NEC

UNIVERGE®
INTEGRATION
PLATFORM

WORKFLOWS SIMPLIFIED

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NEC INTEGRATION PLATFORM

In this day and age of digital transformation, organizations can sometimes struggle with implementing new applications and services, and integrating them into their existing business processes. It can often entail having to break existing processes and building new ones. It can also force unanticipated integration with on-premises infrastructure and solutions.* This can hinder deployment and eat up a large part your IT resources time.

NEC's UNIVERGE Integration Platform (UIP) helps to alleviate these issues by easily tying disparate software systems together to function as one complete end-to-end solution. It connects any application/data source and enables comprehensive Application Programming Interface (API) management – whether in the cloud, on-premises or hybrid environment.

AT A GLANCE

> **Ties disparate software systems together** to function as one complete end-to-end solution
> **Connects any application/data source** and enables complete Application Programming Interface (API) management – whether in the cloud, on-premises or hybrid environment
> **Provides a real-time and event-driven architecture** with advanced feature support
> **Easy to deploy and configure** – gives you the capability of a developer without learning to write code
> **Intuitive interface** with advanced features to build simple to complex workflows
> **Accelerates business agility** by improving the effectiveness of business processes

*Gartner, Solution Path for a Public Cloud SaaS Adoption Framework, 2017

SOLUTION

NEC's UNIVERGE Integration Platform can help accelerate your organization's agility by being able to quickly and easily integrate new software solutions into your business processes. In the not too distant past, you would have to build individual APIs for various platforms and solutions to communicate. This would require a developer with the right skills set to write code using different protocols and languages. Unfortunately, this way provides no central coordination/management and it can be a very expensive process.

With NEC's UIP, that all changes! It gives you the capability of a developer without having to learn to write code. Through its intuitive software, you can easily integrate and connect separate systems via workflows for your unique business purpose. It provides your business with care-free connectivity based on an open, secure, interoperable platform with integration on all levels:

> The physical level to connect network devices, terminals and sensors.
> The application level where adapters with modern APIs interconnect innovative applications, unlock data and drive business agility.
> The integration level to design meaningful workflows in a swift and flexible manner.

WELCOME TO THE APPLICATION NETWORK

INNOVATION AND NEW SERVICES AT THE HEART OF DIGITAL TRANSFORMATION

UNIVERGE®
INTEGRATION
PLATFORM
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WORKFLOW CUSTOMIZATION

UIP helps you navigate the complex business logic needed in developing the workflows to make everything run seamlessly. The Workflow Designer enables you to easily configure what you want the UIP to do when a workflow instance is started.

For example, to which applications should it connect, in which order, and what data should it pass between these applications. This dynamic logic is custom built by you to connect multiple systems together through the use of commands in Adapters.

NEC's UIP is preconfigured with several useful Adapter types and has the ability to add other custom ones as required. An Adapter is the software that defines and interfaces with other systems and defines incoming events and outgoing commands in a workflow.
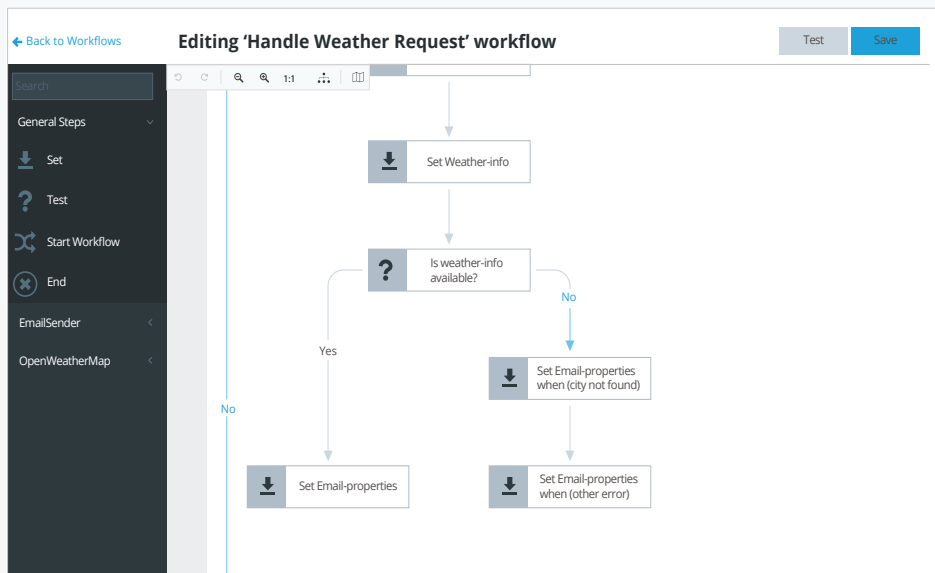
ADAPTER. TRIGGER. WORKFLOW. COMMAND.

