

NEC Meeting Center



NEC Meeting Center is a comprehensive collaboration solution that enables you to exchange information easily between customers and colleagues while reducing the need for travel - resulting in cost savings and improved customer service.



At a Glance

- All in one comprehensive collaboration solution
- Improves teamwork among colleagues in geographically dispersed locations
- Enables real-time sharing and exchange of information between co-workers and customers
- Reduces travel costs through enhanced collaboration tools
- Increases employee efficiency and productivity
- Eliminates monthly recurring charges for hosted solutions
- Works on all of NEC's communication platforms

Overview

NEC Meeting Center, a sophisticated audio conferencing, web collaboration and mass notification solution for all of NEC's communication platforms, equips your employees with the tools they need to help them improve efficiency, lower

spending by reducing the need for travel and stay informed. As a result, your employees become more responsive and productive through real-time sharing of information and most importantly, service your customers better.

Solution

A Comprehensive, Secure Collaboration Solution

NEC Meeting Center (NMC) is a secure, premised-based solution that encourages collaboration, lowers expenses and enables you with the ability to send mass notifications. It provides Meet-Me audio conferencing, Dial-Out Firebar conferencing, web and video collaboration and mass notification all in one comprehensive solution, alleviating the need and expense of deploying multiple unique applications from multiple vendors.

By implementing a premise-based solution, you immediately eliminate your recurring expenditures for a hosted solution. Besides saving you money, NMC provides you with the peace of mind that your communications with your employees and customers occurs on your own secure network.

Enables Real-Time Sharing and Exchange of Information

With NEC Meeting Center's audio conferencing and web/video collaboration, your employees have the tools they need to effectively collaborate with colleagues and customers as well as reduce their overall travel expenses. NMC enables them to securely connect with individuals that they need to in geographically diverse locations to conduct presentations, meetings and training.

For emergency situations or other types of events where you need to reach a large number of people – quickly, NMC's mass notification is designed to send messages via voice, email and Short Message Service (SMS) or a combination of all three to designated individuals or groups - small or large. By quickly getting your message out, the people you need to reach stay informed and can make decisions faster.

NMC Audio Conferencing

NMC Audio Conferencing provides a rich set of conferencing capabilities that enable your employees to more easily collaborate with customers and colleagues.

- Supports both reservation-less and reservation-based audio conferences
- Customize each audio conference room per your requirements, e.g., select entry tones, select memorable vanity PINs, turn recording on/off, select auto-call back on/off, select enter audio conference muted on/off etc...
- Enable secure conference access (requires conference access code and a personal PIN)
- Schedule recurring audio conferences via the Web Portal - use Microsoft® Office Outlook® iCalendar application to send invitations to desired participants
- See real-time view of a running audio conference via Web Portal - participants can be seen by name or by caller ID
- Display loudest speaker - allows the identification and muting of a participant who may be inadvertently injecting noise into the audio conference
- Exercise multiple in-conference controls via phone key presses or the Web portal
- Auto mute noisy lines or lines with excessive echo
- Merge two or more audio conferences into one without dropping any calls - transfer participants between conferences
- Send a detailed end-of-conference summary report to the moderator after a given audio conference is over
- Record entire conference or excerpts from a conference and playback via PC's media player or via dial-in IVR

NMC Dial-out (Firebar) Conferencing

NMC Dial-out (Firebar) Conferencing allows the server to call a pre-determined group of people and upon off-hook place them into an audio conference. Once a conference is in progress, various DTMF controls available on NMC Audio Conference can be exercised. NMC Dial-out conferencing provides flexibility to reach a group of people via voice, email, and SMS text and if necessary pull them into an impromptu audio conference.

- Trigger a dial-out conference based on either an incoming phone call, a click on a web portal or a scheduled time
- Select communications medium to be used for message delivery [Voice only, Email only, SMS (via SMTP) only or any combination etc.]
- Send calls to any PBX extensions or to PSTN landline or cellular numbers
- Supports an unlimited number of call out groups

- Send caller-ID of your choice that can be used by recipient's cell phone to display associated 'caller name' (e.g., Central Security)
- Allow recurring dial-out calls
- Offers answering machine detection and avoidance
- Provides summary and detailed reports on call completions (Busy, No Answer, Answering machine etc.)

NMC Web Collaboration

By combining NMC Web Collaboration with NMC Audio Conferencing, you can further enhance the collaboration capabilities of your employees. When used together, participants can collaborate in real-time and achieve desired end results quickly without exchanging multiple emails.

