



NEC Unified Solutions  
Irving, TX  
www.necunified.com

**Industry:**

Professional Services

**Annual Revenue:**

US\$700 million

**Employees:**

1,500

**Oracle Products & Services:**

Oracle CRM On Demand  
PeopleSoft Enterprise

**“Oracle CRM On Demand is saving us at a minimum 200 hours per month in time that had been spent by our administrative team in preparing sales reports.”** – Kevin Raybon, General Manager of Sales Operations, NEC Unified Solutions, Inc.

**NEC Unified Solutions, Inc. Standardizes Data across Multiple Sales Channels with Hosted Solution**

NEC Unified Solutions, Inc. is a leader in converged communications solutions. The company offers a range of communications services and solutions choices, product platforms, and applications, as well as an open migration path to protect investments. It serves Fortune 1000 customers throughout the world in vertical markets such as hospitality, education, government, and healthcare. NEC Unified Solutions is an affiliate of \$45 billion NEC Corporation, a Tokyo-based technology solutions provider.

**Challenges**

- Unify sales, forecast, and pipeline data to gain a single view across various sales channels, including direct sales and resellers across North America
- Standardize sales processes and consolidate various legacy and third-party customer relationship management (CRM) applications from multiple acquisitions
- Eliminate excessive administrative work to increase sales team productivity and drive down overhead costs in the competitive professional services industry

**Solution**

- Implemented Oracle CRM On Demand in 45 days to consolidate data to gain a single view of its communications solutions customers across the global organization using PeopleSoft Enterprise 8 applications and achieved 90% user adoption.
- Saved approximately 200 hours per month by eliminating redundant sales administration tasks—enabling the sales team to spend more time focused on identifying and closing deals
- Provided unified, robust forecasting for sales, as well as inventory and ordering, helping to improve business decisions
- Enhanced the marketing department’s ability to target campaigns by providing accurate analytics and forecasting data
- Automated order management by linking it directly to CRM processes
- Leveraged a hosted solution to reduce implementation and maintenance time and costs