Adapters connect to other systems and listen for events and can send commands to that system. Each event can execute a trigger based on input parameters and filters. The trigger starts a workflow that contains logic and can use other adapters to send commands to other systems. This simple yet powerful cycle allows thousands of combinations to be built to meet your business requirements.

DESIGN. TEST. DEPLOY.

NEC's UIP intelligent software interface allows you to design workflows through simple Drag & Drop actions. You start by selecting the correct Adapter and adding the Triggers where needed to build out the entire workflow. Once the workflow is completed, you can test within the system and when ready, you can deploy. UIP was created to provide you with the tools you need to quickly connect your systems with unprecedented ease.
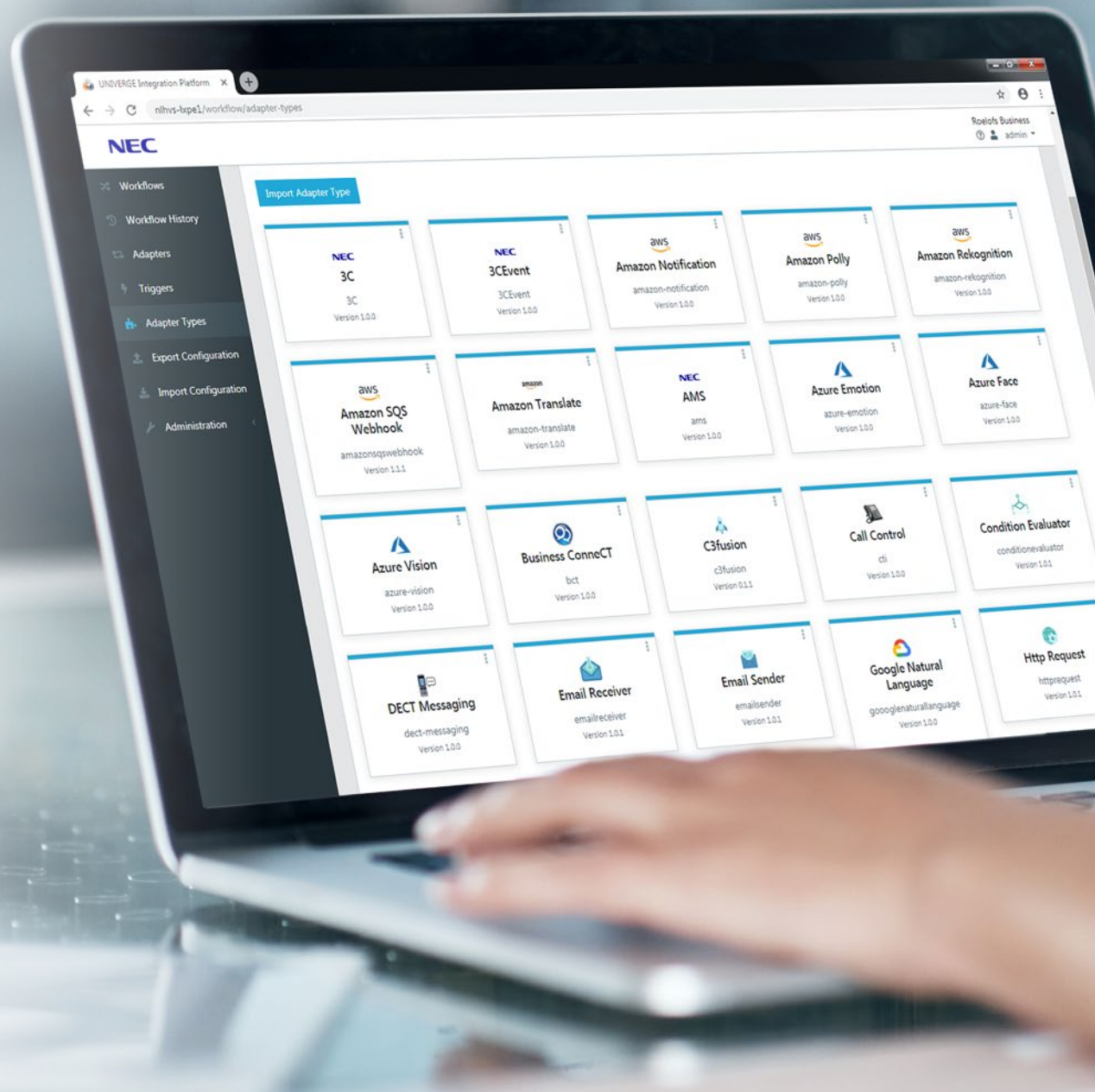
DESIGN, CONNECT, MANAGE

BUSINESS PROCESS ENGINEERING AT YOUR FINGERTIPS

WORKFLOW HISTORY

UIP helps you navigate the complex business logic needed in developing the workflows to make everything run seamlessly. The Workflow Designer enables you to easily configure what you want the UIP to do when a workflow instance is started. For example, to which applications should it connect, in which order, and what data should it pass between these applications. This dynamic logic is custom built by you to connect multiple systems together through the use of commands in Adapters.

