

NEC Teams Up With Intermedia

Written by Alice Marshall
24 April 2020

NEC announces a "global strategic partnership" with Intermedia, a provider of cloud-based Unified Communications as a Service (UCaaS) and Contact Centre as a Service (CCaaS) solutions.



Together the two companies launch NEC Univerge Blue Connect, an integrated and born-in-the-cloud UCaaS solution, and Univerge Blue Engage, a CCaaS solution for business of all sizes. Both solutions are built on proprietary Intermedia technology, and offer support through the NEC partner ecosystem. Connect combines a cloud-based phone system, chat, videoconferencing and file sync and share, all available through desktop, web and mobile applications.

Meanwhile Engage is a cloud-based contact centre designed to fit the needs of all businesses, from the small single channel to the large and sophisticated omni-channel environment. It combines robust functionality with "carrier-grade" reliability and support services. As such, the two companies say, it helps businesses differentiate from the competition in terms of customer experience.

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“NEC is committed to helping businesses meet the demands of today’s digital workforce through our Smart Enterprise portfolio, and we recognize that enabling customer migration to the cloud is a key component,” NEC says. “To support this rapid migration on a global scale, NEC aimed to team up with a born-in-the-cloud partner that could provide a best-in-class, fully-integrated suite of UCaaS and CCaaS solutions.”

Go [NEC and Intermedia Announce Strategic Global Partnership to Deliver Cloud Communications, Collaboration, and Contact Center Solutions](#)