NEC Australia Overview
NEC expertise and technology create a smarter future through innovative, effective ICT-enabled solutions for enterprises, businesses and government agencies.

Orchestrating a brighter world
NEC Australia Overview

A rapidly changing technology landscape

The technology environment is rapidly changing. Government and enterprise organisations are faced with an ever-increasing array of options as they transform their businesses to meet the demands of an always on, connected environment within their own and their customers’ organisations.

Navigating this complex landscape is easier with the help of an expert Australian technology partner.

Our goal is that NEC’s expertise and technology create a smarter future through innovative, effective ICT-enabled solutions for enterprises, businesses and government agencies. With NEC’s finely-tuned approach, customers go live with greater productivity, streamlined operations and improved security. NEC orchestrates the talent you need from its own professional managed services teams and through collaboration with expert partners.

NEC Australia has more than 47 years’ local experience and the global backing of NEC Corporation. This makes it one of the most trusted names in the Australian technology industry.

Global megatrends

NEC has determined 6 global megatrends, reflecting the direction the world is taking in terms of economic and social changes and innovations.

1. Chain of resources and environmental issues  
   Increased consumption of energy, water, & food due to population growth & urbanisation will impact other resources and the environment.

2. Growth in emerging economies and their new challenges  
   Rapid economic growth in emerging countries will cause new issues, such as environmental concerns and resource shortages, even as their power grows.

3. Search for mature society models  
   In advanced economies, continued low birthrates, aging populations and deterioration of facilities will create pressure to reform the current legal and social systems.

4. Increase in power and influence of individuals  
   Advancement of the Internet will raise concerns such as cyberattacks while it increases the influence of individuals on the global stage.

5. Deconcentration of power  
   As emerging economies and individuals have more influence the world will become more decentralised and see a new power balance.

6. Diversified threats and needs for safety and security  
   Big changes in the world will generate various kinds of threats, not only in the real world, but also in cyberspace, and increase demand for safety and security.
Helping create and maintain agility

To help our customers to create and maintain agility and long-term strategic value in this rapidly changing environment, NEC offers a broad range of solutions and services unique to the Australian market.

Technology Capabilities

Our technology capabilities are underpinned by our partnerships with leading technology vendors, along with specialist niche providers, allowing us to offer optimal solutions to our customers. This technology capability is backed by our experience in business and technology consulting, systems integration and professional services: our ICT recruitment and staff augmentation services.

Managed Capabilities

Our managed capabilities reflect how we deliver our solutions and services to customers – from maintenance and managed services through to our “anything as a service” consumption options.

IT with OT (Operational Technology)

Business and government organisations are evolving beyond a focus on IT alone to managing the convergence of IT and OT. Benefits that come from managing IT with OT transformation (convergence, alignment and integration) include optimised business processes, enhanced information for better decisions, reduced costs, lower risks and shortened project timelines.

Enhancing value through innovation

For more than a century, NEC has been at the leading edge of technology that enriches people's lives. NEC is continuing to work with government and business to leverage technology and innovation to build value for all.

NEC globally has revolutionised its approach to ICT, by focusing on enhancing value for society through ICT innovation, so people can live prosperous lives. This is formed around four key pillars: safety, security, efficiency and equality.

- **Safety**: Ensuring safety for all – from individuals to countries
- **Security**: Protecting individuals, businesses and government
- **Efficiency**: Enabling sustainable growth
- **Equality**: Closing the social divide and eliminating inequality
NEC Australia Overview

Themes for Strategic Value Creation

In order to achieve these goals for the Australian market, NEC has created four key themes for strategic value creation, to ensure we are not only meeting our goals for society, but also for our customers and partners.

1. Lifeline infrastructure
2. Communications
3. Safer cities & public services
4. Industry ecosystem

Lifeline Infrastructure

These are a comprehensive range of solutions and services that are essential to the everyday running of an organisation and integral to meeting the business needs of our customers. Our broad capability of technology and managed services are grouped under the following areas:

1. Business Applications
2. Data Centre Platforms
3. Network
4. End-user Workspace
5. Service Integration & Management

Case Study - WA Water

NEC Australia is working with the WA Department of Water on a major IT program to modernise its water management systems and provide key information analytics for the department.

