

UNIVERGE SL2100

REMOTE WORKING

KEEPING YOUR BUSINESS RUNNING
NO MATTER WHAT THE EMERGENCY



NEC has been closely monitoring the Coronavirus (COVID-19) outbreak impact around the globe. Many companies are preparing to protect the safety of their staff by enabling their employees to work from home.

NEC IP Communications systems have been capable of supporting remote workers for the last 20 years and in most cases the core components needed will already be in place. It may be as simple as using existing capacity or adding some additional licences and configuration. In some cases additional hardware may also be required.



HOW WILL YOUR STAFF BE IMPACTED?

Having staff working from home introduces many issues from social to technical. Companies want to ensure the technical issues are minimised to allow employees to feel more comfortable and less anxious about the transition.

There are many ways to enable staff to work from home and it is not a one size fits all proposition. In fact, customers may choose multiple methods and offer them to their employees based on job roles and the level of features / functionality required.



WORKING FROM HOME OPTIONS

Desk phones can be configured to work from home. Giving employees the same experience at home as in the office.

Softphones offer complete calling capabilities on a Laptop or PC.

Mobile clients offer a high level of mobility. Work from anywhere there is an internet service.

Web based conferencing. See participants and share applications – perfect for meetings and presentations.

Audio conferencing is an essential tool for holding group meetings and conferences.

Mobile Extension extends desk phone numbers to a mobile phone – no smart phone software required.

Call forward all is a last resort but simple way to never miss a call.

InReports allows you to see what how calls are being made and answered from anywhere.



THINGS TO CONSIDER

- Choose a solution that matches an employees role
- Consider the security changes required to protect your employees and networks
- Headsets may be required for audio quality and staff comfort
- Select tools that are already familiar to your staff if possible
- Choose solutions that are easy to use and require minimal employee training





DESK PHONES

For employees that love their desk phone, the SL2100's Self Labelling IP handset, DT830 and DT930 phones all support being used remotely. This allows an employee to take a compatible NEC desk phone home, plug it in to their home router and have it work just like it does in the office.

Employees do not require any additional training or headsets and all applications that control the phone will continue to work. Perfect for high volume call takers.

- ⊕ Businesses will require a VPN concentrator or NAT configured within their corporate network and these details will need to be pre-configured into the phone.



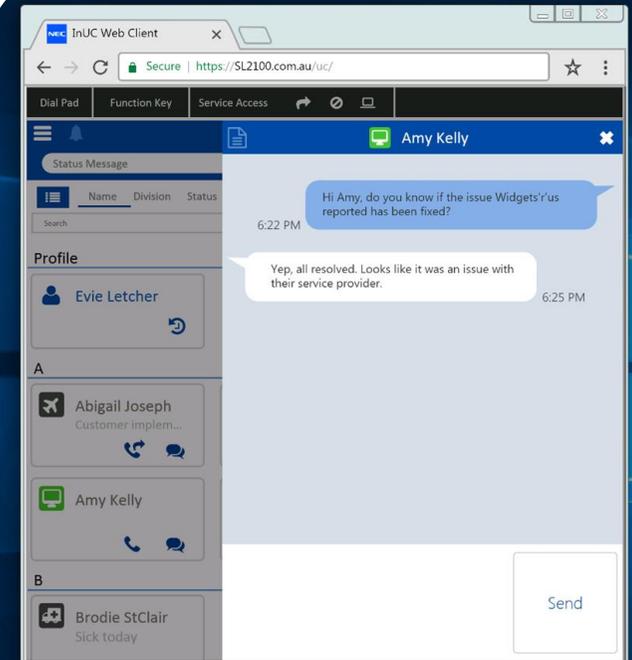
SOFT PHONES

For employees that need full telephone functionality and want to work from their PC (Laptop) without the need to lug around a physical phone then NEC's InUC Browser softphone is the way to go.

With InUC, as it's an NEC InApp, no software is required other than a Chrome browser.

In addition InUC supports Instant Messaging, video conferencing and application sharing.

- ⊕ A Bluetooth or USB headset is required.
- ⊕ Perfect for productivity workers, contact centre operators and attendant console operators.

