UNIVERGE
360
INFRASTRUCTURE
COMMUNICATIONS
BUSINESS

Empowered by Innovation

NEC

SIP@Net / iS3000

Embracing IP with open
versatile communications

Contents

Embrace IP and unify communications

SIP@Net is proven call processing software that provides your organisation with a Unified Communications engine, enabling you to implement advanced communications strategies. Whether you wish to add SIP capabilities to your existing iS3000 platform or migrate easily to a full IP solution based on standard servers, your company will have new ways to generate revenue, you will increase customer responsiveness, and you can take advantage of the latest technologies – while simultaneously reducing costs.

Improve your communication efficiency

With SIP@Net's advanced IP applications your employees can communicate more efficiently and effectively. Irrespective of location, they will be more accessible – by multi-channel communications including speech, email, IM and video. Your employees benefit from complete mobility, using cost-effective (S)IP DECT for voice and converged VoWLAN solutions for voice and data. And with application integration, workflows can be streamlined for even more process efficiency. Fixed Mobile Convergence (FMC) capabilities offer communication services independent of the access technique. With SIP@Net Mobility Access (SMA) your employees can for instance use each GSM and fixed phone anywhere in the world as an integrated extension of your switch. This also applies to their dual mode PDA, running smartphone client software, enabling access to the central directory and switching from a cellular network to a WiFi network.

Building on rich functionality

SIP@Net is scalable open system software that runs on any industry standard Windows based server. Building on the rich functionality of iS3000, it offers open versatile communications. Simply add extensions and new functionality (such as instant messaging and video) to your iS3000 as and when you need it, or equip new offices or sites with a full server-based solution.

Smooth migration and ease of use

Benefit from the greatest flexibility in IP migration while assuring reliability, scalability and investment protection:

- Migrate step-by-step according to the individual need to replace existing terminals
- Integrate IP and TDM phones in a single numbering scheme, compile them in groups and administer those jointly using uniform tools
- Easy configuration with intuitive desktop integration of, for example, client databases
- Centralised control simplifies management

Existing iS3000 customers can take advantage of the enhancements IP based communications offer by means of a simple software upgrade.

Open standards and freedom to connect

Open standards mean you're free to connect other solutions available in the market, so you can build a true state-of-the-art work space including extensions, CTI applications, voicemail and Microsoft® Office Communicator. Taking advantage of SIP (Session Initiation Protocol) SIP@Net enhances the functionality of the iS3000 and extends its scalability in supporting SIP extensions, SIP trunking and SIP based networking by means of a dedicated SIP server.

SIP extensions

One of the benefits of using open standards in IP telephony is the use of SIP phones available in the marketplace: fixed SIP phones, SIP-based softphones, SIP video phones, SIP-based VoWLAN phones, SIP-based conference bridges and even NEC' unique IP based DECT system. You are free to choose, so you can select your sets according to price, performance and functionality.

SIP trunking

Proof of the openness of SIP@Net is the SIP-based trunk functionality. Interfacing to SIP-based operators offers a cost effective alternative for routing external voice calls. The cost reduction can be realised using the operators' network and break-out gateways at competitive tariffs versus ISDN or analogue trunk lines for incoming and outgoing traffic.

Choose your phone

With our latest SIP@Net release you are able to connect and mix all kinds of devices to your iS3000 system. These devices include SIP-based Polycom terminals, SIP-based softphones, SIP DECT radios, as well as BaseLine analogue phones and ErgoLine digital phones. With group functionality across SIP terminals extensive group work is now also possible when using SIP phones.

# Your strategic business asset

New technologies need not detract users from proven technologies and existing investments. SIP@Net allows customers to migrate to IP telephony based on existing, proven infrastructure. By adding a dedicated SIP server to existing iS3000 installations, customers can easily expand their networks to cater for up to 5000 SIP ports without the need to change out their switching platforms and infrastructure.

Similarly, if you are looking for a new communications platform, either for replacement, upgrade or for a new office, SIP@Net offers many powerful benefits. Firstly, you get certainty: there are more than 50,000 systems working faultlessly worldwide. You are also free to implement your IP strategy as and when you need it, using a mix of TDM and IP telephony in one system.

