

SECURITIES AND EXCHANGE COMMISSION
WASHINGTON, D.C. 20549

FORM 6-K

REPORT OF FOREIGN PRIVATE ISSUER
PURSUANT TO RULE 13A-16 OR 15D-16 OF
THE SECURITIES EXCHANGE ACT OF 1934

For the month of May 2011 (Report No. 1)

Commission File Number: 0-27466

NICE-SYSTEMS LTD.

(Translation of Registrant's Name into English)

8 Hapnina Street, P.O. Box 690, Ra'anana, Israel

(Address of Principal Executive Offices)

Indicate by check mark whether the Registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F Form 40-F

Indicate by check mark if the Registrant is submitting this Form 6-K in paper as permitted by Regulations S-T Rule 101(b)(1):

Yes No

Indicate by check mark if the Registrant is submitting this Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(7):

Yes No

Indicate by check mark whether by furnishing the information contained in this Form 6-K, the Registrant is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes No

If "Yes" is marked, indicate below the file number assigned to the Registrant in connection with Rule 12g3-2(b): 82-
N/A

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This Report on Form 6-K of NICE consists of the following documents, which are attached hereto and incorporated by reference herein:

- 99.1 Press Release: NICE Actimize Positioned in Leaders Quadrant in Analyst Firm's 2011 Magic Quadrant for Web Fraud Detection, Dated May 4, 2011.
- 99.2 Press Release: NICE Situitor to Help Russia's AeroExpress Ensure Safety on Rail System, Dated May 12, 2011.
- 99.3 Press Release: NICE Situitor Enables Portugal's Largest Bank, Millennium bcp with Situation Management Capabilities, Consolidating the Security Operations of Approximately 900 Branches and Buildings, Dated May 16, 2011.
- 99.4 Press Release: NICE Showcases NiceVision Net 2.5 for Enhanced Performance of IP Video Surveillance, Extracting Security and Business Insights and Decreasing TCO, Dated May 16.
- 99.5 Press Release: NICE Annual Global Customer Conference to Feature Industry Experts on Impacting Every Customer Interaction for Improved Customer Experience and a Better Performing Business, Dated May 17.
- 99.6 Press Release: NiceVision IP-based Video Security Solution with Real-time Analytics to Reduce Safety Risks and Operational Bottle-necks for China's Tianjin Metro, Dated May 18, 2011.
- 99.7 Press Release: When Self-service via the Web Fails, Majority of Customers Call the Contact Center, Which Must Evolve to Handle More Complex Demands, NICE Global Consumer Survey Reveals, Dated May 18, 2011.
- 99.8 Press Release: NICE to Showcase its Cross-Channel Interaction Hub at Interactions 2011, its Annual Global Customer Conference, Dated May 19, 2011.
- 99.9 Press Release: NICE to Showcase its Cross-channel Interaction Analytics Offering with New Web Interaction Analytics, for Improving Contact Center Operational Efficiency, Inbound Sales Effectiveness and Churn Reduction, Dated May 23, 2011.
- 99.10 Press Release: NICE to Present 2011 Americas Customer Excellence Awards to Industry Leaders for Impacting Every Customer Interaction and Optimizing Business Performance with NICE SmartCenter, Dated May 24, 2011.
- 99.11 Press Release: Los Angeles International Airport Completes Implementation of NICE's Situation Management Solution, NICE Situitor at New Consolidated Airport Response Coordination Center, Dated May 25, 2011.

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this Report to be signed on its behalf by the undersigned, thereunto duly authorized.

NICE-SYSTEMS LTD.

By: /s/ Eran Porat

Name: Eran Porat

Title: Corporate VP, Finance

Dated: June 9, 2011

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- 99.1 Press Release: NICE Actimize Positioned in Leaders Quadrant in Analyst Firm's 2011 Magic Quadrant for Web Fraud Detection, Dated May 4, 2011.
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**NICE Actimize Positioned in Leaders Quadrant in Analyst Firm's
2011 Magic Quadrant for Web Fraud Detection**

Analyst evaluation focused on completeness of vision and ability to execute

NEW YORK – May 4, 2011 – NICE Actimize, a NICE Systems (NASDAQ:NICE) company and the largest and broadest provider of a single financial crime, risk and compliance software platform for the financial services industry, today announced that it has been positioned by Gartner, Inc. in the Leaders Quadrant in the analyst firm's "2011 Magic Quadrant for Web Fraud Detection" report.

