The Smart Enterprise

\Orchestrating a brighter world

NEC

SL2100
Communication System
Built-in Brilliance

Smart Communications
for 5 – 100+ users

Contents

Smart Communications for 5 – 100+ users

The way we do business and the way we communicate is changing rapidly. Mobility has become the norm. Customer expectations have soared and budgets have shrunk.

The SL2100 galvanizes your team. In turn, it creates a positive customer experience that generates repeat business.

It's highly cost effective because there's more built-in. With VoIP capabilities, it puts Unified Communications within reach of small businesses or it can be used as resilient TDM solution with future-proof upgrade potential. It also presents considerable savings and functionality over and above alternative hosted solutions.

Your business can't afford downtime and nor can your communications. The SL2100 provides a reliable, 'always-on' solution. There's less hardware, less licences and less maintenance to worry about.

The 'on-demand' workforce…

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 InApps. As well as providing compelling business benefits, these built-in/on-board apps require no external PC or server.

"Increase your customer service levels and you'll increase your business"

Smart Mobility Options

Today's mobile workers depend on communication tools that accommodate flexible workspaces and allow free roaming wherever they are. The SL2100 ensures your team stays connected, but without the escalating business mobile costs.

Remote/home office

Users can enjoy a complete phone user experience from their home office plus greater working flexibility. Benefits include the cost and time savings of travel and even the associated costs of workspace.

> **IP Desktop handsets** provide access to system features from the home, e.g. company directory, call transfer & more
> **InUC** enables full collaboration including video conferencing, document sharing, IM & presence
> **ST500 Smartphone Client** - Voice & video on your mobile

On-premises

NEC DECT offers a wide variety of handsets to suit every professional need, from a rugged phone for potentially demanding environments to an extremely sophisticated smart IP handset with a full range of features.

> **True on-site mobility** that improves efficiency and productivity
> **A cost-effective in-building wireless solution** built on proven technology
> **ST500 Smartphone Client** - Voice & video on your mobile

On the road

Use your existing Smartphone as a system extension complete with call control. If the smartphone is not connected due to lack of network, the SL2100 can provide roaming by routing calls to your mobile number.

> **Mobile Extension**
   – 4 user licences built-in
   - Save mobile costs & maximize existing investments
   - Single Number Reach
> **ST500 Smartphone Client** - Voice & video on your mobile

Save money, save time, save the hassle

Budgets and Investments are at the Core of Any Business

10 ways the SL2100 provides value

1 **More features built-in** – That means less licences, less hardware and less extras to pay for. The SL2100 also grows with your business making incremental upgrades cost-effective and scalable.

2 **InApps portfolio** (InUC, InGuard, In Reports, InHotel) are already 'on-board' – no extra server PC server required and can be simply activated with licences.

3 Head in the clouds? A **premises-based** as opposed to a hosted solution – reducing or even eliminating recurring monthly subscription costs.

4 **BYOD:** Both InUC & ST500 apps enable you to use your existing smartphone, tablets, etc.

5 **InGuard** Toll Fraud defence: protection against potentially huge company costs.

6 Save on mobile phone charges: **ST500 Smartphone App** & **Mobile Extension** enable phone system calls via your mobile.

7 **Hotdesking:** mobile teams e.g. field sales don't require a handset each – share hardware costs.

8 Avoiding potential litigation: **MyCalls Call Recorder** proves who said what with encryption security.

9 **Avoiding downtime:** As a truly reliable solution – save on downtime costs and potential lost business.

10 **Built-in Audio Conferencing:** save travel and even hotel costs.

Connecting your team, connecting your customers

Internal Sales Person
The **Auto-Attendant** feature means that callers receive a greeting and are routed to the correct department, ensuring that I only get the calls that are meant for me.

Helpdesk / Contact Centre
With **InReports** wallboard, calls stats including missed calls are updated in real time.

More advanced call centres using **MyCalls Call Manager** can see greater detailed call activity, statistics and alerts.

Receptionist
With **Caller ID** displayed on my handset, I can give the appropriate greeting to callers and redirect calls from familiar numbers straight to the relevant colleague.

Door Security
The **Video Doorphone** enables screening of visitors before they enter - see who's calling on a PC. Door security can also be activated remotely via a smartphone when temporarily off-site.

Office Worker
The **Conference** feature allows me to effortlessly set up a virtual meeting for colleagues at short notice, wherever they are.

Team Manager
With **InUC** users can update their presence status so other users can see if they are out to lunch, on vacation, sick, etc.