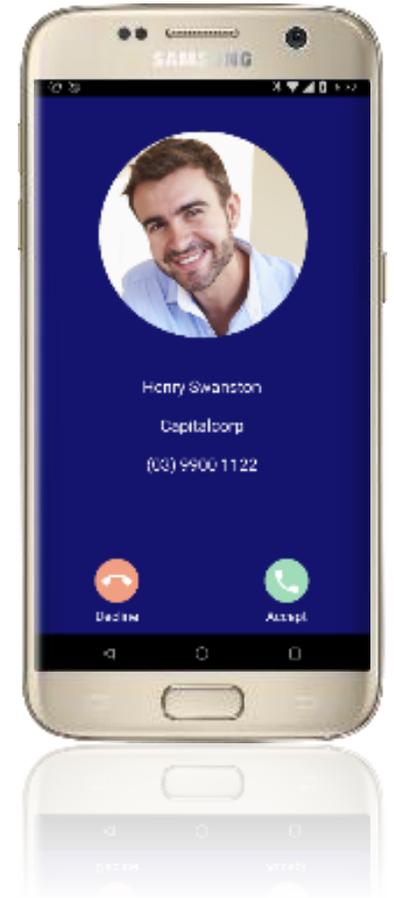




MOBILE CLIENTS

For employees that need to make and receive calls but don't need a lot of additional functionality, a mobile client is the answer. The ST500 mobile client can be installed on almost all iPhones and Android phones. It will connect to the NEC phone system over the internet (it will use Wi-Fi or mobile data) and presents the user an intuitive, easy to use interface with complete access to their smart phones contacts for incoming calls and making calls.

- ⊕ A Bluetooth or wired headset is useful.
- ⊕ Perfect for productivity or highly mobile workers.





WEB BASED CONFERENCING

While working from home it is important that staff feel as connected as if they were in the office. With NEC's inbuilt web based video conference solution employees can hold multi-party web based conferences where you can see the video of other participants and share an employee's screen to work together on projects, hold engaging meetings and present ideas, concepts and applications to customers.

The SL2100 come with four licences already installed!

- ⊕ Perfect for productivity workers and staff that need to meet with customers remotely.
- ⊕ A Bluetooth or USB headset is required.
- ⊕ Firewall configuration will be required and the use of a TURN service

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NEC

UNIVERGE SV9100 Communications Solution
Smart Communications for Small and Medium Business
See Infobase

Choose the right Solution

- New public area information
- Responsive quality and efficient customer support
- Personalized service and support

What kind of business are you in?

Three portrait photographs of smiling customer service representatives wearing headsets, illustrating the use of the UC Web Application.



AUDIO CONFERENCING

Meetings still need to happen and now, more than ever, companies will need to be able to get multiple staff into a conference call. Hosted dial-in-conferencing services can become expensive with most services charging by the minute (per person). By enabling conferencing on an existing phone system, companies can save significant usage costs and home workers can dial directly into the system via its extension number without the need to pay for carrier phone call costs. In most cases, audio conferences can be password protected and staff can add, remove or mute participants with their phone.

- ⊕ Essential for all types of workers.





MOBILE EXTENSION

Mobile extension allows all calls to a person's desk phone to be automatically sent to their mobile. Employees can also dial into the phone system and then dial a customer. The system will present their desk phone number – no-one needs to give out their mobile number. Users can also dial extensions with short dialling codes and access phone features like transfer and conference.

What is even better your SL2100 system already comes with four licences installed and waiting to be used.

⊕ Each call requires 2 trunk lines, one for incoming and one for outgoing call legs.





CALL FORWARD ALL

For employees that only need to answer the occasional call having all calls redirected to their mobile phone is simple. Calls will automatically be routed to the employees mobile but call costs may increase dramatically and when the employee returns calls, they will be using their mobile phone and providing the mobile phones caller id to the customer (unless they block it).

No application control is available and all voicemails will be answered by the mobile phones voicemail system, not your centralised Unified Messaging. Call logs will also be lost.

This should be considered as a last resort.



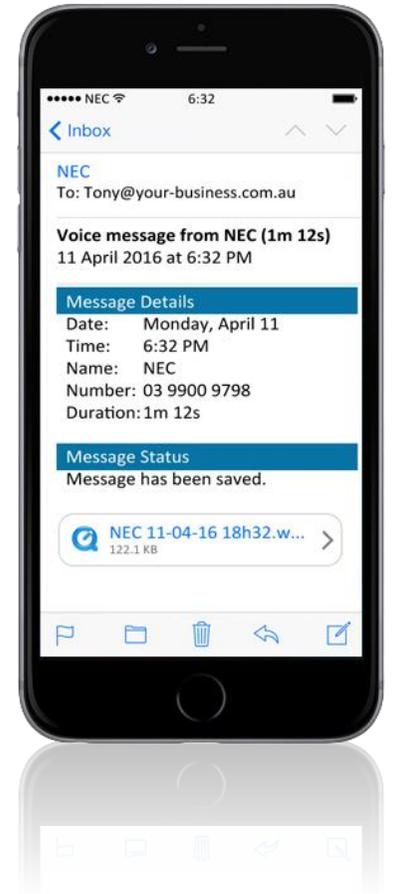


UNIFIED MESSAGING (VOICEMAIL TO EMAIL)

For employees that are either mobile or using softphones the ability to receive their voicemails as an email can make a big difference to productivity.