WEB SERVICE READY

UIP is web-service enabled out of the box. By using standard webhook events from external systems and built in HTTP requests to send data out of workflows, many web-service enabled systems can be connected without the need of custom adapters.

INTEGRATED DASHBOARD
FOR REPORTING

NEC's UIP utilizes Grafana, a leading open source software, for its analytics and reporting. Grafana's primary use case is to monitor system activity related to Adapters, Triggers, and Workflows. There are four useful default dashboards, however, other dashboards can be created or imported.

The four dashboards provide valuable insight as follows:

ADAPTER DETAILS

This dashboard shows a summary of the Total Commands, Successful Commands and Failed Commands executed on the system. Additionally, it shows which commands are being executed and the number of successful/failed commands in a graph.

TRIGGERS

This dashboard shows an Overview of the Triggers Executed on the system. It shows the total Events and total Webhooks, along with the workflow that the Trigger executed and the result from the workflow.

ADAPTER STATISTICS

This dashboard shows an Overview of the Commands being executed, the number of Commands per Minute, and the Total Number of Commands Executed for each adapter.

WORKFLOW STATISTICS

This dashboard shows detailed information about all executions of a specific workflow. Similar to the previous dashboard, except it lists some total Execution Counts for the workflow.

MICROSOFT TEAMS BOT
INTEGRATION

Add enterprise communication by integrating your desk phones with Microsoft Teams Clients providing superior voice communications for Microsoft Teams users. Reduce costs by leveraging existing voice investments without the need to add PSTN calling plan to Microsoft Teams. Reduce missed calls and events by using Teams messages and customized actionable cards.

Integration with Microsoft Teams is easy to configure and provides:
> Single phone number for each employee
> Increased employee mobility – same functionality available on Microsoft Teams desktop and mobile clients
> Infinite possibilities to send texts, customizable cards on Teams clients and leverage UIP integration with other systems

MICROSOFT TEAMS DUAL RINGING

Integrate NEC desk phones with Microsoft Teams desktop and mobile clients and enable multi ringing between NEC phones and Microsoft Teams Client.

MICROSOFT TEAMS BOT CALL POP UP

Microsoft Teams Call Pop Up provides the ability to send messages and customized cards to users, groups, and channels on Microsoft Teams. Manage call control and take appropriate actions based on events received. Microsoft Bot Cards are customizable with call control options and actionable buttons.

CHOOSE YOUR MODEL
AND DELIVERY PREFERENCE

UNIVERGE Integration Platform comes in the model and delivery of your choice. Choose for either our SI (System Integration) model or our Custom Package Model. Both models can be either hosted On Premises or from the Cloud.