- Can be used standalone or in conjunction with NMC's Audio Conferencing application
- Web-based application - no software download required and no recurring costs that are usually associated with hosted solutions
- Designed to run across the Internet or a private data network without requiring any changes to firewalls - running behind a secure private data network insures that your web conference content cannot be compromised
- Review projects, schematics, diagrams and presentation with customers and colleagues
- Enable customer support to assist with issues remotely by having the remote user share his/her desktop with the support personnel

NMC Mass Notification

NMC Mass Notification ensures that your message gets out. Whether you need to alert people about an emergency or inform them about some other type of event, this web-based application is simple to use and allows you to send messages to individuals or groups – quickly and efficiently.

- Select communications medium to be used for message delivery (Voice, Email, and SMS or a combination)
- Use Mass Notification to send out emergency alerts, organization information, reminders, special event notices, etc...
- Send caller-ID of your choice that can be used by cell phones to display associated 'caller name' (e.g., Security Alert) - leading to higher percentage of people picking up a message
- Control the speed of dialing out
- Display real-time call activity and a progress bar on a Web Portal
- Abandon Group Alert in progress via web portal or DTMF
- Provide summary and detailed reports on call completions (Busy, No Answer, Answering machine etc.)

	Feature	How it Works	Benefits
Audio Conferencing	Ad-hoc 'Meet Me' Audio Conference	Moderator and participants agree upon a start time and PIN to use. When people dial in and enter their PIN, they are placed into the conference.	Simple to use. PINs are always active and parties can join the bridge at any time.
	Scheduled 'Meet Me' with PIN Audio Conference	Schedule conference call using web portal. Use iCAL to send email notifications via Microsoft Outlook, Lotus Notes, etc...	Ability to use your existing Outlook 'contacts'. Calendar will automatically remind participants about upcoming conference.
	Dialed number (DNIS)-based Audio Conference	Multiple participants simply dial a phone number to join an audio conference.	No PINs to remember and simple to use.
	Progressive Dial Out Audio Conference	Moderator can dial out from the conference bridge and bring participants into a conference one by one.	Allows for impromptu conferencing - no need to inform participants ahead of time.
	Conference Record and Playback	Set up your conference room with recording turned on. All calls will then be recorded in that room. You can also turn recording on/off via DTMF or Web controls.	Record entire conference or relevant excerpts. Use your PC's media player for playback or dial into the bridge and playback via IVR.
	Monitor Audio Conference	Create a Moderator with 'monitor' privilege. This Moderator can then listen/control an ongoing conference unobtrusively.	Useful for diagnosing audio issues with a conference.
Dial-Out Firebar Conferencing	Instantaneous Dial Out with "Find-Me" Conference	Use an incoming phone call to trigger a dial out conference. Bridge will call participants at their multiple locations and connect them into a conference. Incoming number can be speed dialed.	Communicate with a 'group' with a single key press.
	Recurring Scheduled Dial Out with "Find-Me" Conference	At a scheduled time, bridge will trigger a dial out to a group of people and upon off-hook, place them into a conference.	Reduces effort required to set up recurring conferences.
Web Collaboration	Desk Top Sharing	Moderator shares his/her Desktop with fellow participants.	Show any document or co-browse the Web with fellow participants. Simple to use and ideal for product demos.
	Presentation Sharing	Upload PowerPoint® & PDF documents. Use annotation tools to edit in a collaborative session.	Significantly reduces number of edits/versions to produce final version.
	White Boarding	Create diagrams/visuals with fellow participants in a collaborative session.	Ideal for brainstorming.
	Public & Private Chat Room	Moderator can respond to questions publicly or privately.	Makes Web conferencing more productive.
	Multiple Presenters	Moderator can allow another participant to take control and share his/her desktop.	Multiple points of view on one conference.
Mass Notification	Pre-Recorded Message Delivery	Pro-actively build call out groups and pre-record messages, and then tie groups and messages into Group Alert sessions. Ability to trigger dial out from Web Portal or with incoming phone call.	Make messaging a planned activity. No need to search for address books at the time of actual need.
	On-the-Fly Message Delivery	Dial into the server, enter a PIN, record/re-record a message and send.	Quick dissemination of emergency oriented messages.
	Built-in 'Find-You' Capability	System captures up to four phone numbers per individual and dials them successively until making a positive contact.	Increases probability of delivering a message.
	Announcement Box Capability	Moderator periodically dials in and records a message in an announcement box. People can call in and hear the updated message.	Great way to inform people during changing emergency situations such as hurricanes, blackouts etc.
	Re-iteratively Contact the Un-Contacted	Set up Group Alert with 'un-contacted' option. Trigger same Group Alert multiple times until message is received by desired percentage of recipients.	No wasted calls. Iteratively build up the percentage of people who received calls.
	Send Message to 'Contacted' People	Use 'swap' to convert contacted into un-contacted and send a new message	Only people who received a previous message will get the new message. Great way to send 'all clear' message.

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