DIRECT LINE
communications

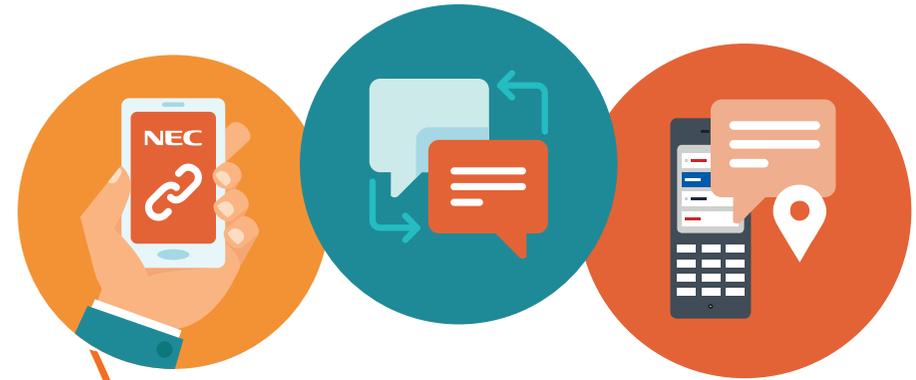Orchestrating a brighter world

NEC

Consider your next steps carefully:

Hosted vs On-Premises Communications

Choosing the right communication solution is no mean task.

The way we do business, working styles, mobility, and indeed your customer expectations are changing quickly.

IT managers are faced with greater demands and lower resources. Coupled with a greater choice of communication options than ever before – where should a business start looking?

## So it has to be hosted, right? Think again.

More and more hosted solutions appear to offer affordable monthly payments for all your telephony needs. But do they deliver the everyday telephony features you have come to expect? Are they reliable? Are they secure? And are they REALLY cheaper?

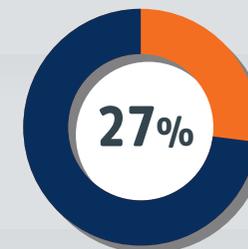# Discouraging Factors in the Adoption of Cloud Resources

According to IDC's recent SMB IT survey, **data security** remains the number one concern when adopting the cloud.
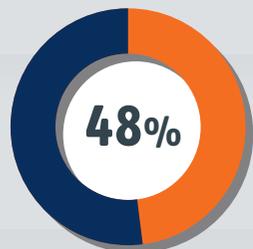
48% Concerns about data security
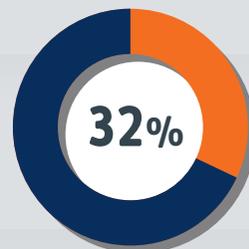
32% Concerns about data availability, or unexpected outages

27% Concerns about unpredictable monthly user fees

Hosted is Cheaper?

Some Costing Myths Explained

1 Monthly leasing is cheaper?

This may appear a low cost option, however – mid term recurring costs (2+ years) can cost considerably more. And at the end of the contract – nothing to show for your investment!

2 Paying per month is easier on the business cash flow?

True – and many businesses prefer this. However on-premises solutions are available in number of ways including fixed term leasing options before ownership (and have been for years).