The latest SIP@Net software release can be installed on the complete range of new and existing iS3000 systems. SIP@Net software will give you:
- Access to the latest standards such as SIP and Microsoft's Office Communications Server
- Peer-to-peer connection to a whole new world of SIP-based end-user devices such as wired SIP telephone sets, SIP video phones, WiFi handsets, IP to analogue converters, SIP gateways, softphones and IP DECT radios
- Support of video communication and SIP-based user-to-user messaging
- SIP-based trunk access via IP providers to external telephone extensions
- Networking with well-known TDM features over an IP infrastructure
- IP telephony to the users' desk including e.g. IP softphones
- Full compatibility with present and future applications

During the last ten years over 50,000 iS3000 systems have been sold worldwide. This represents a large base of customers who have expressed their long-term confidence in NEC and in the iS3000.

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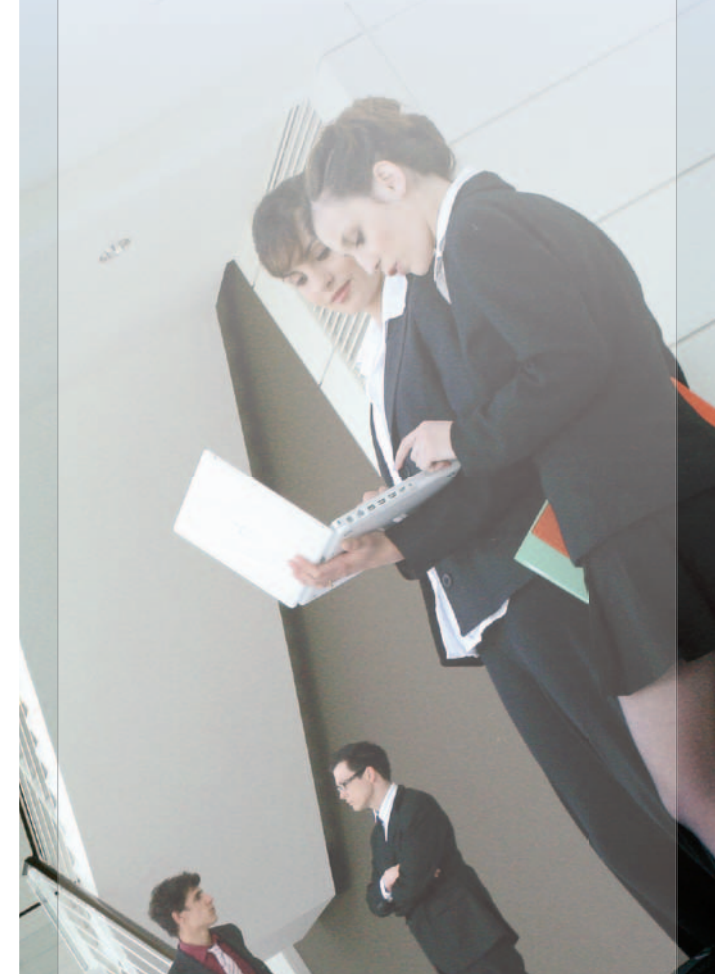
- *Unified Communications*

- *Open SIP technology*

- *Smooth SIP migration*

- *User efficiency*

- *Scalability*
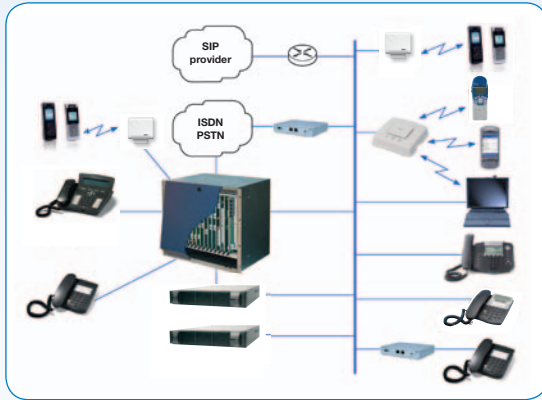
SIP@Net technology

One of the basic SIP characteristics, the so-called peer-to-peer communication, created the possibility of building a voice communication platform without the need of a physical switching function. With SIP@Net software running on a server and Windows Operating system, a SIP server is available to execute all call processing functions required for SIP based endpoints (wired, IP DECT, VoWLAN, smart phones), SIP trunking and SIP based networking.

