NEC

SL2100 & SV9100
Remote Working
FOR THE SMB

KEEPING YOUR BUSINESS RUNNING
NO MATTER WHAT THE EMERGENCY

With a pandemic virus outbreak impacting societies and economies around the globe, many companies are more than ever 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 licenses and configuration. In some cases additional hardware may also be required.

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 minimized 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 employee's 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, providing employees the exact same experience at home as in the office.

Softphones offer comprehensive 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, allowing work from anywhere there is internet service.

Web-Based collaboration enables participants to share content via audio, video and desktop—perfect for meetings and presentations.

Audio conferencing is an essential tool for holding group meetings and conferences.

Unified Communications provides full-featured voice, IM, and presence experience on PC's and smart phones.

Mobile Extension extends desk phone numbers to a mobile phone –no smart phone software required.

Call forward all is a last resort but a simple way to never miss a call.

DESK PHONES

For employees that love their desk phone, the DT820, DT830, DT920 and DT930 are ideal for the home office, Simply plug it into the 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 center operators.

- Supported on the SL2100 & SV9100 communications platforms

- A VPN is not required

- IP Handsets can be pre-configured for plug & play home office using Nat Traversal technology—speak to your NEC provider for further details.

- Option for conversations to be encrypted for extra security

- Perfect for contact center 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 softphone 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 work just like desk phones with virtually no loss in functionality. The applications are easy to install and configure.

With InUC it's even easier –as it's an NEC In-App, no software is required other than a Chrome browser. In addition, InUC supports instant messaging, video conferencing and application sharing.

- A softphone is supported on the SV9100 communications platform—a VPN is required.

- InUC Browser softphone is supported on the SL2100 & SV9100 communications platforms.

- A Bluetooth or USB headset is required.

- Perfect for productivity workers, contact center 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 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 smartphone's contacts for incoming calls and making calls.

- Supported on the SL2100 & SV9100 communications platforms

- A Bluetooth or wired headset is useful.

- Perfect for productivity or highly mobile 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 SL2100 & SV9100 come with four licenses 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 TURN service

- Perfect for productivity workers and staff that need to meet with customers remotely

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
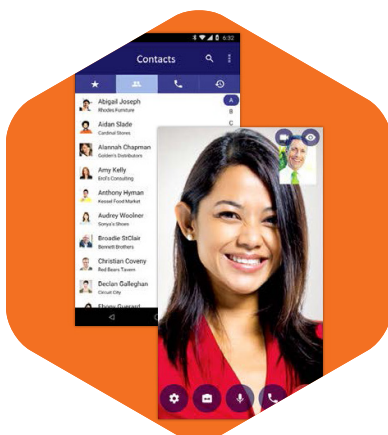
MOBILE EXTENSION

Mobile Extension allows all calls to a person's desk phone to be automatically sent to their mobile or landline number. 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 dialing codes and access phone features like transfer and conference.

What is even better is the SL2100 and SV9100 comes with four licenses already installed and waiting to be used.

- Supported on the SL2100 & SV9100 communications platforms

- Each call requires 2 trunk lines, one for incoming and one for outgoing call legs. Perfect for productivity or highly mobile workers

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 employee's 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 centralized Unified Messaging. Call logs will also be lost.

This should be considered as a last resort.

- Call forwarding is supported on all NEC platforms.

PHONE SYSTEM UPGRADES

Phone System Hardware and Licenses

In some cases the NEC communications platform may need additional hardware or software added to support remote workers. Contact your NEC authorized representative for your site's specific needs.

Americas (U.S., Canada, Latin America)
NEC Corporation of America
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