3 Hosted calls can be cheaper?

Calls to other hosted users on the same network may be offered at low or no cost but this is a pence per minute saving and does not include the high cost of the network required to support a hosted system.
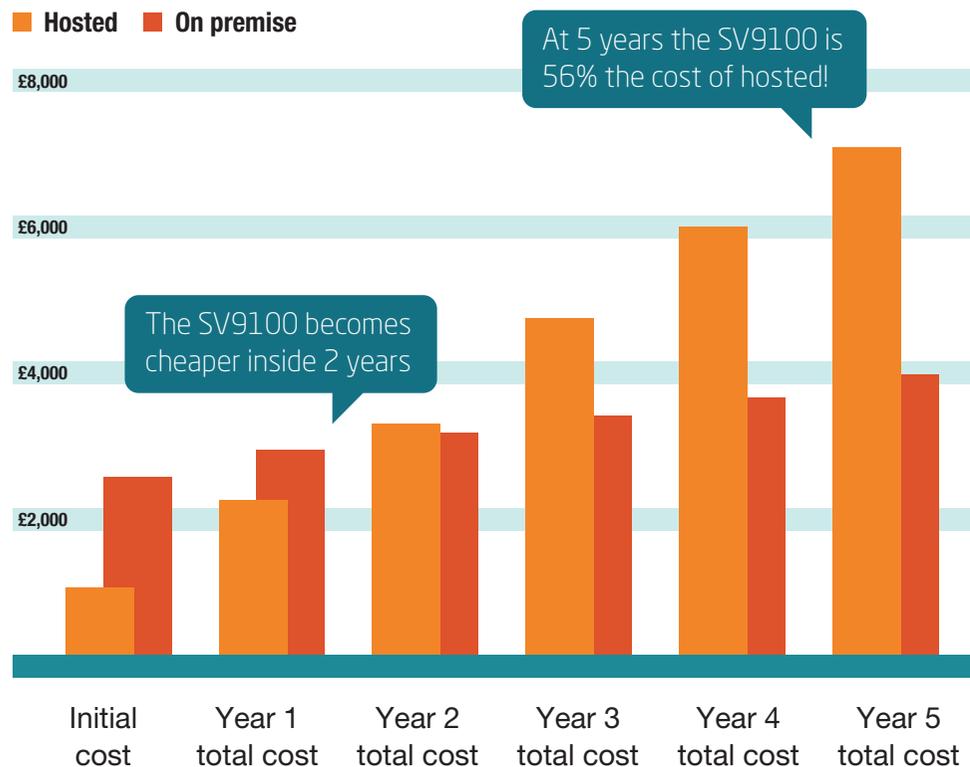
4 No upfront costs with Hosted?

The vast majority of new hosted solutions require the cost of handsets and are rarely 100% Opex-based costs.

Cost Comparison

Here's a working example of costs for 8 users for the SV9100 and a leading UK hosted solution. Monthly subscription costs can quickly add up!

■ **Hosted** ■ **On premise**

At 5 years the SV9100 is 56% the cost of hosted!

The SV9100 becomes cheaper inside 2 years

£8,000

£6,000

£4,000

£2,000

Initial cost | Year 1 total cost | Year 2 total cost | Year 3 total cost | Year 4 total cost | Year 5 total cost

This example is based for the SV9100 Communication Server against a leading UK Hosted Supplier.

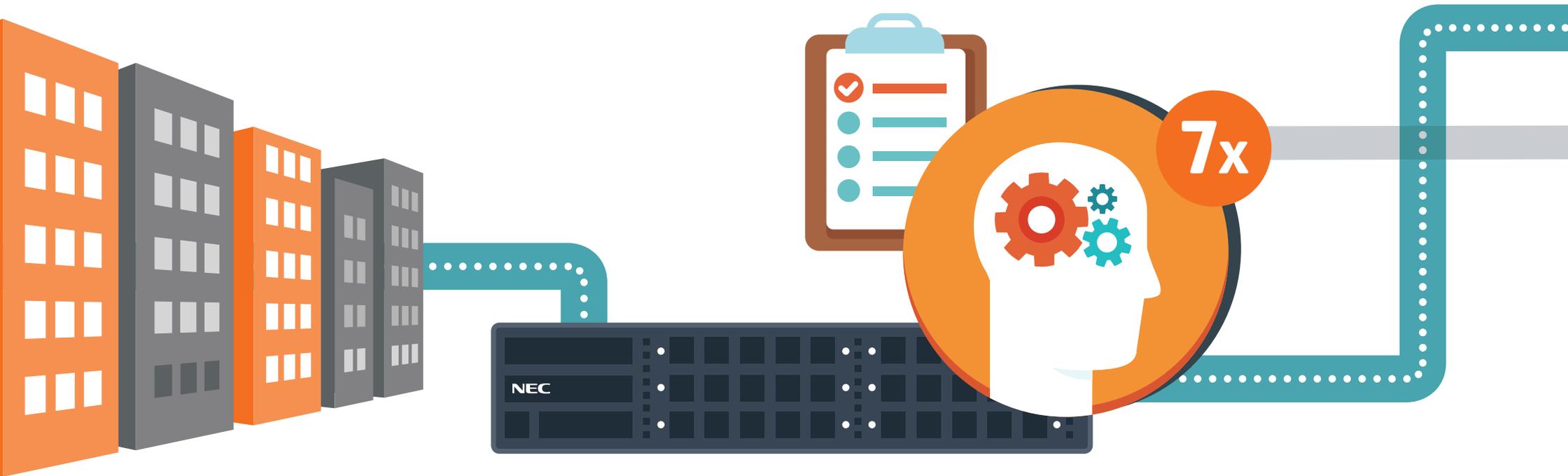Costs based on 8 users, incl. 8x handsets (NEC's DT820) & equivalent hosted versions.