To fullfil the demand for traditional voice services along with driving new growth in next-generation Voice over IP (VoIP) services, our offer includes an iS3000 SIP server. Using SIP@Net on this iS3000 SIP server, all IP based iSNet networking options are available to network to a hybrid iS3000 system for expansion or migration scenarios.

The 19-inch housing of the iS3000 hybrid communication system enables the system to integrate smoothly in present-day IT environments. The 19-inch module is designed in such a way that it can be mounted in 19-inch server racks, as well as be accommodated in a floorstanding or wall-mountable fashion.

Whatever server or housing is chosen, SIP@Net enables organisations of all types and sizes to combine SIP-based telephony with a broad range of traditional voice features.
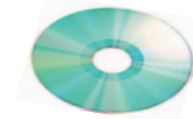
Advanced business phones for each and every desktop

From basic analogue to advanced digital and IP terminals, our range of business phones caters for all tastes and requirements.
To give you a flavour, we depict here just some of the terminals we offer.

BaseLine

ErgoLine D325

SoundPoint Range

DT710 2E

DT730 24D

BaseLine Pro

ErgoLine D330

SoundStation IP 6000

DT710 6DE

DT730 32D

BaseLine Pro SIP

ErgoLine D340

VVX1500 Video Terminal

DT730 12D

DT730 DESI Less

Empowerment

It's not about wires and handsets – it's about empowering people with applications that help them do their jobs better.

Unified Business (Empowerment)
- Role-enabled communications
- Business communities
- Virtual workspace
- Business process integration

Unified Communications (Efficiency)
- Presence, collaboration and contact center
- Mobile UC
- Messaging
- Management

Unified Infrastructure (Innovative savings)
- Server farms and appliances
- Virtualisation
- Converged networks
- UC end-points

Unified Communications

Bringing it all together

SIP@Net is a Unified Communications engine, supporting a wide range of powerful applications that enable you to implement your business strategies.
- Empower your employees to do more, faster, easier
- Enhance customer responsiveness
- Encourage teamwork
- Support your increasingly mobile workforce

Unified Communications brings together business applications and converged voice, video and data communications to provide easy-to-use but rich functionality to employees, while delivering reduced costs and increased efficiency for the organization. It facilitates efficient communications and collaboration between colleagues, customers and partners.

