

Living in the Cloud

Meetings, phone, video, files, backup—all in the cloud

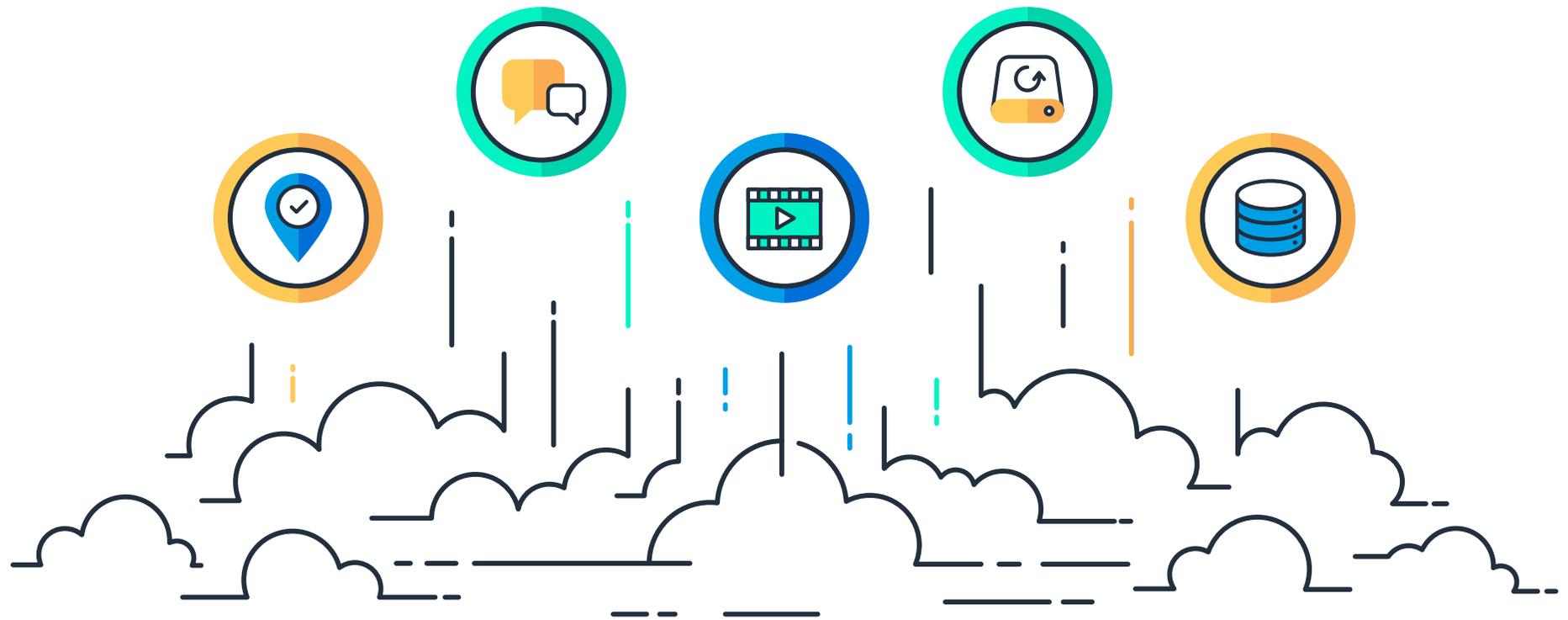


Table of Contents

The cloud all grown up	3
Upgrade your communications with UCaaS	4
Protect your data with BaaS.	9
Turn to NEC for your cloud needs	11



One of NEC’s strengths is working with customers to develop a deep understanding of their business and technology pain points, and then implementing solutions that are customized to meet their needs.”

Kelly Sinclair

Director of Consulting Services, Bart and Associates

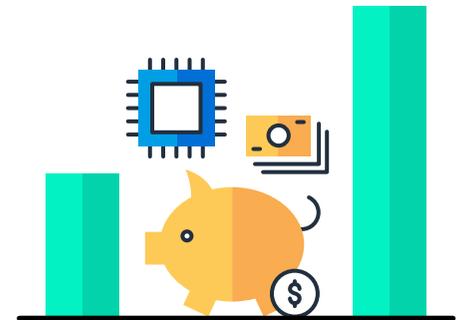
The cloud all grown up

Cloud services are no longer the future: they're the present. Technology is constantly changing, and investing in new on-premises solutions can be costly and time-consuming. Cloud services give businesses the flexibility to provide employees and customers with the latest technologies.