A like-for-like feature-set has been used as closely as possible.

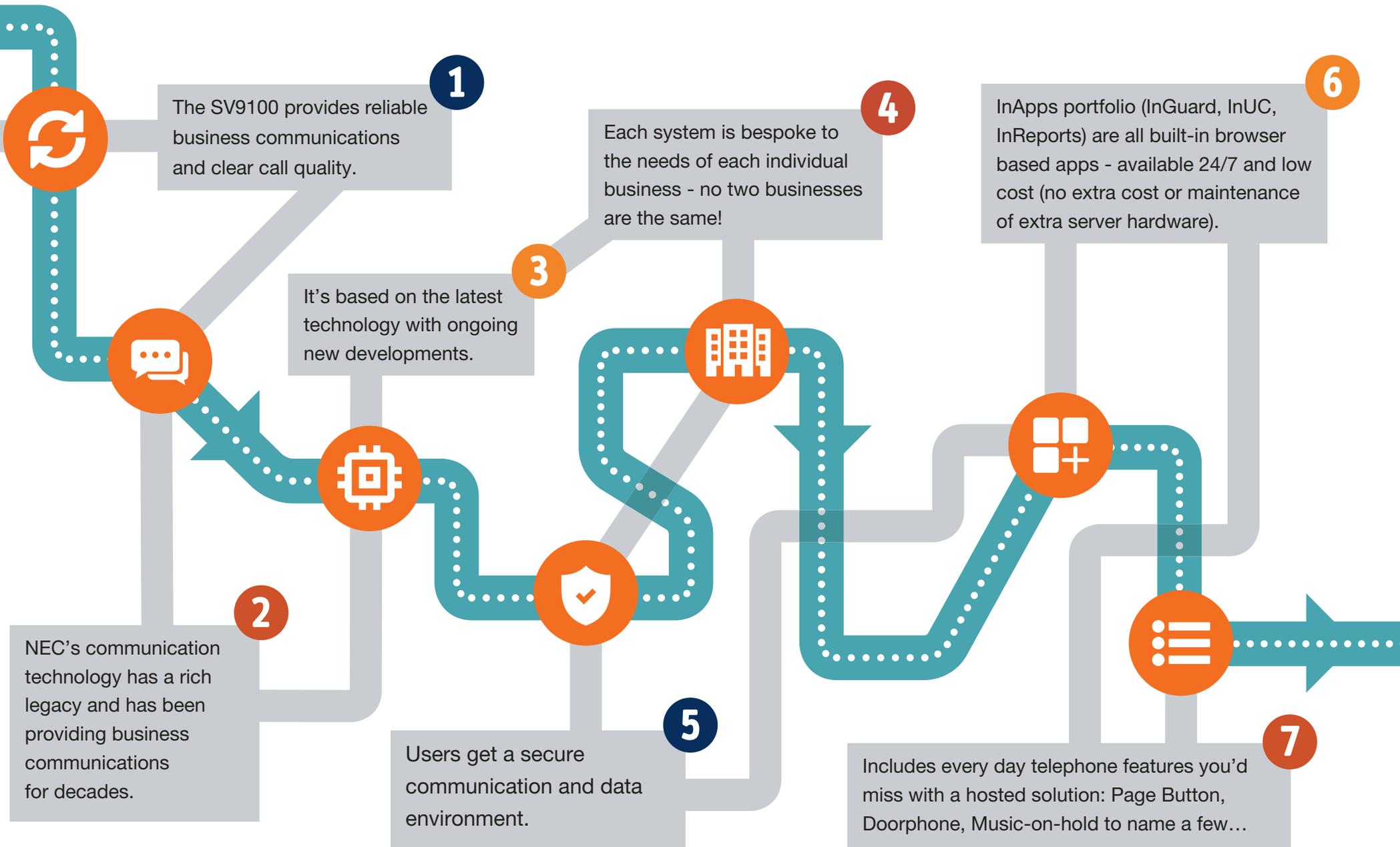Calls based on 500 minutes per user per month.

