



# Dear Associate:

Empowered by innovation

**NEC**

2700-09-067  
July 7, 2009  
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## NEC SonicView™ IP Recorder

The cost and productivity benefits of communication servers, like the UNIVERGE® SV8100 from NEC Unified Solutions, Inc. (NEC), are driving the next generation of communications. The rapid adoption of IP allows a wealth of new technologies and capabilities to reach a wider audience. VoIP call recording is one of the most compelling applications now available to all businesses. Now, you can take advantage of this trend to offer your customers IP call recording.

NEC is excited to announce the general availability of the SonicView™ IP Recorder solution for recording IP stations on the UNIVERGE SV8100 platform. The solution provides an easy and flexible way to **Record, Organize & Share** IP calls on a UNIVERGE SV8100 system. Increasingly, customers are finding it necessary to record their customer interactions. This may be for legal reasons (e.g., financial institutions that need recorded confirmation of all transactions) or for quality and training purposes (e.g., “Are my agents following procedures and training?”).

VoIP call recording and monitoring, once affordable for only large enterprises, are now within the means of businesses of all sizes and needs. Until recently, the cost and complexity of call recording on legacy analog or digital PBXs limited access for smaller businesses.

Today, the technology and open standards supported within IP communication servers are lowering price and complexity for IP recording. In a VoIP deployment using the UNIVERGE SV8100, packet based voice traffic travels across the corporate data network (LAN/WAN) and is accessible. SonicView™ IP Recorder uses “packet sniffing” technology to monitor the corporate data network (LAN/WAN) for voice packets traveling to and from the SV8100.

VoIP call recording is soon becoming a standard business application just like email and other archives of customer interaction. The demand for call recording solutions has increased dramatically in recent years as businesses are pressed to increase employee productivity and to enhance the customer experience. In addition, most businesses have to address security concerns and have the need to comply with new stricter legal requirements.

[NEC Unified Solutions, Inc.](http://www.necunifiedsolutions.com)

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[www.necunifiedsolutions.com](http://www.necunifiedsolutions.com)

The main reasons to choose SonicView™ IP Recorder Call Recording Solution are:

**Leverage IP Capabilities** - Knowing the benefits, why not leverage the sound investment you have made in IP to reap the full benefits by adding applications like call recording that can help increase employee productivity and quality.

**Reduced Costs** - Software-based VoIP call recording solutions that utilize packet sniffing are less expensive compared to the traditional digital and analog recorders.

**Simple Installation** - IP call recording solutions typically install much quicker and easier than legacy PBX call recording solutions. Packet sniffing solutions require a standard customer-supplied server to run the recording software and a data switch that can perform port mirroring.

**Lower Total Cost of Ownership and Investment Protection** - Software based solutions like SonicView™ IP Recorder can be easily upgraded and managed just like a data application and maintained by the same personnel - no telephony expertise required, no hardware connections, taps or expensive boards. You can use standard Data Gear as the infrastructure.

**Centralized Deployment** - The limitations and costs associated with remote site recording on legacy PBX-based recording solutions are eliminated with the new technology used in IP call recording. The incremental cost of adding remote sites is negligible now compared to other types of technologies. Centralized data access makes it easier for business users and makes them more efficient and productive.

**No Network Interference** - IP call recording is completely passive. "Packet sniffing" technique does not interfere with an IP communication server or any other mission critical system on the corporate data network.

**Scalable**- The SonicView™ IP Recorder is highly scalable and can be deployed for single location as well as large sites with multi-location businesses.

Businesses now face growing legal requirements, increased competitive pressures, and the ongoing need to increase productivity while reducing costs. Call recording provides a highly effective and affordable way to address these needs.

Today, businesses use call recording to:

- Ensure high quality and enhanced customer experience
- Accelerate employee training
- Improve workplace productivity
- Resolve disputes
- Achieve regulatory compliance
- Enhance workplace security

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Almost every industry can benefit from call recording and monitoring. Many industries have to comply with the legal requirements such as Sarbanes-Oxley for publicly traded companies, Gramm-Leach-Bliley Act to regulations for Financial Services Industry, HIPAA Compliance for Healthcare Companies, Federal Trade Commission (FTC), Securities Exchange Commission (SEC), and the USA Patriot Act.

### ***Order Acceptance and Delivery***

Orders for the NEC's Sonic View™ IP Recorder will be accepted immediately and shipped 30 days ARO. Please see page 4 for pricing information.

Thanks you for continued patronage of NEC products. If you have any questions, please contact your NEC Account Manager or Sales Engineer.

Regards,

Jay Krauser

# Price Bulletin

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<b>Part #</b>	<b>Name</b>	<b>Description</b>	<b>MSRP</b>
*670830	Ak System PC APP CD	Application CD which includes IP recorder software. Requires licenses for activation (noted below)	\$50.00
670863	LKS-SYS- IP Recorder Basic Pkg -LIC	Basic Server Package includes 4 Basic port license, 4 Basic User license(User specific web login access only), 4 Basic User On-Demand Client License, 1 Basic Supervisor License (Supervisory web login access)	\$3,500
670864	LKS-IP Recorder Basic Port Add-on 4-LIC	4 Port/ User/Client License,	\$1,800
670865	LKS-IP Recorder Basic Port Add-on 1- LIC	1 Port/User/Client license	\$600
670920	LKS- IP Recorder Basic Port Add-on 8-LIC	8 Port/ User/Client License	\$3,500.00
670921	LKS-IP Recorder Basic Port Add-on 16-LIC	16 Port/ User/Client License	\$6,800.00
670922	LKS- IP Recorder Basic Port Add-on 32-LIC	32 Port/ User/Client License	\$13,000.00
670923	LKS- IP Recorder Basic Port Add-on 64-LIC	64 Port/ User/Client License	\$24,000.00
670862	LKS-IP Recorder Basic SUPV Add-on 1- LIC	1 Basic Supervisor License (Supervisory web login access)	\$1,500

Note: \* AK System PC APP CD software can be downloaded from the NEC download section for FREE.

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