Our goal is to connect employees with others and with the information they need. This allows them to make faster, better-informed decisions from anywhere, at any time, and enables your organisation to realise Unified Business. Unified Communications transforms the user experience by improving productivity and enabling more efficient workplace collaboration. In unifying enterprise communications we bring together:
- Presence and collaboration
- Mobility and messaging
- Centralised Management
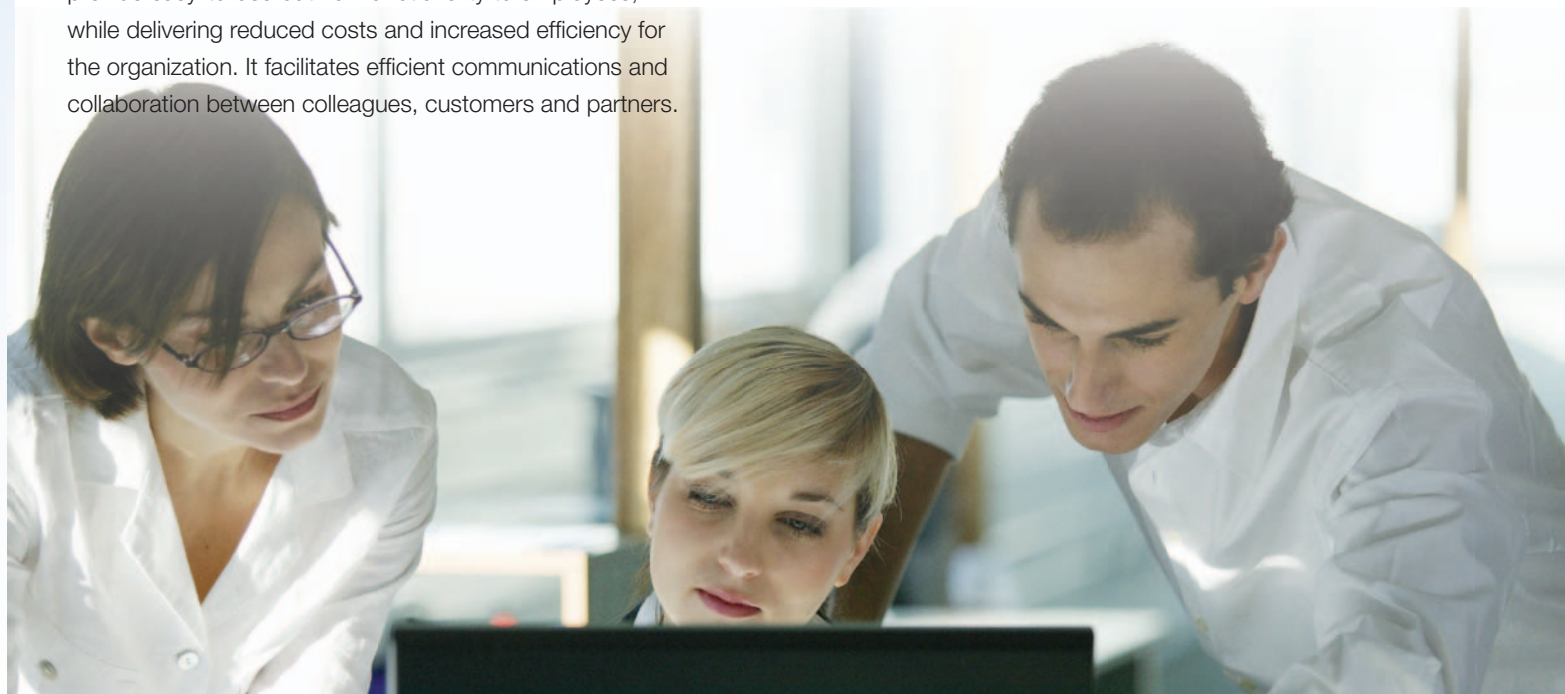
Presence and collaboration

With organisations becoming increasingly fragmented, departments more flexibile and employees more mobile, collaboration is a means of enabling them to work together, in real time, and interact efficiently and effectively with each other, with clients and suppliers. Presence is about being able to share one's availability status so everyone is aware of it and can act accordingly.

Our all-in-one Unified Communications suite Business ConneCT helps unify an entire organization, enabling individuals, departments and locations to work more efficiently by ensuring seamless internal and external communications. Users can connect from wherever they are via phones, PCs, mobile devices and the web - effortlessly.

Business ConneCT offers all the advanced communications functionality you need, including call control and group informati©n, voicemail, directory services, operator and call routing. Simple and cost-effective to deploy, Business ConneCT's three user modes – contact centre agent, operator and employee – use the same server, a single database and with a common user interface, and are managed from a central point.

Business ConneCT
- Business ConneCT offers Unified Communications for a really affordable price
- Business ConneCT is very easy to use and hardly requires any end-user training. One intuitive user interface shows the relevant items on the screen, depending on your role
- Business ConneCT offers tight integration with DECT and mobile phones. The central company directory is also accessible from DECT mobile and desktop phones, including presence information. Text messages can be sent to DECT and mobile phone users from anywhere in Business ConneCT
- Business ConneCT enables you to improve your business. Business ConneCT Contact Center creates a consistent customer experience with a single point of contact for voice calls and emails
- Business ConneCT is easy to install and maintain. The installation process is guided via wizards and a System Health screen confirms that all critical components are functioning correctly

10 good reasons for Business ConneCT

- One solution for Operators, Contact Center Agents and Employees
- Improves efficiency, flexibility and productivity of your employees
- Single point of contact for your customers, 24/7
- Simplified call handling - users manage all their communications from their desktop, which reduces waiting times and lost calls
- Facilitates mobile and home workers. Treats the mobile and the desk phone as a single device, using one number
- Multilingual announcements and user interface
- Monitor and improve your business process. Presence reporting allows managers to monitor activity of their team, helping to enhance employee performance
- Secure instant and mobile messaging, rich presence management and directories
- Integrates with Lotus® Notes, Microsoft® Outlook, Microsoft® Office
- Minimal user training required

Mobility and messaging

From low cost voicemail to comprehensive fully integrated Unified Messaging, from DECT wireless connectivity to Fixed Mobile Convergence (FMC), SIP@Net supports all of these Business Mobility applications that enhance the effectivity of present day communications.