NEC's specification: SV9100 9.5" Communication Server, InGuard, InReports, 4 x SIP trunks, 8 x DT820 IP phones & 8 x InMail users with e-mail client.

7 Reasons why Businesses Choose NEC's SV9100 (on-premises) Communication Server

Competitive businesses come in all sizes but usually have one thing in common: great teamwork. The SV9100 is designed for real people and real business and gets your team working together from day one.

1 The SV9100 provides reliable business communications and clear call quality.

2 NEC's communication technology has a rich legacy and has been providing business communications for decades.

3 It's based on the latest technology with ongoing new developments.

4 Each system is bespoke to the needs of each individual business - no two businesses are the same!

5 Users get a secure communication and data environment.

6 InApps portfolio (InGuard, InUC, InReports) are all built-in browser based apps - available 24/7 and low cost (no extra cost or maintenance of extra server hardware).

7 Includes every day telephone features you'd miss with a hosted solution: Page Button, Doorphone, Music-on-hold to name a few…

Creating a Better
Customer Experience

It's not about you, it's about your customers. Your business is judged on a daily basis. If your response rates aren't up to scratch your customers can seek out your competitors and may be lost indefinitely.

Even basic poor voice quality from a hosted solution with an insufficient network can be enough to damage your professional company image.

Many hosted solutions are low on telephony features which can have a direct impact on how you are perceived by your customers.

6 Ways to Raise your Customer Service Levels with the SV9100

1. Find the company expert quickly for that crucial enquiry using the **InUC** Presence feature
2. Greet your callers by name with screen-pops & CRM integration with **MyCalls Operator Console & MyCalls Desktop**
3. Deliver multimedia easily – **Multimedia Queuing** delivers all your communications to your agents in the familiar way calls are delivered and prioritised
4. Take seamless credit card payments with PCI compliancy with **MyCalls Call Recorder**
5. Keep your customers satisfied – the **Callback** feature means customers who are unable to hold can leave a message and receive a call back
6. Improve your customer service – **Skills-based routing** means callers experience quicker, more efficient service