SYSTEM INTEGRATION MODEL

A system integration delivery model provides UIP system with a purchased number of licenses for triggers, workflows, and other resources. Configure UIP, write your own triggers and workflows to address needs specific to the business and create integrated environment using UIP platform. This model is suited for customers who want to build custom integrations with scope outside of predefined use cases.
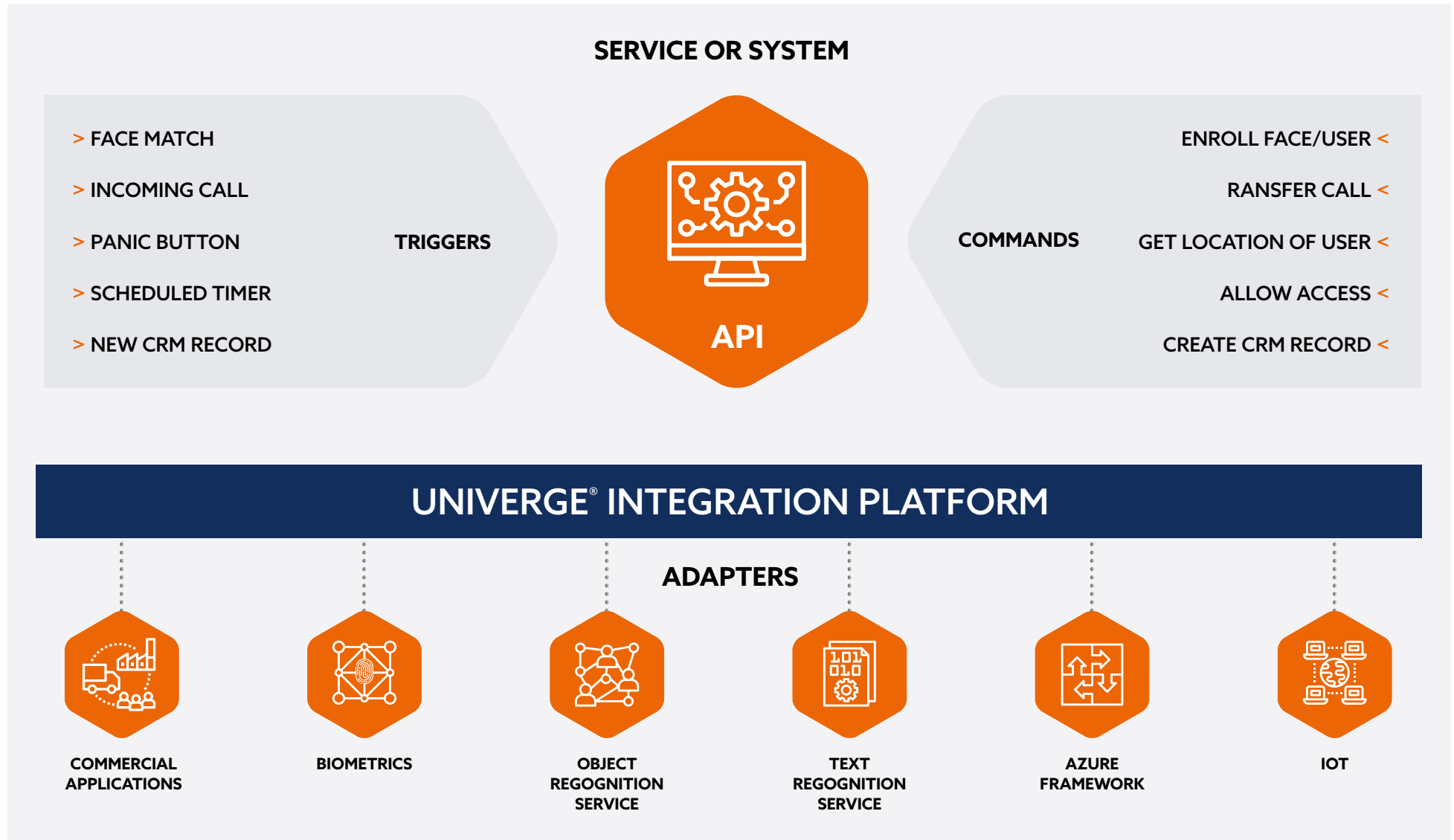
CUSTOM PACKAGE MODEL

A custom package comes with UIP infrastructure bundled with required resources, licenses, and configuration for a specific use case. Each use case solves a defined business need and comes with quick set up instructions and configuration template (consisting of adapters, triggers, and workflows). Get first 50 licenses for any one use case at no additional cost when you purchase custom package model. Use cases and user licenses can be added on at any time to keep up with growing business.

UIP Custom Package Use Cases provide out of the box solution for specific business needs such as Microsoft Teams Dual Ringing and Bot Call Pop Up.

SYSTEM ARCHITECTURE

SERVICE OR SYSTEM

TRIGGERS

> FACE MATCH
> INCOMING CALL
> PANIC BUTTON
> SCHEDULED TIMER
> NEW CRM RECORD

API

COMMANDS

ENROLL FACE/USER <
RANSFER CALL <
GET LOCATION OF USER <
ALLOW ACCESS <
CREATE CRM RECORD <

UNIVERGE® INTEGRATION PLATFORM

ADAPTERS

COMMERCIAL APPLICATIONS

BIOMETRICS

OBJECT REGOGNITION SERVICE

TEXT REGOGNITION SERVICE

AZURE FRAMEWORK

IOT

OVER
$28 BILLION
REVENUE

75 MILLION
GLOBAL USERS

125+
COUNTRIES

#1
SMB & ENTERPRISE
COMMS WORLDWIDE

GLOBAL 100
MOST SUSTAINABLE
COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)

LEADER IN
BIOMETRICS

RECOGNIZED
AS A LEADER
BY FROST & SULLIVAN
IN ENTERPRISE
COMMUNICATIONS
TRANSFORMATION

TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)

4.000+
CHANNEL
PARTNERS

107.000
TEAM MEMBERS
WORLDWIDE

Americas (US, Canada, Latin America) – NEC Corporation of America – *www.necam.com*
EMEA (Europe, Middle East, Africa) – NEC Enterprise Solutions – *www.nec-enterprise.com*
Australia – NEC Australia Pty Ltd - *au.nec.com*
Asia Pacific – NEC Asia Pacific – *www.nec.com.sg*
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