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NEC

# SL2100
# COMMUNICATIONS SYSTEM
## BUILT-IN BRILLIANCE

COMMUNICATIONS
FOR TODAY'S
HYBRID WORKFORCE

**SMART COMMUNICATIONS
FOR SMALL BUSINESSES**

# SL2100 COMMUNICATIONS SYSTEM
## COMMUNICATIONS FOR SMALL BUSINESSES

As businesses increasingly transition to a hybrid work model, so must their communications systems. The traditional on-premises, hardware-based communications system does not easily and efficiently provide the flexibility and functionality required to fully support today's hybrid work model and a business's growth.

NEC's SL2100 on-premises communications platform is a powerful, highly cost-effective solution that puts unified communications (UC) within reach of small businesses and offers both VoIP and TDM capabilities. Now, with UNIVERGE BLUE CONNECT BRIDGE, we can extend its unified communications capabilities to the cloud to create a fully integrated hybrid solution.
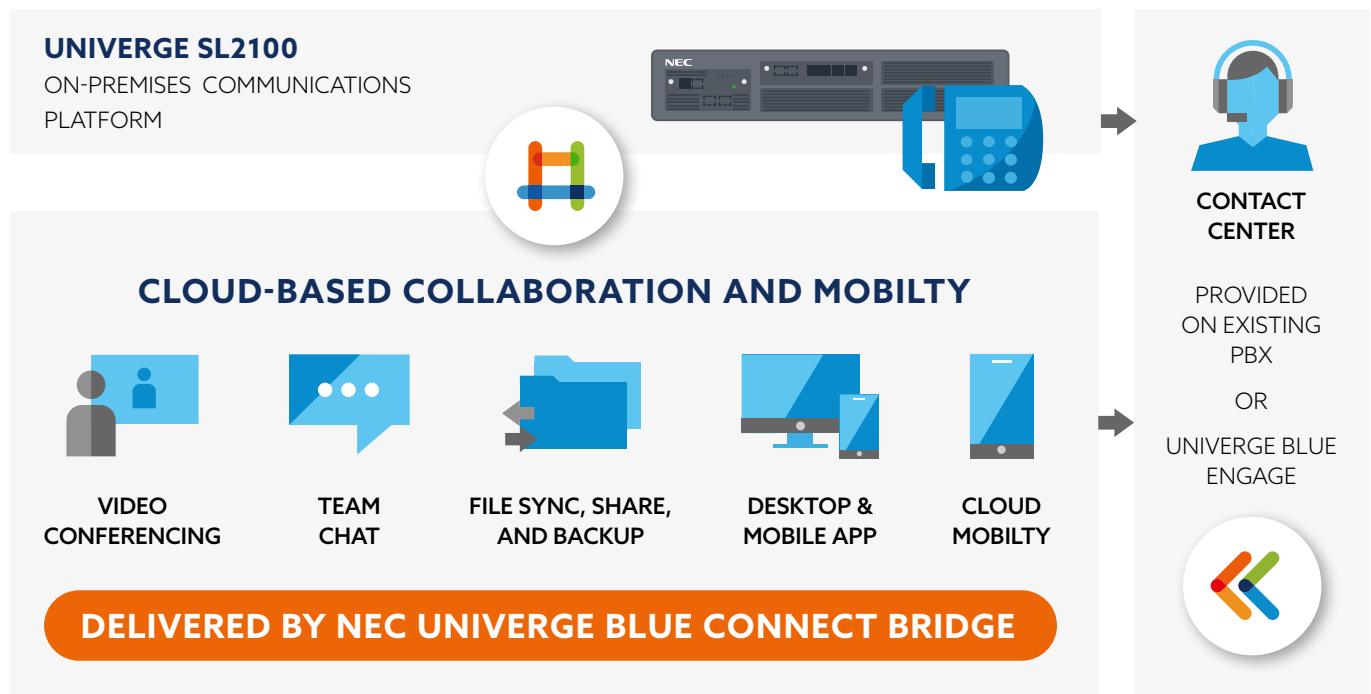
By bridging the best of both worlds together in one seamless solution, it brings you a solution to meet all your communications needs now and into the future.