With NEC's Unified Messaging, voicemails will automatically be sent to employees as an email. No more dialling in to a voicemail system to listen to voicemail.

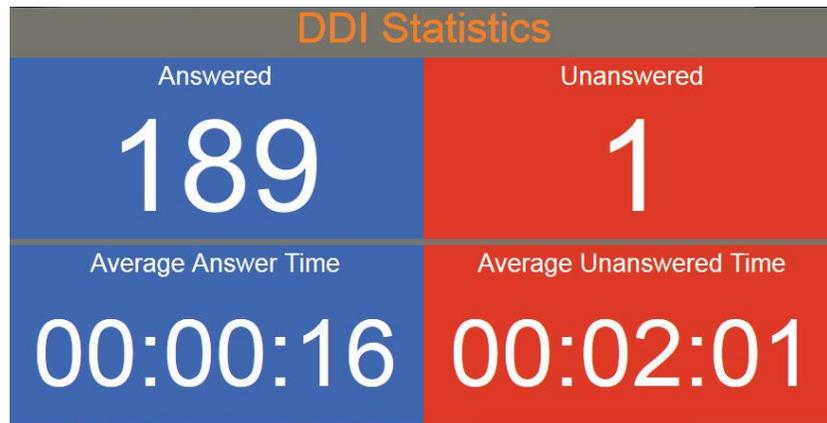
- ⊕ This is already included in your SL2100!





If management wish to be able to track their employee's telephony activity while they are working remotely then NEC's InReports feature is the ideal solution. This provides real-time statistics enabling greater productivity, lower costs & enhanced customer service. InReports provides pre-defined reports of all your call activities plus a large number of easily customised views, reports and graphs. View summaries or drill down for specific vital call information

- ⊕ Requires the SL2100 R2 software
- ⊕ SL2100 R2 is expected to be released at the beginning of April.



Extension Summary

Extension	Name	Incoming Answered	Total Duration	Average Duration	Average Ring Duration	Incoming Unanswered	Average Ring Duration	All Outgoing	Total Du
		0	00:00:00			1	01:00:02	0	
200	EXT 200	310	10:11:42	00:01:58	00:00:01	0		0	
201	EXT 201	0	00:00:00			309	01:02:00	0	
202	EXT 202	0	00:00:00			0		309	00

System Summary Breakdown per Day

Call Type	Day A	Number of Calls	Average Duration	Average Ring Duration	Total Duration	Shortest Call	Longest Call
Incoming Answered	2016-11-08	1	00:02:00	00:02:00	00:00:01	00:02:00	00:02:00
Incoming Unanswered	2016-11-08	1	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Internal	2016-11-08	1	00:02:00	00:02:00		00:02:00	00:02:00
Outgoing Answered	2016-11-08	1	00:02:00	00:02:00		00:02:00	00:02:00
Incoming Answered	2016-11-09	290	00:01:59	00:35:13	00:00:01	00:01:58	00:02:00
Incoming Unanswered	2016-11-09	290	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00
Internal	2016-11-09	290	00:01:59	00:34:57		00:01:57	00:02:00
Outgoing Answered	2016-11-09	290	00:01:59	00:35:02		00:01:58	00:02:00
Outgoing Unanswered	2016-11-09	291	00:00:00	00:00:00		00:00:00	00:00:00

Networking

To enable remote workers, companies may need to perform changes to their existing network. Changes include:

- Adding additional bandwidth to support remote workers
- Implementing voice and application security (see VPNs and SBCs below)
- Reconfiguring a network to implement QoS
- Reconfiguring firewalls and routers

Security

To ensure network and voice system safety, it is mandatory that a VPN or Session Border Controller is installed and correctly configured. This is to protect a company's voice and data networks from toll fraud, hacking and abuse.

VPNs

Some scenarios will require the use of a VPN to route traffic (securely and safely) from the employee's laptop or phone to the phone system. It is expected that there is a working VPN in place with capacity and licences to support the additional remote users.



Session Border Controllers (SBCs)

Some scenarios will allow for voice communications to be routed over the internet using the employee's existing home network. In this case a Session Border Controller is required and will need to be appropriately licenced for the correct number of users and concurrent voice calls.





PHONE SYSTEM UPGRADES

Phone System Hardware and Licences

In some cases the NEC communications platform may need additional hardware or software added to support remote workers.

This includes but is not limited to

- VoIP resource cards
- Media gateways
- Device and Capacity licences
- Main software upgrades
- VoIP resource licences
- Memory expansion modules



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