

Fixed Mobile Convergence



At a Glance

- Single number reach and voicemail
- Seamless roaming on and off campus
- Enterprise dialing via Smartphones
- Independence from specific cellular carrier technology
- Improved efficiency and productivity
- Increased customer satisfaction

Overview

Mobile phones are a mainstay in today's businesses and usage only continues to grow. Employees have traditionally relied on mobile devices to stay connected, but this has always meant that an employee has to distribute a separate phone number to ensure that business associates or customers can reach them when they need to be reached. This also results in management of multiple voice mailboxes which decreases productivity and increases the chances of a message not being heard in a timely manner.

Another issue that can arise while using a mobile device at the office, a weak in-building signal can often make talking difficult or even drop

important calls. In today's challenging economic climate, missing or dropping important calls can mean the difference between winning or losing business.

With NEC's fixed mobile convergence uMobility™ solution from Varaha Systems, Inc., businesses are now able to provide employees with single number reach, unified voice messaging and enhanced in-building coverage through a business's Wi-Fi network. By enabling employees to be reached anytime, anywhere – any business can become more efficient, responsive, collaborative and productive.

Solution

Single Number Reach and Voicemail

uMobility enables employees to be reached via a single number by transparently bridging calls that are made to their business phone number to their mobile device. The same business phone number is used by customers, vendors and business associates whether the employee is in the office or not. Only a single phone number is required for reaching their contact, alleviating the frustration of not knowing which phone number to call or where to leave a message.

If that desired employee is not available, the call is directed to his or her business voicemail account. No longer will employees have to miss that important phone call from a customer, play phone tag or check multiple voice mailboxes; uMobility speeds up connectivity, improves responsiveness and reduces caller wait time.

Seamless Roaming On and Off Campus

uMobility lets employees effortlessly roam on and off campus, from a business's Wi-Fi to cellular networks and back again via a Smartphone. It lets employees answer their business phone directly from their cellular phone plus it greatly enhances in-building coverage to ensure reliable cell phone usage anywhere in their office.

This solution automatically replaces the weak and unreliable cellular signal experienced from inside a building with the much stronger and more stable Wi-Fi signal within an office - ensuring solid voice quality. uMobility's patent-pending technology senses when an employee enters or leaves their office building; this enables their business phone calls to be automatically directed to their cell phone. Powerful, additional technology ensures that wherever the employee is, their cell phone voice quality will rival that of their business phone.

Another added benefit of uMobility is that it reduces cell phone minute charges each time a cell phone is used at the office because the cellular network is bypassed - resulting in potential cost savings. uMobility offers businesses true mobility with the high-quality voice communications they have come to expect from NEC.

Enterprise Dialing via Smartphones

With uMobility, Smartphone users are able to do station-to-station and external dialing as well as utilize the trunking services of the enterprise switch. This allows mobile users to place calls by either entering a 4 or 5 digit extension or a fully-dialed number. By placing the call through the enterprise switch, the caller ID that is presented is the user's enterprise number instead of the cellular number which reinforces single number reach.

uMobility also allows businesses to track cell phone usage in the office since all cell phone calls are captured by the business's phone system call logs.

Independence from Specific Cellular Carrier Technology

Because uMobility does not depend on specific cellular technology, it provides businesses the flexibility to select or keep their cellular carrier of choice. So, businesses can negotiate the most economical plan that will suit their needs.

Improved Efficiency and Productivity

uMobility enables employees to be reached anytime, anywhere which results in better efficiency and higher productivity. Businesses can streamline communications and information delivery by handling calls more promptly from any location without having callers directed to voicemail. Those important calls will never be missed again.

Increased Customer Satisfaction

Providing customers a single number that can be used to reach their contact on the first try positively impacts customer service dramatically. No longer will customers have to be routed through automated attendants and directed to different voice mailboxes. They can be confident that they will reach the person they need when they need them.

Requirements

Wi-Fi Infrastructure	Must be a managed service supporting both Over the Air QoS and wired QoS
Communications Server	UNIVERGE SV8100 Communications Server
Compatible Operating Systems	Symbian, Windows Mobile and iPhone



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