

**FOR IMMEDIATE RELEASE - (October 19, 2009)**

**NEC Takes Top Honors in "How Hot is Your NOC" Study**

*NEC's Network Operations Center rated first among study participants*

**IRVING, TX, October 19, 2009** — NEC Corporation of America, Inc. (NEC), a leading provider and integrator of advanced communications solutions, today announced that the TM Forum Business Benchmarking Program has awarded NEC's Network Operations Center (NOC) first place in a study designed to help participants optimize the effectiveness of their NOC.

"Study participants were measured against a rigorous set of criteria and had performance ratings ranging from 'Leading' to 'Lagging.' NEC achieved the highest number of 'Leading' scores out of the total group," said Tonia Graham, TM Forum Business Benchmarking program manager. "In this regard, NEC Managed Services performed at NEC's NOC in Irving, Texas, stood out above all other Cisco Powered partners who participated in the study."

TM Forum Business Benchmarking Special Studies are one-time studies developed to provide insights into important industry issues and business performance. The "How Hot is Your NOC" study was sponsored by Cisco and offered exclusively to Cisco Powered Program members. The study evaluated participating NOCs on:

- Customer experience management and ability to meet customer expectations
- Operational efficiency in problem resolution

"NEC's award-winning NOC has always been a source of pride as our performance-focused team helps ensure our customers' networks are performing at optimal levels," said Vinod Muthuswamy, General Manager, Managed Services and Support, NEC. "NEC Managed Services performed in the NOC have a strong history of allowing NEC customers to maximize network uptime, performance and security through various levels of remote monitoring and management."

The benchmarking study compared the performance of each company's NOC to the performance of all participants and enabled participating companies to:

- Establish meaningful NOC transformation objectives
- Set near-term improvement goals based on the competitive landscape
- Identify and prioritize investments to yield optimal improvement in business performance.

The "How Hot is Your NOC" study focused on Unified Communications services, including Voice over IP, IP telephony, multimedia conferencing, communications applications, and intelligent networks.

More information on NEC can be found here:

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

[www.UNIVERGE360.com](http://www.UNIVERGE360.com)

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

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### **About NEC Corporation of America, Inc.**

Headquartered in Irving, Texas, NEC Corporation of America is a leading provider of innovative IT, network and communications products and solutions for service carriers, Fortune 1000 and SMB businesses across multiple vertical industries, including Healthcare, Government, Education and Hospitality. NEC Corporation of America delivers one of the industry's broadest portfolios of technology solutions and professional services, including unified communications, wireless, voice and data, managed services, server and storage infrastructure, optical network systems, microwave radio communications and biometric security. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with operations in 30 countries and more than \$42 billion in revenues. For more information, please visit [www.necam.com](http://www.necam.com).

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TM Forum provides a wide range of information and support to help its members reduce the costs and risks associated with creating and delivering profitable services. These include industry research and benchmarks, technology roadmaps, best practice guidebooks, software standards and interfaces, as well as certified training, conferences and publications. The Forum also provides its member community with extensive marketing and networking opportunities, enabling business with new customers and partners.

Learn more about TM Forum Business Benchmarking at <http://www.tmforum.org/benchmarking>.