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Arlington Chamber of Commerce Enhances Collaboration with NEC's Unified Communications Applications

UNIVERGE SV8100, UC for Business help improve staff efficiency and achieve ROI in six months

IRVING, TX, April 1, 2009 — NEC Unified Solutions, Inc. (NEC), a leader in enterprise business communications, today announced that Arlington (Texas) Chamber of Commerce in Texas achieved an approximate six-month return on its unified communications (UC) investment by improving staff collaboration and eliminating service costs using NEC's UNIVERGE® SV8100 communications server and UC for Business (UCB) productivity software.

"We wanted the productivity enhancements that unified communications applications, such as presence and unified messaging, could bring to our employees," said Randy Paine, IT manager, Arlington Chamber of Commerce. "The NEC solution, implemented by AIT Technologies, not only upgraded our fax application, but it is also enabling our staff to provide better service to both our members and the Chamber's other stakeholders."

In order for the Arlington Chamber to effectively work with the local business community, an outdated and expensive-to-manage voice infrastructure needed replacing. The Chamber turned to NEC's UNIVERGE SV8100 communications server and UCB in order to streamline its business process and reduce decision latency. Desktop telephony and Microsoft® Outlook® integration simplifies call handling and gives users the ability to manage all communications from their desktop. UCB's presence capabilities also allow Chamber staff to see coworkers' availability.

NEC's UNIVERGE360 vision is evident as the solution enhances many roles within Arlington Chamber, including receptionists and executives. Receptionists at the Chamber are more efficient using UCB's presence function to look at employees' statuses, which includes integrated calendaring. By moving the mouse over a person's name, receptionists can see where the colleague is and their scheduled return time; this approach helps receptionists estimate when callers might receive a call back. Additionally, executives can now automatically route calls to their cell phones when out of the office or use UCB's unified messaging to receive voice messages via their laptop's Outlook inbox.

"Arlington Chamber of Commerce plays a key role in the city, and upgrading its technology enables the Chamber to foster a more collaborative working environment with the business community," said Larry Levenberg, vice president and general manager, National Channel, NEC Unified Solutions. "NEC's UNIVERGE360 role-based approach allows Arlington Chamber of Commerce to choose the best communications method and technology that fits the role of each individual employee."

For more information on NEC's communications solutions, visit www.UNIVERGE360.com.

About NEC Unified Solutions

NEC Unified Solutions helps companies unify their business communications through innovative software, applications, development tools, and services. NEC offers a complete portfolio for unified communications, wireless, voice, data and managed services, as well as systems integration and application development. NEC Unified Solutions serves as the North American communications integration arm of global giant NEC Corporation for Fortune 1000, as well as small to mid-sized businesses in vertical markets such as hospitality, education, government, and healthcare. For more information, visit www.necunified.com.

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About Arlington Chamber of Commerce

The Arlington Chamber is one of the North Texas region's largest business federations representing more than 1,400 business, trade association, and non-profit organization members, who collectively employ more than 60,000 individuals in Arlington. The Chamber serves as the primary catalyst for Arlington's economic growth and development, and has become a regional and national leader in the areas of technology based economic development and education and workforce development. For more information, visit www.arlingtontx.com.

About AIT Technologies

Founded in 1998, AIT Technologies has forged over 700 client relationships in North Texas. AIT Technologies maintains on-site inventories for the support of its customer base and a technical staff that receives rigorous factory training from its select group of industry-leading partners. For more information, visit www.go4ait.com.



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