

One communications system to connect them all

# BizLink Malaysia



## The Challenge

BizLink is a global interconnect solution supplier with manufacturing plants in the US, Canada, Mexico, China, Malaysia, and Europe. They have been using NEC's communications platform since they started as a small factory in Penang, Malaysia, six years ago. The scalable platform has met their needs until today when they have grown to over 1,000 employees in two manufacturing plants in Malaysia.

With the opening of their new manufacturing plant in early 2023, the BizLink team needed a system that could seamlessly connect both plants. The new plant does not have a permanent receptionist, so they also required a self-service solution for visitors to reach out to the back office.



## The Solution

BizLink, which already understood NEC's communications expertise, decided to opt for NEC once again when they underwent expansion.

To do this, NEC's state-of-the-art UNIVERGE communications platform was put to the task. It efficiently linked to AspireNet and allowed users to manage their communications systems from both plants on a unified system.

Supporting the reception was the NEC's IP Desktop Phone with apps, allowing visitors to call employees extensions from the reception's directory. The project was supported by NEC's Authorised Partner, TC Office, who has been supporting BizLink since they started using NEC's communications platform.



## The Benefits

With NEC's Full IP Solution SV9100 installed in both plants, BizLink achieved the following benefits:

- Increased productivity and communications with the upgraded communications platform.
- Visitors can call employee extensions directly by looking up the directory at the reception, even when there is no one to assist them. This frees up the receptionist's time to focus on other tasks.
- The solution is scalable and can be further developed and adapted as BizLink's needs evolve, without needing to replace the entire system.

## A Drive Towards Greater Sustainability

# 01

### More efficient manpower allocation

Frees up time for receptionists to focus on more important tasks

# 02

### Scalable for the future

The system can easily be expanded to include future plants and offices

NEC is leveraging digital innovation for seamless transition to Society 5.0, which promises a human-centric, inclusive, and sustainable future.



Talk to us about your needs today to arrange a demo. Contact us at **+603-2299 6322** or [inquiry@nec.com.my](mailto:inquiry@nec.com.my)

#### MALAYSIA

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