While IP DECT and VoWLAN provide mobility within the office, FMC provides all the functionality needed to enjoy access to enterprise telephony and data from any location, by integrating remote and mobile phones within the enterprise telephony network. This provides organizations with the benefits of reachability via a single number, rich PBX functionality, cost reductions and dual-mode integration.

The dual mode capabilities of our Mobile Gateway let you roam seamlessly from your wireless LAN to cellular networks and back again with one device, enjoying high quality voice communications and directory access, as if you were at the office. With SIP@Net Mobility Access (SMA) your employees can use each GSM and fixed phone anywhere in the world as an integrated extension of your switch.

DECT is a mature technology with proven and powerful benefits, providing immediate accessibility for increased customer satisfaction, improved productivity by enabling employees to make and take calls from any location and reducing operator workload because more calls are answered directly by the user. And as incoming calls are answered directly, callback costs are reduced significantly. With our unique IP-based DECT system you can directly integrate DECT radio cells with your SIP@Net solution. Wireless telephony in a multi-site company or large campus is a matter of installing IP DECT Access Points at remote locations, which become an integral part of your voice communications infrastructure.

Assured Mobility WLAN optimises your mobility experience while delivering voice, data, multimedia and many productivity boosting applications through an on-site wireless solution.
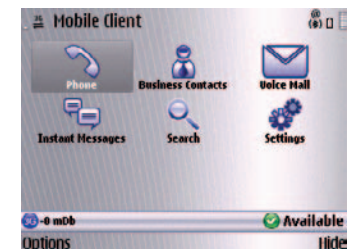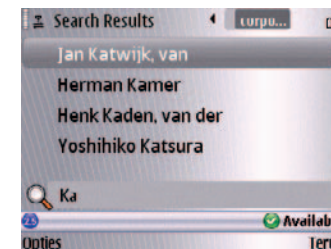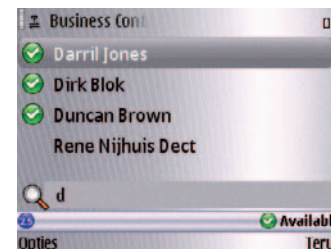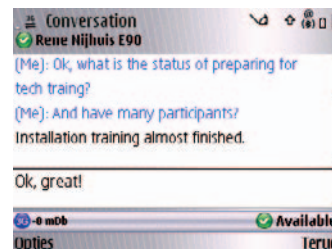
True business mobility

Our Business Mobility portfolio offers a wide variety of handsets to suit every requirement. They support the ever growing demand for mobility, flexibility and efficiency, and fulfil the needs of mobile users ranging from basic telephony up to feature-rich voice and messaging facilities in an office environment. For potentially demanding environments such

as industrial areas, warehousing, retail and hospitals a robust handset is available to fulfil the specific requirements in these organizations, while our small M155 Messenger is ideal for healthcare and hospitality and can be used to send and receive alarms and messages as well as support voice communications.

10 good reasons for IP DECT

- Makes employees more reachable and increases customer service levels
- Drastically reduces mobile phone costs
- Based on well established, reliable & secure DECT technology
- Scaleable from 1 to 256 Access Points
- Fully integrated with SIP@Net features
- Wide range of handsets for all user types and environments
- Unified communications - shared corporate directory access, plus excellent presence feature
- Powerful text messaging and alarms enable quicker responses
- Attractively priced
- Future-proof investment - uses 'open standards' such as the open messaging interface, SIP technology and standard GAP compatibility

Powerful networking for economy and efficiency

Linking individual sites is one of the most effective ways a geographically distributed organization can optimise its business processes and reduce costs. That's why SIP@Net comes with powerful networking capabilities that enable organisations to bring their sites and employees together in a single virtual network. Users can enjoy transparent access to all the features and applications. SIP based iSNetworking ensures full feature transparency between an iS3000 SIP server and an existing iS3000 network. The SIP server can also serve to support a full IP branch office, while existing networking and application licences can be easily transferred from existing networks to the new SIP server.

