\Orchestrating a brighter world

NEC

UC for Enterprise Suite

UC Application Platform (UNIVERGE® OW5000)

At a Glance

- The foundation of NEC's UCE applications

- Productivity enhancing presence, instant messaging, and group chat

- Corporate directory including photos, skills, organization and location information for quick, easy access to colleagues

- Communication logs to ensure availability of call and secure IM information

- A service-oriented architecture (SOA) providing API's and web services for improved interoperability and simplified development

Overview

NEC's UC for Enterprise integrated suite of applications enables greater efficiency and higher productivity through the convergence of communication channels and business processes. It uses a combination of sophisticated solutions and rich services, and is supported on a powerful, industry-standards platform, the UC Application Platform (UNIVERGE OW5000).

This powerful platform fuses communications tools like presence, status, unified messaging, instant messaging, mobility, collaboration and voice/video conferencing into one comprehensive customizable unified communications (UC) solution for any business. Combined with the UC Manager (UNIVERGE MA4000) for administration, NEC provides the for today's demanding enterprise environment.

Solution

The Foundation of NEC's UC Applications

The UC Application Platform is the foundation for a robust set of UC applications. It also provides tools that can be leveraged for the customization and integration of applications as well as the development of computer-enabled business processes.

NEC's suite of UC applications, including UC Mobility, UC Desktop Client, UC Agent, UC Emergency On-Site Notification and UC Attendant all utilize the UC Application Platform as their foundation, and UC Manager can be used for a single point of entry and administration.

With NEC's UC Application Platform, those who use NEC's IP communications solutions have access to more interoperability choices than ever before. Because this Application Platform includes an open application programming interface (API) and web services, integration by third party developers is easier than ever.

This application platform is key to NEC's larger strategy of UNIVERGE®360 role-based communications, by providing industry-focused business solutions that meet the specific needs of healthcare providers, higher education institutions, the hospitality industry and government organizations.

Productivity Enhancing Presence and Instant Messaging

Thanks to NEC's UC Application Platform, rich presence allows the visibility of coworkers' availability and status as well as the devices on which they prefer to be contacted. Knowing if someone is available before a call is placed can significantly reduce unanswered calls and unnecessary voice mail. In a meeting and not available for a phone call? The UC Application Platform provides the tools for sending quick and secure enterprise instant messages to fellow UC users for a faster response time. In this way, everyone's productivity improves. Additionally, it enables federation with other XMPP external UC applications/platforms to provide users real-time access to communications and presence data.

Corporate Directory Features for Quick, Easy Access to Colleagues

Directory Dialer is an application that enables NEC's IP communication solutions users to access a corporate-wide directory on their telephone display. With Dialer, users can search the entire directory for a telephone number or search the directory of a specific division or department from the convenience of their display phone.

Once the application locates the name or location that is requested, it provides the information on an NEC display telephone. Users can then place or transfer a call to the telephone number corresponding to that entry, and if that person has set a rule based on their status, the user automatically follows that rule and rings the appropriate device(s).

Entries are stored in the same Microsoft SQL database used by other applications. For improved efficiency, the database instance can be distributed to a separate physical or virtual server. Queries to the database are dynamic. Any changes to directory items are immediately available in Dialer and other UCE applications.

Communication Logs to Ensure Availability of Call Information

Communication logs track incoming and outgoing calls – whether the calls were answered or missed. Not only does Incoming Call Assistant, a component of the Application Platform, track voice communications logged, with the addition of UC Desktop Client (UNIVERGE UC700), incoming and outgoing Instant Messages are securely stored on the UCE

server as well. With communications logs, a user will always know who tried to communicate with them and when, and with the press of key, calls are easily returned. All communications logs are integrated into one list and available to authenticated UC for Enterprise application users.

An Industry-Standard Platform for Improved Interoperability and Simplified Development

NEC's commitment to industry standards is a key component of our focus on developing long-term customer relationships. NEC strongly believes in protecting customer system investments by actively promoting application interoperability through its service-oriented architecture.

Applications have emerged as the way to improve productivity and enhance the end user experience. NEC's UC Application Platform provides the tools that businesses need to develop the enhanced applications and business solutions they require. Its industry-standards platform offers a wide variety of application services and programming interfaces that improve application development.

If a business requires assistance with developing applications to specifically fit the needs of their organization, NEC can proactively work with developers through the UNIVERGE Solutions Partner Program (USPP) to tailor products and services that meet their specific needs. Information about this support is available at www.necam.com under the Partners tab.

Specifications

Key Features	
• Web services supporting Software Oriented Architecture (SOA)	
• XMPP	• Multiple PBX integration
• SIP/SIMPLE API	• SQL database integration
• LDAP integration	• Built-in administration
• NEC OAI	• Log viewer
• Call state notifications	• Contact Center API (Infolink)

Voice Platform Compatibility
UNIVERGE® SV8500/SV9500 Communications Server
UNIVERGE® SV8300/SV9300 Communications Server
UNIVERGE® NEAX® 2400 IPX
UNIVERGE® NEAX® 2000 IPS

Protocols Supported	
• SOAP/XML/.NET	• SIP/SIMPLE
• XMPP	• NEC OAI
• Programming Languages: C++ and Java	• TAPI

The UC Applications Platform (UNIVERGE OW5000) is a core component of NEC's UC for Enterprise solution and along with other NEC applications, delivers a feature-rich UC solution.

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 140 countries and $29.5 billion in revenues. For more information, visit necam.com.