** – For those workers who are mostly in the office but who need a little more functionality. This package offers presence and IM functionality, full voice features and unified messaging along with enhanced handsets including video and mobility functionality.
- **Virtual collaborator** – For workers who spend time on the road or away from their desks but who need to be connected. This package includes presence and IM functionality, full voice features, unified messaging and enhanced handsets including video and mobility functionality along with softphone access on laptop and tablet devices.
- **Executive collaborator** – For those who require full access anywhere, any time on virtually any device. This premium package included presence and IM functionality, full voice features, unified messaging and enhanced handsets including video and mobility functionality along with softphone access on laptop, tablets and smartphone. Includes integration with up to 10 devices.

In addition to the end user packages you can choose from a range of functional package options to improve collaboration and streamline business activities.

### End user and functional package options

NEC Package	End User Packages					Functional Packages		
	Essential	Basic collaborator	Office collaborator	Virtual collaborator	Executive collaborator	Meeting room	Video: point to point	PC enabled operator console
Functional components								
Unified communications manager feature set	✓	✓	✓	✓	✓	✓	✓	✓
Basic end points	✓	✓	✓	✓	✓	✓		✓
Jabber instant messaging / presence client		✓	✓	✓	✓			✓
Unified Messaging		✓	✓	✓	✓			✓
Full range of end points including video telephony			✓	✓	✓	✓	✓	✓
Full Jabber desktop / laptop / tablet client			✓	✓	✓			✓
Full Jabber client for smartphones					✓			
Number of devices per user	1	1	1	10	10	1	1	1
Options								
Contact centre			Available	Available	Available			
Immersive video conferencing			Available	Available	Available	Available	Available	
Webex conferencing			Available	Available	Available	Available	Available	



## STEP 2

### Choose your devices.

You can choose from a wide range of communication devices, from basic analogue and IP handsets through to executive models that support high-definition video conferencing. NEC can also work with you on your mobile device requirements. You may wish to bring your own devices and have them securely integrated into your solution, have NEC package mobile devices into your service, or a combination of both. The choice is yours.

NEC will work with you to select the best range of mobile and desktop devices that are compatible with your selected package. This can include making use of existing devices, purchasing outright or leasing new devices as part of the bundled service that best suits your current and future needs.



## STEP 3

### Choose your support package.

NEC offers a simple selection of support options:

- Standard.
- Premium.
- Standard or premium with managed services.

#### Support package options

Support Packages		Standard	Premium	Managed Service
		Included in all	Optional	Customer
Managed support				
24x7 proactive monitoring		✓	✓	✓
Service desk support		✓	✓	✓
Technical support		✓	✓	✓
Incident management		✓	✓	✓
Capacity management		✓	✓	✓
Release management		✓	✓	✓
Service level management		✓	✓	✓
Performance reports		Standard reports	Standard reports	Customised
Service desk coverage		8:30am – 5pm Mon – Fri	24 hour x 7 days	Standard or Premium
Public holidays		No	Yes	
Incident service levels	Severity (level)	1 2 3	1 2 3	Standard or Premium
	Response (hours)	2 4 8	1 2 4	
	Restore (hours)	4 8 12	2 4 8	
Enhanced services				
Problem management		x	x	✓
Change management		x	x	✓
Continuity management		x	x	✓
Dedicated technical architect		x	x	✓
Dedicated service delivery resource		x	x	✓





## STEP 4

### Choose your carrier.

Through our long-standing strategic partnership with AAPT, one of Australia's leading telecommunications infrastructure companies, NEC can provide a highly competitive carrier connectivity solution and offer the simplicity of a single bill for all your collaboration and telecommunications services.

We also recognise that you may wish to leverage your existing carrier relationships, NEC can accommodate this and facilitate integrating existing carrier services into your solution.



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# NEC Australia

## – working for you.

NEC Australia's strength and expertise as a cloud communications systems integrator is supported by a track record spanning more than 40 years of engineering success and delivery support to Australian organisations, both large and small.

### NEC Australia:

- Offers cloud solutions and services that deliver scalable, affordable and reliable communications and technology solutions and services.
- Has more than 25 years' experience of managing customer owned or leased infrastructure and the facilities in which they are housed.
- Offers cloud solutions that provide high-quality collaboration services to Australian businesses locally and anywhere in the world.
- Has a long history of delivering professional, technical solutions and managed services to customers across Australia.
- Has local 24x7 NOCs delivering remote management and support to more than 5,000 customers and 20,000 sites.
- Has 1,500 technology and service experts and a nationwide network of services partners, to help you to achieve your business objectives.
- Is carrier independent.
- Can manage hybrid unified communications and collaboration environments, allowing you to extract maximum value from your current assets.
- Has a transformation approach focussing on your business needs, to define the right cloud solution and service environment that balances technology and business benefits.
- Has a proven ability to deliver services portfolio of professional, technical and managed services.

Globally, NEC has both in-depth expertise in the deployment of cloud solutions; from small businesses that want access to a fully flexible and scalable, outsourced infrastructure to multinational corporations that require a secure, dependable and well-supported cloud solution.

Our experience and our flexible deployment models allow us to migrate you to the cloud at your pace and in line with your specific business objectives. You can choose to move your whole enterprise at once, or you can enable the workers that can most quickly deliver value to the organisation through access to enhanced collaboration tools.

### The NEC and Cisco alliance

NEC Australia's partnership with Cisco brings together the expertise of two global leaders. With one engagement, customers have access to NEC Australia's experience delivering and managing communications solutions, and to Cisco's acknowledged leadership in collaboration and networking solutions.

Together NEC Australia and Cisco deliver a comprehensive suite of products, applications and services for unified communications and collaboration and world-class cloud, mobility and security solutions.





Table 1. Estimated Monthly Sales  
in the Industry of Activities

Activity	Year											
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Admission	1,200,000	1,300,000	1,400,000	1,500,000	1,600,000	1,700,000	1,800,000	1,900,000	2,000,000	2,100,000	2,200,000	2,300,000
Food & Beverage	800,000	850,000	900,000	950,000	1,000,000	1,050,000	1,100,000	1,150,000	1,200,000	1,250,000	1,300,000	1,350,000
Merchandise	200,000	220,000	240,000	260,000	280,000	300,000	320,000	340,000	360,000	380,000	400,000	420,000
Other Activities	100,000	110,000	120,000	130,000	140,000	150,000	160,000	170,000	180,000	190,000	200,000	210,000
Total	2,300,000	2,480,000	2,660,000	2,840,000	3,020,000	3,200,000	3,380,000	3,560,000	3,740,000	3,920,000	4,100,000	4,280,000

Table 2. Percent Changes for Sales



### MARKETIN



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For more information, visit [au.nec.com](http://au.nec.com), email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call 131 632

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**About NEC Australia Pty Ltd.** NEC Australia is a leading technology company, delivering a complete portfolio of ICT solutions and services to large enterprise, small business and government organisations. We deliver innovative solutions to help customers gain greater business value from their technology investments.

NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

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