



COVID-19
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.

Whilst NEC's SV8100, SV8300 and SV8500 systems are no longer available for sale or expansion (including hardware and licences) and in consideration of the current COVID-19 impact, NEC will now support customers in the purchase of SV8000 series mobility licences and hardware (listed below) to enable remote working for a limited time.

Please note that hardware stock for these platforms is extremely limited. These systems can also be upgraded to the latest SV9000 platforms for a significantly reduced price to access advanced features and mobility options.



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.



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



WORKING FROM HOME OPTIONS

- Desk phones** can be configured to work from home. Giving employees the exact same experience at home as in the office.
- Softphones** offer complete calling capabilities on a Laptop or PC complimented with advanced features like video and messaging.
- Mobile clients** offer a level of mobility unmatched by any other solution. 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.
- Unified Communications for Enterprise** provides a full features voice, IM, presence experience on PC’s and smart phones.
- Skype for Business Integration** leverages the best features of Skype for Business and adds on crystal clear phone capabilities.
- 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.



DESK PHONES

For employees that love their desk phone, the DT820, DT830, DT920 and DT930 phones all support VPN connections. 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 console and contact centre operators.

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

- ⊕ Supported on the SV9500, SV9300, SV9100, SL2100 communications platforms.
- ⊕ A VPN is required.
- ⊕ Perfect for contact centre and attendant console operators.



SOFTPHONES

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 SP310, SP350 and InUC Browser softphones are the way to go.

Just connect up a USB or Bluetooth headset and employees are ready to make and receive calls. The softphones works just like desk phones with virtually no loss in functionality.

The applications are easy to install and configure. Even easier on the SL2100 where no software is required other than a Chrome browser when using InUC.

In addition InUC and SP350 support Instant Messaging, video conferencing and application sharing.

Third party softphones can also be used with a reduced functionality set – in this case a VPN is not required but a Session Border Controller will be needed.

- ⊕ SP350 is supported on the SV9500, SV9300, SV8500 & SV8300 communications platforms.
- ⊕ SP310 is supported on the SV9100 (as part of UC Suite) and the SV8100 communications platforms.
- ⊕ InUC Browser softphone is supported on the SL2100 communications platforms.
- ⊕ A VPN is required.
- ⊕ 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.

As an added bonus, the ST500 supports video calling to other ST500 users.

- ⊕ Supported on the SV9500, SV9300, SV9100, SL2100 communications platforms.
- ⊕ The older ST450 / ST465 mobile client is supported on the SL1100.
- ⊕ On the SV8000 series, you could consider a third party mobile client like Bria from Counterpath.
- ⊕ A Bluetooth or wired headset is useful.
- ⊕ A Session Border Controller or VPN is required.
- ⊕ Perfect for productivity or highly mobile workers.



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 soon 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.

- ⊕ Supported on all NEC communications platforms.
- ⊕ Essential for all types of workers.



WEB BASED CONFERENCING

While working from home it is important that staff feel as connected as if they were in the office. With the SV9100 and SL2100'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.

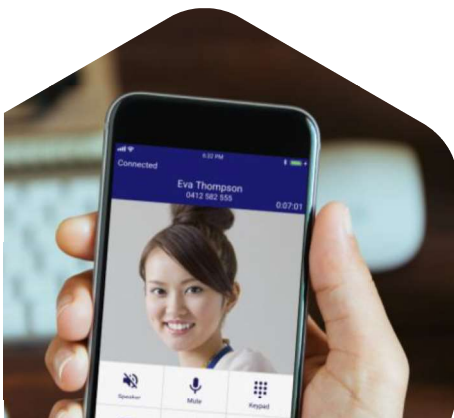
- ⊕ The SV9100 and SL2100 come with four licences already installed.
- ⊕ Supported on the SV9100 & SL2100 communications platforms.
- ⊕ A Bluetooth or USB headset is required.
- ⊕ Firewall configuration will be required and the use of a STUN or TURN service
- ⊕ Perfect for productivity workers and staff that need to meet with customers remotely.



UNIFIED COMMUNICATIONS FOR ENTERPRISE

Staff will know when other employees are available with integrated presence, instant messaging and conferencing capabilities. Phone calls can be made from the employees PC (UC700) or their smart device (MC550). Fully integrated into Microsoft Outlook.

- ⊕ UCE is supported on the SV9500 and SV9300.
- ⊕ A VPN is required for PC and soft phone features.
- ⊕ A session border controller is required for Smart phone calling features.
- ⊕ A Bluetooth or USB headset is required.
- ⊕ Perfect for productivity workers and mobile staff.





SKYPE FOR BUSINESS INTEGRATION

If you already use Skype For Business, NEC’s UC Connector for the SV9500 and SV9300 allow your staff to also make and receive calls from their PC. Leverage the benefits of the Skype for Business with Instant messaging, presence and conferencing capabilities. Enhance it with the ability to call other employees and to know who is calling. UC Connectors interface is easy to understand and use.

- ⊕ UC Connector is supported on the SV9500 and SV9300.
- ⊕ A VPN is required for soft phone features.
- ⊕ A Bluetooth or USB headset is required.
- ⊕ Perfect for productivity 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 is the SL2100 and SL1100 come with four licences already installed and waiting to be used.

- ⊕ Supported on the SV9300, SV9100, SV8100, SV8300, SL2100 & SL1100 communications platforms.
- ⊕ Requires additional trunks, 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.

- ⊕ Call forwarding is supported on all NEC platforms.



THINGS TO CONSIDER

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

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

SV8000 series

The SV8000 series has been unavailable for expansion (hardware and licences) since April 2018 and will enter end of support from the 1st of April 2020.

To support customers in this difficult time, however, we are allowing customers to purchase the required mobility licences up until the 1st of June 2020. This does not extend the support on these systems and we will still not be able to offer support after the 1st of April 2020. We will, however, offer best effort support on the purchased mobility components.

If you do purchase any additional licences these (along with the licences already on the platform) can be migrated to an SV9000 series platform at a reduced cost should you decide to bring your communications platform up to the latest, supportable release.

Only very limited hardware stock is available for the SV8000 series.



HOW MUCH WILL IT COST?

Your NEC representative can assist you in establishing the most cost effective way to implement your remote working requirements. That said, in most cases it may be surprisingly less than expected and it will offer a level of functionality and flexibility staff have been demanding. It will also provide businesses a level of business continuity allowing staff to keep working no matter what happens.

The licences below are provided to give you an indication of cost. This list excludes any installation and configuration work that will need to be done to get the features working. You should contact an NEC representative to talk through your options and get an obligation free quote.