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The True Cost
of Downtime

In today's business – **downtime is a dirty word**.
It can cost you time, money and resources. In business critical scenarios it could even cost you customers. In vertical markets such as education or healthcare human wellbeing could be compromised. Consider the reliability of your communications and ensure you have an agreed fault resolution time frame!
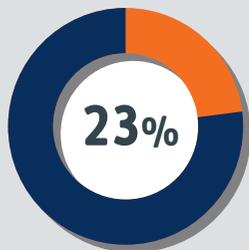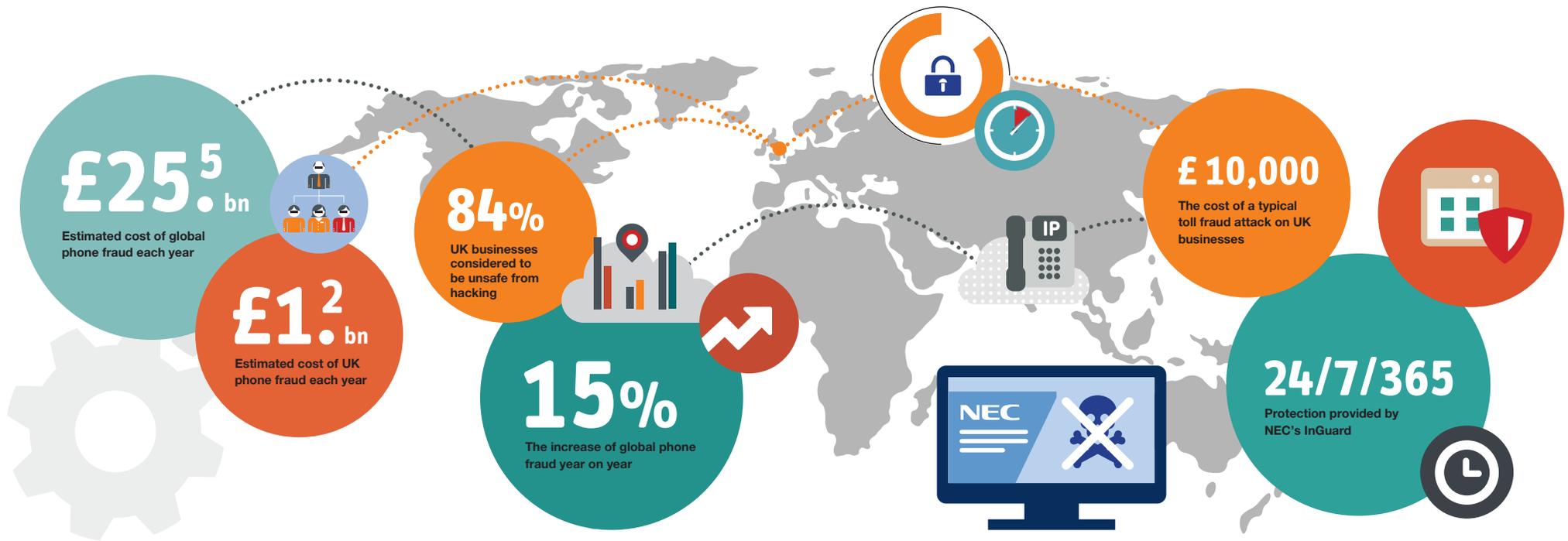
23% In a recent survey* 23% of IT Managers stated a lack of tech support or timely assistance from the provider or partner would discourage them from the cloud
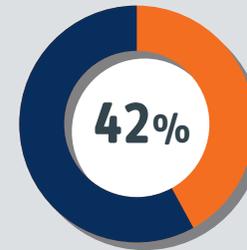
42% Consumers base a decision to buy from a business solely on an organisation's reputation for customer service**

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Staying Secure – Are you at risk from Toll Fraud?

£25.⁵ bn
Estimated cost of global phone fraud each year

£1.² bn
Estimated cost of UK phone fraud each year

84%
UK businesses considered to be unsafe from hacking

15%
The increase of global phone fraud year on year

£10,000
The cost of a typical toll fraud attack on UK businesses

24/7/365
Protection provided by NEC's InGuard

Effective 24/7
defence from Toll Fraud

Low cost solution
no extra PC/server required

Configurable
to your specific business call activity

Healthcheck feature
to assess any weaknesses during installation

NEC's InGuard application helps defend against toll fraud attacks and provides peace of mind for the user

Creating a Better
Employee Experience

Creating a 'smart' workforce is essential to your competitiveness as well as attracting and keeping talent in your organisation. In a recent global survey 'work flexibility' was rated as the top employee benefit.