Remote/Home Office
I can use my **desktop phone** or **softphone** at a remote or home office location to communicate with customers and colleagues with the same ease as if I were in the office.

Mobile User
I can be on the road and stay reachable with a single number reach on the **ST500 mobile app** or **Mobile Extension**.

Other premises?
Connect and transfer calls easily to other sites with **SLNET**
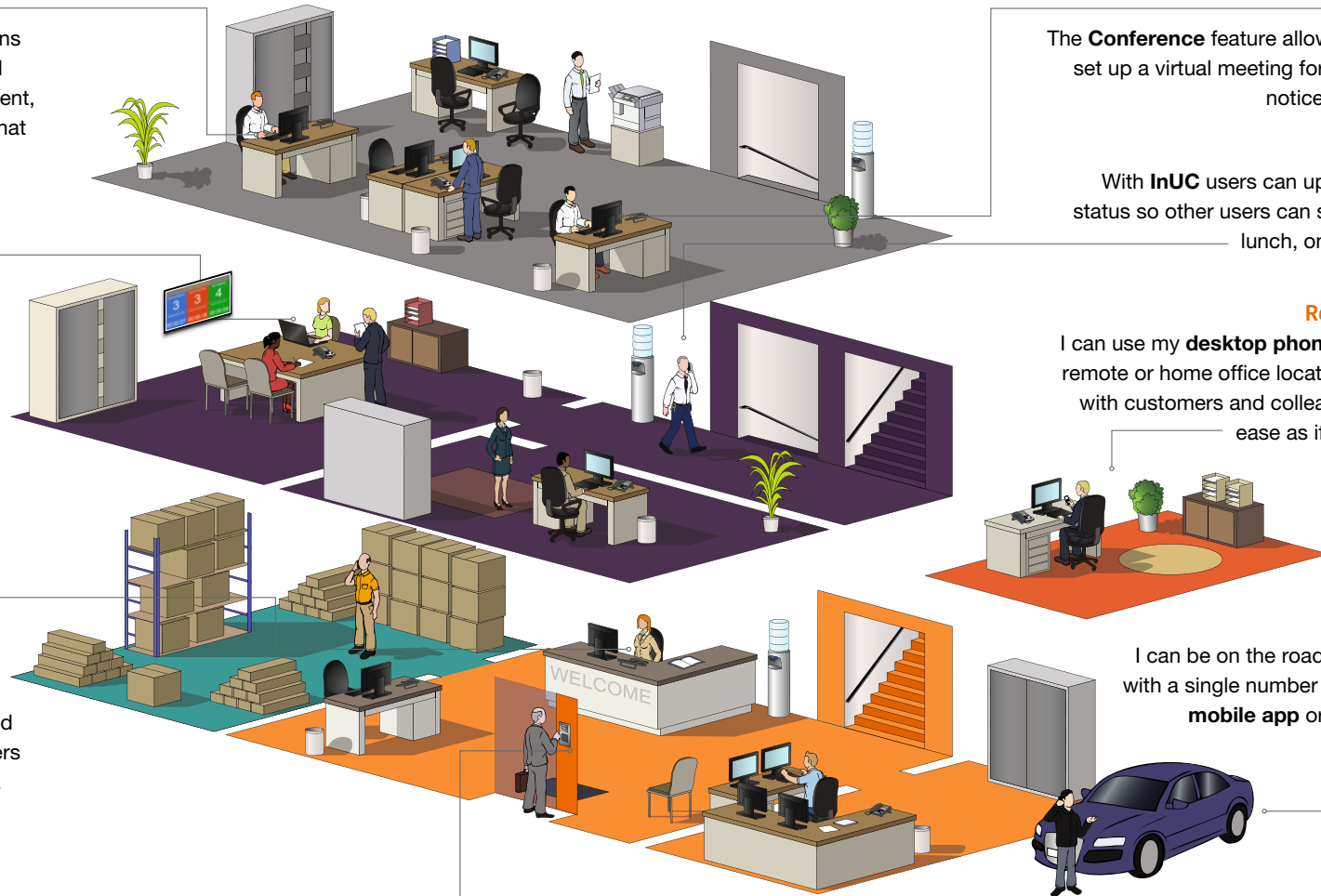
Features at your fingertips

Caller name and number displayed, helping you prepare for a call

Headset port for plug-and-play hands-free working

Customisable keys can provide many features including:
> speed dials
> voicemail shortcut
> 'busy lamp field' indicating call status of colleagues