**YOUR BRIDGE TO THE CLOUD IS HERE**

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### UNIVERGE SL2100 + UNIVERGE BLUE CONNECT BRIDGE
DELIVERS ALL THE MISSION-CRITICAL TOOLS IN ONE FULLY INTEGRATED SOLUTION

**UNIVERGE SL2100**
ON-PREMISES COMMUNICATIONS PLATFORM

**CONTACT CENTER**

PROVIDED ON EXISTING PBX

OR

UNIVERGE BLUE ENGAGE

**CLOUD-BASED COLLABORATION AND MOBILTY**

| VIDEO CONFERENCING | TEAM CHAT | FILE SYNC, SHARE, AND BACKUP | DESKTOP & MOBILE APP | CLOUD MOBILTY |

**DELIVERED BY NEC UNIVERGE BLUE CONNECT BRIDGE**

# UNIVERGE BLUE CONNECT BRIDGE
# BRINGING IT ALL TOGETHER



The choice of communication solutions in the marketplace is vast – however, managing multiple separate tools can waste time and drive down productivity. NEC's UNIVERGE SL2100 + UNIVERGE BLUE CONNECT BRIDGE simplifies management by reducing the number of tools needed and bringing all this together in a cost-ffective solution that keeps your team – and your customers – connected.

The SL2100 provides you with 100+ enterprise-grade features, five nine's (99.999%) reliability, support for both VoIP or traditional TDM or a combination of both. It integrates seamlessly with UNIVERGE BLUE CONNECT BRIDGE which future proofs your technology by bridging it to the cloud.

SL2100 becomes cloud enabled with UNIVERGE BLUE CONNECT BRIDGE. With CONNECT BRIDGE, it extends the SL2100 with cloud-based voice via desktop and mobile apps creating a seamless all-in-one communications experience. Your team will be able to collaborate in the office, at home, or anywhere in between with integrated video conferencing, chat, and file sharing and backup.

## ONE COMMUNICATIONS PLATFORM. ONE LOW MONTHLY PAYMENT. CRAZY SIMPLE!

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## THE RISE OF THE HYBRID WORKFORCE

A hybrid workforce is a type of blended labor force comprising employees who work remotely and those who work from an office or central location. If workers feel they are more productive in one location versus another, they can choose to work in that environment – or work in a combination of the two.

With so many employees now hybrid working, it is time to make the business changes needed to ensure your employees are satisfied and have the tools they need to get work done from any setting – in the office, hybrid, or remote.

## CONNECT. COLLABORATE. COMMUNICATE... FROM WHEREVER

By pairing UNIVERGE BLUE CONNECT BRIDGE powerful communications tools with your SL2100, you can keep employees connected and engaged while taking care of your customers and moving your business forward.

CONNECT BRIDGE includes easy to use desktop and mobile clients which provide quick access to team chat, video conferencing, secure file sync/share, and inbound and outbound calling from wherever.

# UNIVERGE BLUE CONNECT BRIDGE
# KEY FEATURES

## CALLING

Stay connected with colleagues from wherever you work:

- Place, receive, and manage calls from your desktop or mobile device
- Access company contacts through your corporate directory
- Access advanced calling options like Call Flip and more
- Place and receive calls with Wi-Fi or carrier minutes

## TEAM CHAT

Communicate with more than voice and email:

- Use private and public channels to message with CONNECT BRIDGE colleagues (individuals and groups) from your desktop or mobile device
- Share links and attachments
- Place calls directly from chat
- Quicky start a meeting to share your screen
- View colleagues' real-time working status to see if they are available for a quick call, chat, or meeting

## VIDEO CONFERENCING

Meet face-to-face and share your screen with this fully integrated video conferencing solution for more interactive and productive team meetings:

- HD video meetings with up to 200 participants
- Host and join meetings from your desktop or mobile device
- Share your screen and make annotations for more collaborative meetings
- Record meetings and access from anywhere
- Advanced security settings available for meeting hosts
- Powerful note taking features, plus meeting transcription via Artificial Intelligence
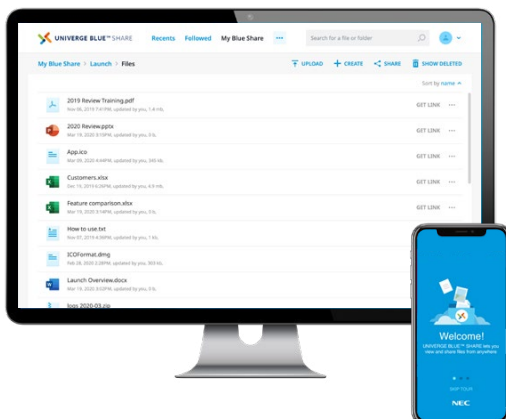
## FILE SHARING

Keep all your files together in a single, secure location:

- Keep all your files securely stored, up to date, and accessible from any device
- Quickly share files with anyone inside your organization with Team Chat, or outside your organization with email
- Easily restore previous versions or accidentally deleted files with file recovery and revision history
- Scan all files for virus and ransomware protection

# UNIVERGE BLUE ENGAGE
## KEY FEATURES

### CREATE A FIRST-RATE EXPERIENCE
#### FOR YOUR CUSTOMERS

Today's customer expects to communicate with your business in their own time in whatever way they choose. UNIVERGE BLUE ENGAGE Contact Center as a Service is a perfect complement to the SL2100 with CONNECT BRIDGE... making each interaction with your customer quick, easy, and effective.