Faster ROI and immediate cost savings on traffic

When you add new features or applications to your communications platform, they immediately become available across your whole organization. You get efficiency and productivity improvements from day one. By replacing your traditional leased lines or dial up connections by our IP-based networking solutions, you can enjoy cost savings too.

Consistent customer service and improved operations

No matter whether your employees work from the office or from home, you can give them the power to interact with customers with the same high-quality service as your headquarters. Functions such as call-forwarding, follow-me and number pre-select reduce the need for operator intervention. You can also automate service levels selectively, through the deployment of functions such as ACD or auto attendant, relieving operators from repetitive routine tasks. In addition, operator, supervisor, administrator and manager resources can be centralised selectively across the network – thereby further reducing costs and improving service for your customers.

Networking to the future

Voice traffic can be transported across a SIP carrier's network, while feature and signalling information is routed over the customer's Wide Area Network, or Internet. By doing so, customers can reduce traffic across their data network, preventing capacity issues, while fully exploiting the (often free-of-charge) SIP carrier's network.

Centralised Management

The ability to centrally manage its communication system is of strategic importance to any company, enabling an organisation to keep a firm grip on communication costs, reachability and the serviceability of its system.

Secure, easy-to-use and robust, our suite of management solutions are designed to increase overall productivity while delivering flexibility and simplicity. Integrating with your current administration, IT-friendly user interfaces take the mystery out of voice system configuration and administration.

Expense control solutions enhance your organization's efficiency and cost validation by providing the right tools to effectively

manage IT operations and services. Modular architecture lets you expand system functionality, giving you the flexibility to meet special project requirements and market trends.

Single centralised database

All relevant site and network data is centralised in a single database. Changes can easily be prepared off-line for any selected node. This is carried out by means of so-called projects. With the scheduler function, these projects can be programmed to be executed at any given time. The advantage of this is simple querying the network configuration, without the need for time-consuming dialogues with the servers.

Systems Management
MA4000

Keeping in control

- Centralized administration that integrates seamlessly
- Powerful, intuitive tools for simplified configuration and performance management
- Reliable fault management
- Advanced security through extensive controls
- Directory synchronisation
- Reliable accounting and billing

7 good reasons to rely on NEC

- A leading global ICT solution provider, known for driving innovation
- Stimulates and adheres to open standards, ensuring optimal flexibility
- An evolutionary approach towards new technologies, protecting existing investments to the maximum
- A user-centric approach, placing people at the centre when developing new applications and designing customised solutions
- Products and solutions that are environmentally friendly and low in energy consumption
- A front runner in mobile technology and solutions
- Extensive experience and expertise in providing UC solutions, including advanced Microsoft® application integration

So why choose us?

We are part of a global player spanning the full spectrum of ICT products and solutions. We are a reliable and stable partner that combines global scope with local presence in supporting our customers and channel partners.

Open industry standards are our starting point in developing communication platforms and solutions. By driving and adhering to widely accepted and deployed industry standards, we ensure that our solutions fit perfectly in existing network environments and offer flexible paths for future development and growth.

We believe new developments and technologies should be introduced step by step, in an evolutionary way. When designing new applications and advising customers about new solutions we offer a smooth migration path, which protects existing investments to the maximum.

It is our mission to reinforce our customers' productivity and competitive strength through integrated solutions that combine voice and data communications within their business environment. You can rely on us.
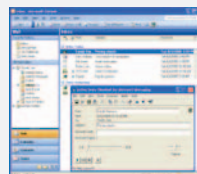
SIP@Net / iS3000 Communications

Unified Communications
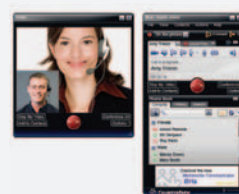Business ConneCT

Microsoft OCS

CCPro

Unified Messaging
UM4730

MA4000 - Systems and
Expense Management

Fixed Mobile Unified Communications

Softphone Bria

Smart
Mobile
Client

WLAN
handset

IP DECT handsets

Analogue, Digital and IP terminals

SIP server

SIP@Net

iS3000

For further information please contact your local NEC representative or:

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