Many businesses have already embraced cloud technology and are looking to update their legacy on-premises systems with the cloud.

With minimal to no hardware costs, cloud services have lower upfront costs, making the move to cloud services economical for businesses. And with many of the maintenance, compliance, and logistical aspects taken care of by the provider, you don't need to utilize IT time to keep it up and running.

NEC offers a variety of cloud services that you can mix and match to create the perfect technology platform for your team.



38% of businesses expect their IT budgets to increase in 2019, and **82%** are growing their IT budget specifically to upgrade outdated IT infrastructure.¹

Upgrade your communications with UCaaS

Unified Communications as a Service (UCaaS) delivers communications and collaboration tools—think phone, messaging, chat, video collaboration, contact centers, and more—across the cloud. Moving away from on-premises systems minimizes the cost of purchasing and maintaining communications services on your own. This frees up your IT team to focus on improving the business instead of just maintaining it.

UCaaS provides the flexibility organizations need to run their businesses effectively. During times of rapid growth, UCaaS allows you to add services and scale up. Alternatively, you can scale down during the off-season or slow periods of business. This way, your organization is never paying for services it doesn't need.

UNIVERGE BLUE Business Cloud Services provides a series of flexible cloud services that work together to meet your IT needs, such as hybrid, public, or private cloud options, without locking your business into a suite of services you don't need. And if your business has already invested in an on-premises Private Branch Exchange system (PBX), a hybrid deployment can be leveraged to get the benefits of a cloud PBX solution without completely dismantling the current system. These cooperating services ensure employees are free to work on the business instead of the business tools.

Continue reading for a more detailed breakdown of the top UCaaS services.



UCaaS subscriber seats grew in 2017 by **29%**.²

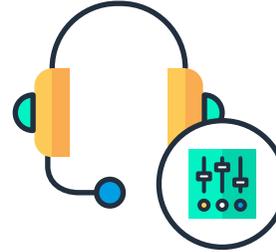
Upgrade your communications with UCaaS



Hosted Telephony

Incorporating a hosted telephony solution from NEC helps reduce bandwidth required by in-house IT and telephony support teams. By removing an on-premises datacenter and extra boxes, you free up costs associated with expensive real estate and maintenance cycles while still enabling the ability to scale. All that is required by you is your NEC phone.

Available voice features include call recording, an automated attendant for call directing, call transfers from a landline phone, to your cell, or to your computer's softphone without missing a beat.



Contact Center as a Service (CCaaS)

Customer service is directly linked to your business' success, so when reviewing options for a CCaaS solution, businesses today need a powerful, cloud-based solution with enterprise-class reliability to capitalize on customer interactions. NEC's CCaaS enables your customers to speak with a live rep who is specifically selected to meet their needs through skills-based routing. Businesses can even customize options for select high-priority clients *and* allow them to jump the line. NEC's CCaaS allows for integration with social media tools, SMS text messages, web chat, and more from anywhere.

Customer service metrics have you down? The NEC UNIVERGE BLUE solution provides extensive metrics, from call resolution time to escalation and real-time monitoring, equipping your business's management team with a strong set of tools to assess, review, and develop your customer service teams' effectiveness and skill sets.

Upgrade your communications with UCaaS



SIP Trunking

SIP trunking allows your business to route calls over the IP network instead of over traditional phone lines. This can save on costs as calls can be made without traditional phone lines. This can also benefit businesses with multiple offices by putting them on the same network without building extensive infrastructure.



UNIVERGE BLUE Team Collaboration

UNIVERGE BLUE Team Collaboration delivers the latest communications technology, enabling users to participate in private one-to-one, group, or company-wide conversations. Streamline communication in one place, where all content and communication is shared in an ongoing, free flowing, and continuous conversation stream that moves with the users wherever they go and on whatever device they use.



Unified Threat Management

Protect your network from external threats with NEC's Unified Threat Management. This appliance sits between the local network and the local gateway (your router) to monitor and manage threats and connects to the cloud for up-to-the-minute virus definition updates. This also gives you the ability to implement keyword filters, URL filters, and more, with activity monitoring that notifies select people when a threat is detected.