Adjustable stand 2 adjustments

Speaker-phone for hands-free and group listening

LED indicates incoming call, request for call-back and new voicemail

Access to system features such as conferencing

Transfer a call

Set to 'do not disturb'

Mute key

Volume up

Menu

Redial List

Access to company directory /volume down

Speaker

Put call on hold

Call List

SL2100 Handsets

> **Wide range of Choices** – choose from IP or digital, 12 to 24 keys or self-labelling, 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

Digital and Analogue Handsets: Easy call control from the office

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

SL2100 Communication Server:
Scalable from 5 to 100+ users

DECT: Cordless freedom for any working environment

Smartphone Client: ST500

*Handsets may have regional availability - check with your NEC reseller for further details

The 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
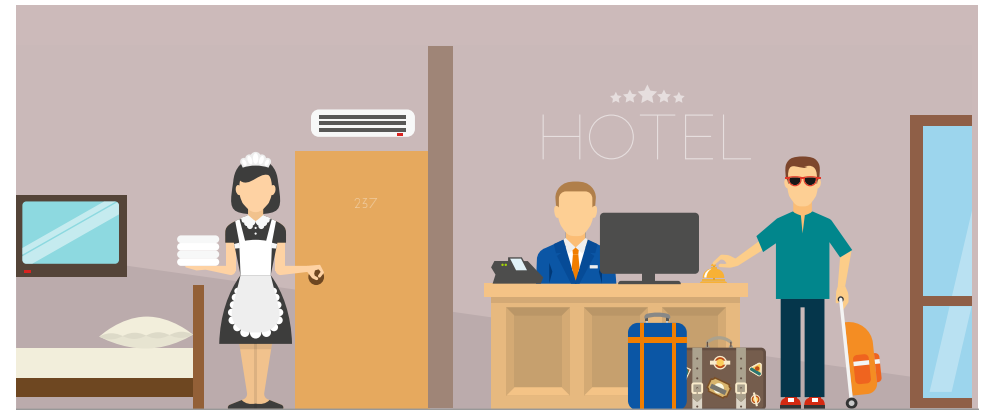
Food Service & Entertainment

Communicating effectively while you are mobile and servicing customers in a noisy, sometimes dimly lit environment or multiple buildings can be challenging.

> **Mobility options**, from mobile handsets to smartphone SIP apps, keep you connected from anywhere
> **Backlit displays** are easily viewed in low lit areas
> **Auto Attendant** frees up staff to assist customers on-premises

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 a **DECT handset**
> **Toll restriction capabilities** limits use of store phones for long-distance except for authorized personnel – saving the store money
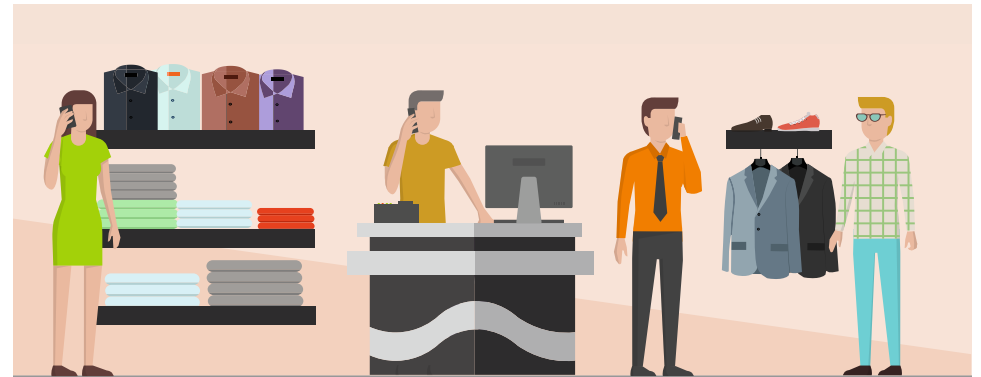
Small & Medium Organizations

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…

Built-In Applications

The SL2100 now includes an expanded and diverse portfolio of InApps. 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.

InUC

InUC
Built-in Collaboration

In today's working environment, employees are spread across different locations. InUC is a unified communications application providing video conferencing, collaboration, document sharing, presence and instant messaging for any business of up to 128 users. Utilising WebRTC (Real-Time Communications) – InUC provides highly cost-effective video and collaboration working seamlessly within your IT environment.