Between improved response times, reduced call abandon rates, lower operating costs, and increased revenues, both you and your customers will see a return on your investment through superior customer service. The SL2100 also offers on-prem solution options to choose from to fit your unique contact center needs.

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### THE SMART CONTACT CENTER
#### 4 WAYS TO CREATE A FRICTIONLESS CUSTOMER EXPERIENCE

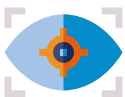1. **Ensure multimedia customer engagement**
   A single contact point for efficient multi-channel personalized interaction.

2. **Improve your customer service**
   Skills-based routing equates to quicker, more efficient service.
   With callback, customers don't wait in queue, reducing call abandonment.

3. **Measure and manage your team**
   Real-time dashboard and historical reporting provide important optimization metrics to manage staffing and service levels.

4. **Motivate your team**
   Dynamic wallboards encourage healthy competition between agents.
   Customer interaction history ensures smooth conversations and a more personal connection.

# SL2100 COMMUNICATIONS SYSTEM
## THE 'ON-DEMAND' WORKFORCE...

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With the advent of all the communications technologies in the market, customers expect to be able to reach someone at a business to get immediate answers and information – without having to leave a message.

### VALUE FOR MONEY
Powerful communications with a small business price tag that allows you to pay only for what you need. Completely scalable as your business grows.

### EASY TO USE
Intuitive applications and features your whole team can easily use to empower them to be more productive. The easy installation also means there's no downtime.

### KEEP CONNECTED
Single number reach, DECT mobile handsets, built-in conferencing and voicemail keeps colleagues and customers up-to-date and connected.

### BUILT-IN APPLICATIONS
Includes an expanded and diverse portfolio of In-Apps. As well as providing compelling business benefits, these built-in/on-board apps require no external PC or server.

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# UNIVERGE SL2100 + CONNECT BRIDGE
## A TRUE HYBRID WORK MODEL FOR SUCCESS

With businesses increasingly moving to a hybrid work model, now more than ever, you need a communications and collaboration solution, like the SL2100 with CONNECT BRIDGE...one that is:

> **Flexible** – can expand and contract, ebb, and flow as your hybrid work model takes shape, then changes, as the working world continues to evolve

> **Capable of keeping business in the middle** – so your customers can reach you at the same business phone number or whatever method that they prefer, regardless of where you or your employees are

> **Crazy simple** – it just works, and complexity is a nonissue, because your focus should be on growing your business and not worrying about your communications system

To learn more, please contact your NEC authorized representative.

# SL2100 COMMUNICATIONS SYSTEM
## BUILT-IN APPLICATIONS

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The SL2100 now includes an expanded and diverse portfolio of In-Apps. As well as providing compelling business benefits, these built-in/on-board apps require no external PC or server making them highly cost effective and reliable.

### INHOTEL
#### FRONT-OF-HOUSE APPLICATION

NEC's InHotel combines a complete and comprehensive Property Management System with tightly integrated telephone system functionality. Ideal for hotels of up to 120 rooms, this easy to use platform is designed to increase your staff's productivity, enhance guest experience and significantly lower your running costs.

> Complete room booking, billing & hotel administration
> Easy to use interface
> Integrates with PBX communication functionality

### INGUARD
#### TOLL FRAUD DEFENSE

NEC's InGuard application helps defend a business against toll fraud attacks and provides peace of mind for the user:

> Effective 24/7 defense from Toll Fraud
> Low-Cost Solution – an on-board application with no extra PC/server required
> Health check Feature – identify and resolve any weaknesses in your configuration during installation

### AUTOMATIC CALL DISTRIBUTION (ACD)

The SL2100's ACD is often found in offices that handle large volumes of incoming phone calls and efficiently routes callers based on pre-established criteria. When all agents are busy assisting callers, the outside party can listen to periodic announcement messages while waiting for an agent to become free. Callers can also overflow to another destination so that outside callers are not left waiting on hold for an extended period of time, making each interaction between your business and your customers quick and easy.

### CONTACT CENTER

The SL2100's Contact Center software allows up to two Supervisors to monitor the real-time activity of the system's ACD, such as Agent State and ACD Queue Status, using their PC's. They can also run ACD/Contact Center activity reports, such as Agent Call Summary, Abandoned Calls, etc...to ensure superior customer care.

# SL2100 IN ACTION

Every industry has its own unique communication challenges and business 'pain points'. Here are some examples of how the SL2100 can resolve these.



## HEALTHCARE

Doctors' offices, surgery centers and other healthcare organizations receive a high volume of inquiries.

