NEC Tools

This Sales & Marketing Bulletin informs about the replacement of several NEC tools.

NEC BusinessNet 3.0

We are replacing the current BusinessNet with the BusinessNet 3.0 App.

It is both a technology refresh as well as a content update.
There's no need to update your current browser favourites as you will be able to get directly in the app by using your existing BusinessNet URL https://businessnet.nec-enterprise.com/ or via https://apps.nec-enterprise.com/ by clicking on the icon above from the regular BizApps launchpad.

One of the new strong features is that all materials (Documents, Images, Software et al) is now in one big pool from where you can easily filter and search for your desired content based on content metadata like Product, Content type, version etc. The current Product Information content is integrated into this pool and will not exist any more as a separate area.

We will go live with the new application at the latest 9th of October.

Please note that any bookmarks made for specific pages or places or emails with links to the old BusinessNet will no longer work after BusinessNet 3.0 goes live.

NEC Support Request

NEC Support Request is the replacement of the Call registration tool on BusinessNet.

NEC Support Request

With NEC Support Request we have improved and added several new functionalities.
It is now possible:

- to paste a screenshot or other image within the description text without the need to copy and add as an attachment
- to change the owner of your own cases to someone else
- for one or more persons to see ALL cases that a user has created within your own company.

To be able to see all Support Requests from your own company requires a new Role called NEC Support Request Company User which can be added to a user by any partner user with User Management access or you can ask your channel manager.

For every user two Support Request types will be available:

1. BizApp – Business Applications
2. Licence Desk

The Project Support category name has been changed to Pre-sales Support and still requires special access. Please ask your channel manager if changes or additions are required.

We will migrate all open calls and all Project Support Requests from the old to the new system

We will go live with the new application at the latest 9th of October.

Please note that this app is not for Product related Technical Support requests.

NEC UltraCare

The NEC UltraCare section of BusinessNet will also be replaced by a new UltraCare App.

Ultra Care

UltraCare is the Warranty Programme for the SMART IT products.
The UltraCare app includes the following important functionality for use by Smart-IT partners:
- Serial Number Lookup
- Spare Parts Lookup
- Spare Parts Ordering

We will arrange that those partner users who currently have access to the above-mentioned functionality on BusinessNet also will have access to the same functionality in the new application.

We will go live with the new application at the latest 9th of October.