

University of Maryland Eastern Shore Enhances Faculty, Staff and Student Services with Communications from NEC

IP infrastructure lays the foundation for streamlining business processes via unified communications

IRVING, TX, October 28, 2008 — NEC Unified Solutions, Inc., a leader in enterprise business communications, today announced the University of Maryland Eastern Shore (UMES) is creating new opportunities to enhance campus communications services using NEC's UNIVERGE® communications solutions.

By deploying NEC's UNIVERGE SV8500 communications server and MA4000 management application, the university is paving the way for productivity enhancing applications such as UM8500 unified messaging and NEC's new XML-based IP desktop phones.

"The UNIVERGE SV8500 has already reduced our total cost of ownership, streamlined productivity and given us a competitive edge through progressive technology other institutions may not have," said Phil Taylor, director of information technology, University of Maryland Eastern Shore. "We are very impressed with the SV8500's E911 location capability, end-to-end encryption, high reliability and built-in unified communications applications. More importantly, our employees are pleased with the time they can now save through improved communications."

The SV8500 gives UMES access to advanced call routing capabilities and customized productivity applications such as rich presence, IM, unified messaging, conferencing, click-to-call and single number reach to allow UMES to reduce human latency and enhance customer service. MA4000 provides the university's technology staff a Web-based management tool that simplifies deployment, phone moves, adds and changes, and provides end-users with a means to configure their own phones.

With the new technology, UMES unifies buildings on campus with fully integrated VoIP, allowing university faculty, staff and administrators to more efficiently communicate with one another and enabling the university to deliver excellent customer service to current and potential students. For University Registrar Cheryl Holden-Duffy, this means that a flood of phone calls, sometimes more than 300 per day, can be answered efficiently by multiple staff members through auto call distribution (ACD). In the past, messages would not be returned for days and elongated wait times could lead frustrated callers to hang up.

By implementing the UNIVERGE SV8500 IP communications server, UMES has been able to concurrently deploy the MA4000 Management System for a comprehensive IP telephony solution. Designed to help increase overall productivity, the MA4000 reduces the time it takes to perform telephony program moves, adds and changes, allowing university faculty to consistently operate more efficiently.

The university also has plans to deploy NEC's UNIVERGE UM8500 for unified messaging and DT series XML-based desk phones. UM8500 is a feature rich, scalable, unified messaging solution. It is the first-ever UM solution to include VideoMail, Find Me/Follow Me capability and ViewCall for desktop call control. Microsoft® Exchange Server integration within the

UM8500 system enables the system to read aloud a schedule of activities for any given day, up to one year in advance.

For more information on NEC's UNIVERGE SV8500 and MA4000 solutions, visit www.UNIVERGE360.com. NEC's UNIVERGE360 vision offers solutions that help organizations unify business processes and address communications goals based on employee roles. The University of Maryland Eastern Shore's IP solution is flexible and meets the varying needs that exist within a college campus from administration to faculty to incoming students in a highly competitive university environment.

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.

About the University of Maryland

The University of Maryland Eastern Shore, a research and doctoral granting institution on the Eastern Shore of Maryland, is a historically black university and home to some 4,290 students. The 742-acre campus, which includes a 350-acre research and teaching farm, is nationally recognized for the beauty of its grounds. Its low student-to-faculty ratio, well-funded research programs, historic tradition of inclusiveness and constituent membership in the University System of Maryland combine to make UMES a strong engine of growth and development in its community, providing students with opportunities to learn from a well-balanced array of academic programs that respond to local needs as well as more global concerns. UMES is approved by the state of Maryland and fully accredited by the Middle States Association of Colleges and Schools. For more information, visit <http://www.umes.edu>.