Water Online is an integrated platform that replaces the department’s legacy water management and information systems – designed in an era when water was in abundance and are no longer suited to the effective management of water in an environment of growing demand and declining water supplies.

The program introduces new water demand management capabilities to ensure sustainable water usage. The department will be able to accurately monitor projected development needs to identify gaps between supply and demand and, where necessary, address these issues through water supply controls.

As part of the Water Online program the department has launched a new online portal that allows customers to access licensing information, submit applications and meter readings, and apply to renew or transfer a license. In addition, requests for planning advice can be lodged and tracked online, providing for a faster and more efficient service, consistent with the WA Government’s reform agenda to reduce red tape and regulatory burden.
Communications

Our modern communications and collaboration solutions and services connect people through a comprehensive range of systems, applications and devices. We offer technology and managed solutions in the following capability areas:

1. Unified Communications & Collaboration
2. Digital Signage & Display
3. Complex Communications Solutions

Case Study - ESTA (Emergency Services Telecommunications Authority)

In a seven-year deal with the Emergency Services Telecommunications Authority, NEC Australia is charged to maintain and support the Telephony Solutions and Services, including the State’s Triple Zero communications (emergency communications) platform, covering the organisation’s telephones, PABX units and call centre.

The project sees NEC Australia manage enhancements to the fully integrated communications solution, including email routing and management, web chat routing, short message service routing, social media routing, mobile applications and agent desktop tools. This is key to ensuring reliable, continuous and effective customer services for ESTA's emergency call-taking and dispatch services for police, fire, ambulance and SES.

Safer Cities & Public Services

NEC enhances the quality, performance and safety of infrastructure and public services to meet the changing demands of society from population growth and evolving threats to security.

1. Biometrics
2. Analytics
3. Cyber Security

Case Study - Northern Territory Police Facial Recognition Project

The Northern Territory Government has deployed NEC's NeoFace Reveal solution – an internationally acknowledged facial recognition technology – to help not only the Police but also Fire and Emergency Services.

In choosing NEC’s facial recognition technology, the government selected the vendor that achieved the highest performance evaluation in the tests performed by the U.S. National Institute of Standards and Technology (NIST).

The facial recognition system plays a key role in NT Police’s investment in mobile technology across handheld devices and image capture equipment. There are currently 190 cameras in the network monitored by the police department’s CCTV unit, in addition to the mobile CCTV units that can be moved on-demand to ‘hot spots’ and major public events. The government has also issued 1,330 tablets to police officers and installed satellite communications in 51 police vehicles in remote locations.

NT Police is now able to identify hundreds of individuals in support of its enforcement and safety responsibilities by enhancing the value of CCTV footage for investigation purposes.
Industry ecosystems

NEC is designing, delivering and managing smart systems that deliver direct business value across public and enterprise sectors – by disrupting legacy systems and processes and enabling greater innovation.

Smart systems specifically address the unique concerns of an organisation, particular to their industry, using technology such as IoT, incorporating many elements including devices, communications networks, cloud compute and storage, big data analytics and business intelligence. NEC has a range of unique analytical technologies and custom NEC intellectual property, along with a team of local experts deployed as needed.

Case Study - The University of Adelaide and NEC Smart Cities Project

NEC Australia and the University of Adelaide, a leading Smart Cities research centre, are collaborating on a Smart Cities project that will help accelerate smart, dynamic and sustainable cities.

Smart Cities will be enabled by digital technologies and will create sustainable infrastructure and ecosystems that benefit communities and enterprises.

NEC technologies that are helping realise the Smart Cities vision include wireless sensor networks, authentication, real-time monitoring and control systems, and cloud computing.

NEC Australia’s approach to delivering innovation combines its nationwide design, development and support capabilities with international R&D and collaboration with government, universities and businesses on projects that add social value.

For more information visit au.nec.com, email contactus@nec.com.au or call 131 632.