> Customized **recorded messages** give callers the option to route themselves to the right department or leave a message for prescriptions

> Eliminate the expense of an answering service with email or **external message notifications** to appropriate personnel during off hours
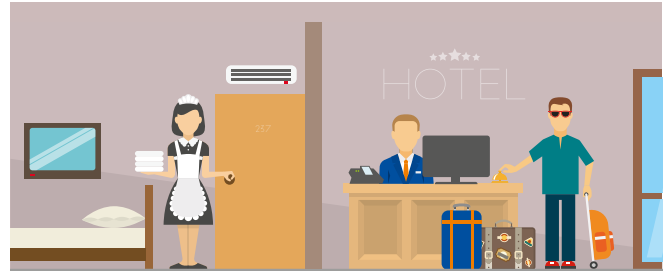


## SMALL HOTELS/MOTELS

Guests can customize services from guestroom messaging, wake-up calls and 'do not disturb' plus have one-touch access to important services.

> **InHotel** enhances customer service levels: faster check-ins, check outs; sharper response times

> Complete hotel **room management**: real-time status dashboard

> **Toll restriction** ensures phones are not used for long distance calling except by authorized personnel
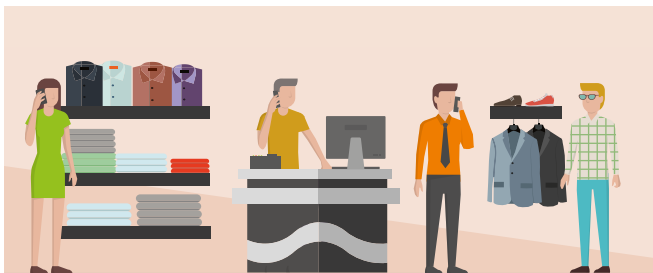


## RETAIL

Handle incoming callers with ease while servicing in-store customers.

> **Pre-recorded message** options enable callers to quickly get to the information they need (store address, hours of operation, etc...) without interrupting service to in-store customers

> While out on the floor, quickly find out information the customer needs by reaching out via the **CONNECT BRIDGE** mobile client or **DECT handset**

> **Toll restriction capabilities** limits use of store phones for long-distance except for authorized personnel – saving the store money
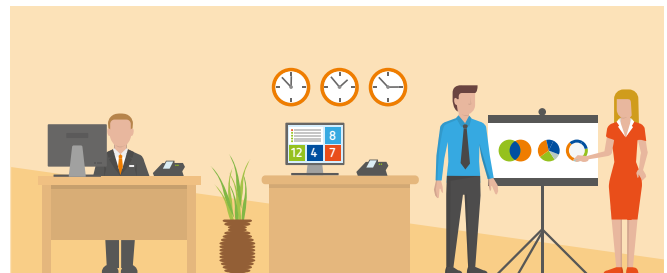


## SMALL & MEDIUM ORGANIZATIONS

Almost all SMBs require robust communication tools to service their clients.

> **Self-service options** allow callers to easily get to the person or department they want to reach without going through an operator

> Ability to set up **multiple ring or department groups** ensures callers will be able to speak to a member of staff

> **Auto Attendant** can provide callers with information that is most frequently asked, such as, "when are you open?", "what is your address?", etc...

# SL2100 COMMUNICATIONS SYSTEM
## DESKTOP AND DECT PHONES

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> **Wide range of Choices** – choose from IP or digital, 12 to 24 keys or self-labeling, or IP DECT cordless handsets
> **Customizable function keys** – can be adapted to the exact individual requirements of your business
> **User-friendly interface** – little or no staff training required
> **Wireless headset adapter** – allows easy connection to wireless headsets
> **Directories** – Personal, system and corporate directories available

**DECT handsets:** for any working environment

**Digital and Analogue Handsets:** Easy call control from the office

**IP Handsets:** Easy call control from the office, remote office or homeworking, hot-desking

\Orchestrating a brighter world  **NEC**

**OVER $29 BILLION REVENUE**

**#1**
**SMB & ENTERPRISE COMMS WORLDWIDE**

**LEADER IN BIOMETRICS**

**75 MILLION GLOBAL USERS**

**125+ COUNTRIES**

**TOP 100**
GLOBAL INNOVATORS
(THOMSON REUTERS)

**GLOBAL 100**
MOST SUSTAINABLE COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)

**RECOGNIZED AS A LEADER**
BY FROST & SULLIVAN IN ENTERPRISE COMMUNICATIONS TRANSFORMATION

107,000 **TEAM MEMBERS** WORLDWIDE

**4,000+** CHANNEL PARTNERS

**About NEC Corporation** – NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 120 years of expertise in technological innovation to empower people, businesses and society.

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