Upgrade your communications with UCaaS



UNIVERGE SV9100 BLUE

For businesses that are looking for a phone solution but may not be ready to fully invest in the cloud, UNIVERGE SV9100 BLUE is a complete out-of-the-box, on-premises hybrid cloud communications solution. With the reputation for reliability and security that the SV9100 offers, paired with NEC's UNIVERGE BLUE Business Cloud Services, the SV9100 BLUE is ideal for businesses wanting the ease and cost-effectiveness of a cloud solution while having an on-premises system. Get unified communications and mobility applications with a minimal investment.



Pay only for what you need



Analytics reporting



Call monitoring



General purpose relay



Operator



Virtual extensions



Unlimited inbound and outbound minutes with SIP trunks



Voicemail with unified messaging

Upgrade your communications with UCaaS



UNIVERGE BLUE Video Collaboration

Don't trade flexibility for mediocre quality. UNIVERGE BLUE Video Collaboration, powered by Vidyo, provides an easy-to-use and reliable video hosting solution for your business. Backed by the global presence of NEC and Vidyo, your employees will get crystal clear picture and sound from any device and location—that's flexible, scalable, and affordable.



4K quality



Multi-party conferencing



Click-to-contact



Encrypted communications



Interoperability



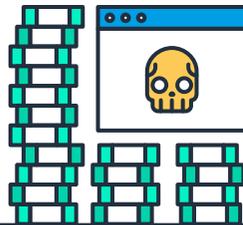
Continuous software updates

Protect your data with BaaS

A comprehensive recovery solution can save your business from a data disaster. Between natural disasters, power outages, cyberattacks and man-made errors, data loss is a very real threat to your organization's bottom-line profit and ultimately the stakeholder's satisfaction. Data loss without a quick recovery can lead to severe financial consequences.



60% of companies that lose their data will shut down within **6 months** of the disaster.³



The FBI reports that cybercrime in the U.S. in 2017 cost its victims at least **\$1.4 billion**.⁴



Nearly **5 million** data records are stolen every day, and only **42% of ransomware victims** have been able to fully recover their data.⁵

Protect your data with BaaS



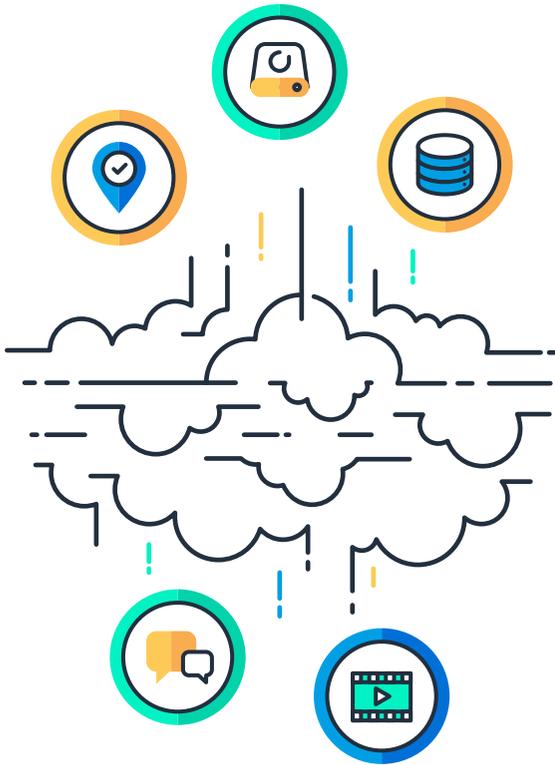
NEC delivers a robust Backup as a Service (BaaS) solution to meet demanding compliance, scalability, and security requirements while utilizing an OPEX cloud environment.

NEC combines encryption technologies such as an S3 target compatible solution via NEC's HYDRAsstor disk-based, grid storage portfolio, and Advanced Encryption Standard (AES) 128-bit encryption for either virtual servers, physical file servers, or database applications, in conjunction with firewall protection, monitoring, and managed infrastructure services.



The BaaS solution from NEC helps its customers mitigate the risks of data loss and access interruptions and the expense of investing in backup management infrastructure and personnel.

Turn to NEC for your cloud needs



Together, these services provide well-rounded, cost-effective cloud solutions to keep your business running smoothly and competitive without having to invest in cumbersome and costly systems. Moving to the cloud can increase your efficiency and deliver a simple, reliable, and secure experience for your customers and employees alike.

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.

Find out which cloud services are right for your business at
www.necam.com/cloud

Sources

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4. "FBI Reports Cybercrime Cost the U.S. \$1.4B in 2017, but the Actual Number is Probably Even Bigger," 2018, Government Technology
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