> Cost-effective UC application
> Video & audio-conferencing, document sharing, IM & Presence
> BYOD
> New: Browser-Phone option!
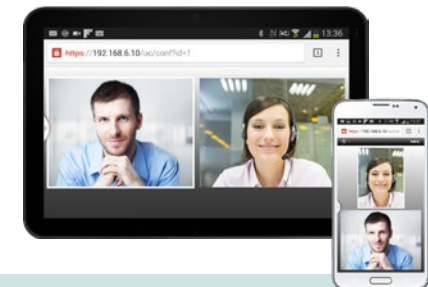
InReports
Smart Call Management

Call performance is critical to your teams' productivity as well as levels of customer service. Quick, easy and cost-effective, NEC's new InReports provides 24/7 'visibility' of your entire company's communications via a browser. It then produces pre-defined, graphically enhanced reports which are presented clearly in a number of different ways: Lists, Charts and Wallboards.

> Easy evaluation of your teams communication performance
> Real-time business critical stats e.g average answer time, unanswered calls
> Wallboard display stats for team motivation
> Pro-actively deter unauthorised calls
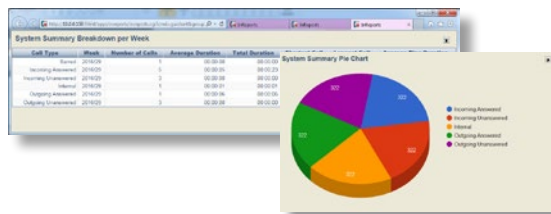
InGuard
Get Secure

NEC's InGuard application helps defend a business against toll fraud attacks and provides peace of mind. All call activity is monitored 24/7 and any suspicious call activity is detected instantly. This results in one of two automatic alerts: an 'alert only' email sent to designated recipients, or in more severe cases an 'alert and block' which instantly prevents any further call activity.

> Effective 24/7 defence from Toll Fraud
> Configurable to your specific business call activity
> Healthcheck feature to assess any weaknesses during installation
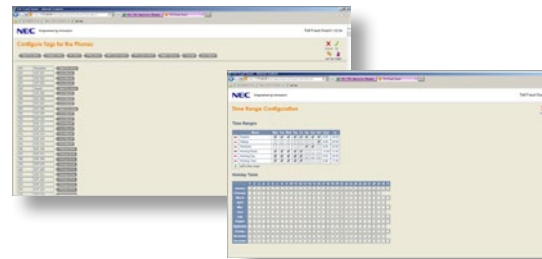
InHotel
Front-of-House Application

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
> **NEW!** InFIAS InApp - incredibly cost-effective middleware solution

Advanced Apps – MyCalls

The complete call management suite – probably the most cost effective manager you will ever employ!

MyCalls Call Manager

Improving business performance across the board

> **Protect Sales Revenues** – Abandoned calls are flagged and logged enabling rapid customer call-back

> **Manage by Exception** – User-defined system alarms alert managers to situations that require their attention

> **Reduce Call Costs** – Unauthorised calls, e.g. mobiles/premium rate numbers are highlighted

MyCalls Desktop

Cost savings with slicker call control

> **Full Call Control** – Real-time views of other extension activity (Busy Lamp Field) from the desktop simplifies all telephone functions

> **Presence** – Provides bird's eye view of your co-workers' status and availability

> **IM** – Ideal for urgent communications and quick responses

MyCalls Call Centre

A powerful, robust Automatic Call Distribution (ACD) system and much more

> **Full Call Centre Functionality** – built around NEC ACD technology enhances customer experience

> **Maximize Agent Productivity** – Managers have real-time information and activity reports essential to agent performance and training

> **Predictive Abandonment** – Intelligent call analysis to help prevent losing callers and business