83% of HR said that 'employee experience' is either important or very important to their success*

92% of companies rate 'organizational design' as their top priority*

75% of millennials said they are well prepared to work effectively in a team*

*Source: Forbes: 10 Workplace Trends You'll See In 2017

Smart Collaboration & More

In today's working environment, employees are spread across different locations – collaboration is becoming an essential for virtual teams.

The SV9100's InUC utilises WebRTC (Real-Time Communications) providing highly cost-effective video and collaboration working seamlessly within your IT environment. Users can work collectively with screen share and shared documents. It's also ideal for live software demos and presentation slideshows.

> Video conferencing for up to 32 (8x4) SV9100 users
> Document & screen sharing
> Highly cost-effective solution
> Uses secure connectivity
> Includes Presence feature

60+ Estimated number of emails required for people to make a decision at work compared to a single collab session

SV9100's Mobility Options
for an 'on-demand' workforce
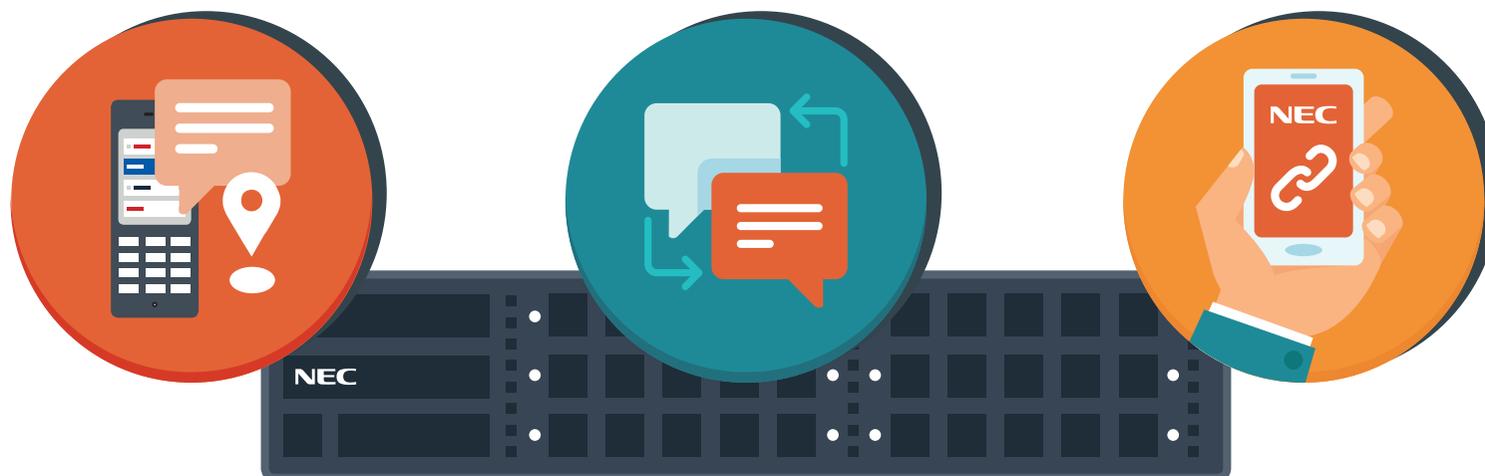
On premises: IP DECT

Feature-rich portfolio includes: Man Down, Location Detection capabilities, SOS and more. Also - robust handsets for tougher environments.

Mobile Extension

Treat your smartphone like your deskphone - enjoy the SV9100 system features including call back, transfer and caller ID while you're on the move.

NEC Smartphone Application

Users can connect via WiFi or across the Mobile Data Network (3G/4G). This allows you to make and receive calls as a regular extension user giving the added advantage of Single Number Reach & Roaming.

NEC – A Stable Global Partner

As 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

99,000+ Team Members Worldwide

TOP 50 Innovative Company

100 YEARS+ of Expertise

64,000+ Patents

9 R&D Labs Global

Want to discover more about NEC's solutions?

Contact Direct Line:

01244 819944

sales@dlc.co.uk

www.dlc.co.uk

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www.nec-enterprise.com