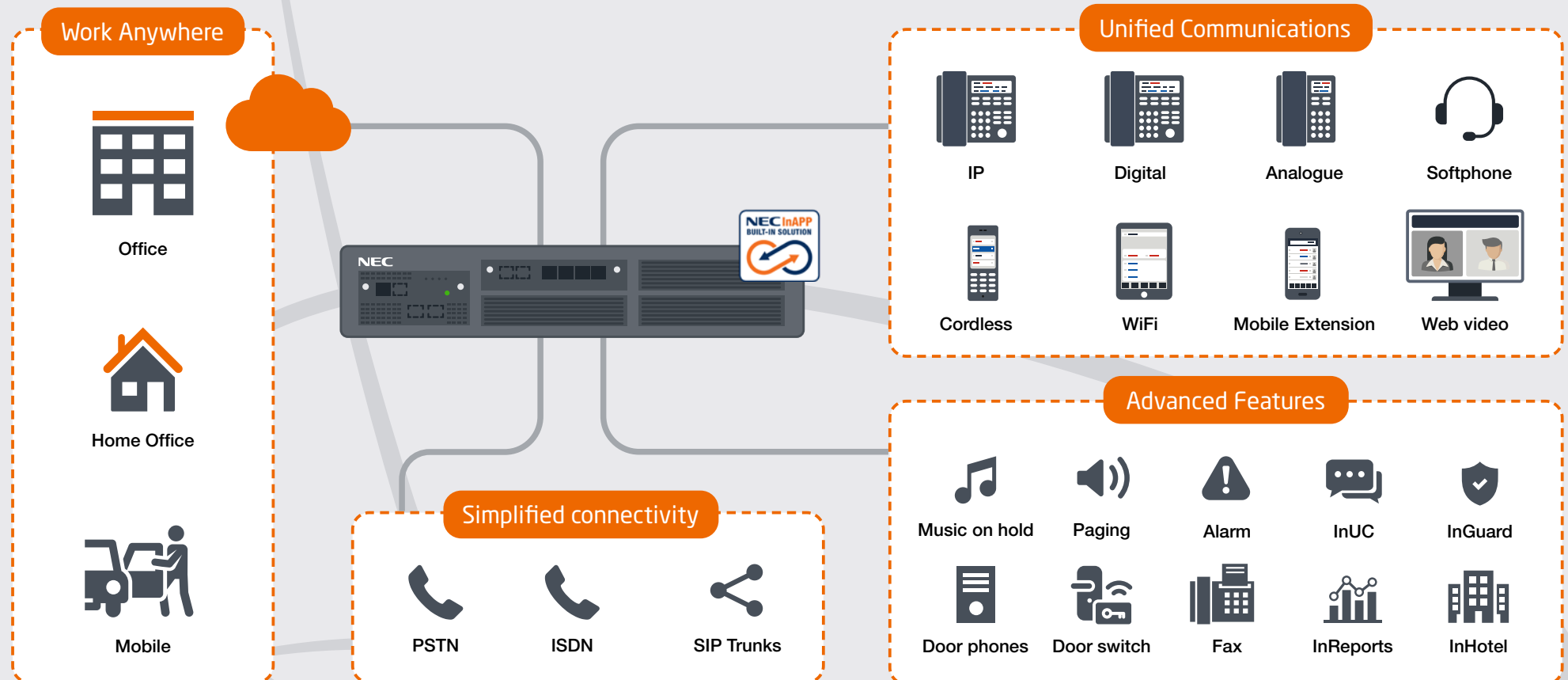## MyCalls Call Recorder

Simple, secure call recording with advanced call analytics

> **Secure Access** – Recording, playback & storage are totally secure with rapid call identification

> **Take credit card payments** – Stop/Start recording for security compliancy with credit card payments over the phone

> **Intuitive Search** – Makes calls quick and easy to locate

SL2100 System Overview

The SL2100 Communications System works at a number of levels: a cost-effective VoIP enabled phone system, an easily expanded solution with entry-level unified communications or a reliable TDM based PBX with excellent upgrade potential.

Work Anywhere

- Office
- Home Office
- Mobile

NEC InAPP
BUILT-IN SOLUTION

Unified Communications

IP	Digital	Analogue	Softphone
Cordless	WiFi	Mobile Extension	Web video

Simplified connectivity

- PSTN
- ISDN
- SIP Trunks

Advanced Features

Music on hold	Paging	Alarm	InUC	InGuard
Door phones	Door switch	Fax	InReports	InHotel

NEC – A Stable Global Partner

An Information and Communications Technology leader, bringing together and integrating technology and expertise to create the ICT-enabled society of tomorrow.

Global **no.1** for sub 100 extensions PBX/IP PBX

7 minutes: How often an NEC SMB system is sold

100 years+ of Expertise

99,000+ Team Members Worldwide

Top 50 Innovative Company

EMEA (Europe, Middle East, Africa)
NEC Enterprise Solutions
www.nec-enterprise.com

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

Australia
NEC Australia Pty Ltd
au.nec.com

Americas (US, Canada, Latin America)
NEC Corporation of America
www.necam.com

Asia Pacific
NEC Asia Pacific
www.nec.com.sg

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 100 years of expertise in technological innovation to empower people, businesses and society. For more information, visit NEC at http://www.nec.com

10-242-06-2w 01-2021. NEC is a registered trademark of NEC Corporation. All Rights Reserved. Other product or service marks mentioned herein are the trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice.

For further information please contact NEC EMEA or:

www.nec-enterprise.com