The web fraud detection market picked up rapidly and grew about 35 % in 2010. This followed a year of rapid growth in malware-based attacks, and many companies purchased Web fraud detection solutions from the vendors in this market after they experienced malicious attacks. Gartner estimates that the Web fraud detection market grew from about \$200 million in 2009 to about \$270 million in 2010.

"Demand for Web fraud detection software and services are at an all-time high. Hackers and criminals continue attacking financial services and retail firms, and are increasingly reaching into other sectors," said Avivah Litan, Vice President and Distinguished Analyst at Gartner, Inc., author of the report. "This has put a wide variety of enterprises across the globe on alert that they need better protection for their accounts and information."

Litan also noted that banking trojans, such as Zeus, are spreading across the globe, circumventing strong user authentication, such as dedicated one-time-password tokens, and succeeding in pilfering the accounts of customers — typically belonging to small businesses — often stealing hundreds of thousands of dollars at a time.

Designed to detect, prevent and resolve fraud attacks targeting commercial and retail customers, NICE Actimize's web fraud solutions perform in real time by leveraging techniques such as monitoring and profiling payment and account maintenance activities, session and authentication behaviors, and cross-channel analysis of customer interaction. Built upon a shared core technology platform, NICE Actimize's web fraud detection solutions have been chosen by many of the world's largest financial institutions to prevent fraud for retail and commercial customers, and have been proven to deliver a rapid return on investment through both decreased operational costs and reduced fraud losses.

The Leaders Quadrant contains security vendors that have well-established records in various types of use cases. They have earned high scores from their customers for their risk scoring and their ability to effectively stop fraud, while minimizing inconvenience to end users. These vendors are well-capitalized, and financially and organizationally stable enough to expand through acquisitions, global marketing and business development efforts.

Additionally, those included in the Leaders Quadrant also have a commitment to staying in and winning in this market, and to developing their products and services to meet evolving customer needs. They have also demonstrated that they can support markets in different parts of the world, other than their home countries. Still, even these market leaders have much work to do in improving their products and services, customer support, sales and marketing strategies.

“We are proud to be positioned in the Leader's Quadrant, and are confident that we will remain at the forefront of the financial crime and compliance markets by continuing to deliver innovative and effective solutions to our clients,” said Amir Orad, president and chief executive officer of NICE Actimize. “As we spend time with our clients evaluating these online risks, we observe that targeted online attacks against banks and other financial institutions are accelerating. In response, we continue to invest heavily to address these newest threats, and our real-time, cross-channel anti-fraud solutions are working effectively to fight these specific types of financial crime.”

The full Gartner report is available, compliments of NICE Actimize, at www.actimize.com/gartnerwebfraud.

About the Magic Quadrant

The Magic Quadrant is copyrighted April 19, 2011 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

NICE Actimize, a NICE Systems company, is the world's largest and broadest financial crime, risk and compliance solutions provider. The company provides real-time and cross-channel fraud prevention, anti-money laundering, enterprise investigations, risk management and trading surveillance solutions built upon a single flexible software platform. Implemented by the majority of the world's largest financial institutions, including all of the top 10 banks, the company's solutions enable clients to mitigate financial crime risk, improve compliance, and reduce operational costs.www.actimize.com.

About NICE Systems

NICE Systems (NASDAQ:NICE) is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time. Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security. NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. www.nice.com.

Trademark note: Actimize, the Actimize logo, NICE, and the NICE logo are trademarks or registered trademarks of NICE Systems. All other marks are trademarks of their respective owners. For a full list of NICE Systems' marks, please see: <http://www.nice.com/nice-trademarks>.

Forward-Looking Statements

This press release contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements, including the statements by Mr. Orad, are based on the current expectations of the management of NICE-Systems Ltd.(the Company)only, and are subject to a number of risks and uncertainties that could cause the actual results or performance of the Company to differ materially from those described herein, including but not limited to the impact of the global economic environment on the Company's customer base (particularly financial services firms) and the resulting uncertainties; changes in

technology and market requirements; decline in demand for the Company's products; inability to timely develop and introduce new technologies, products and applications; difficulties or delays in absorbing and integrating acquired operations, products, technologies and personnel; loss of market share; pressure on pricing resulting from competition; and inability to maintain certain marketing and distribution arrangements. For a more detailed description of the risk factors and uncertainties affecting the company, refer to the Company's reports filed from time to time with the Securities and Exchange Commission, including the Company's Annual Report on Form 20-F. The forward-looking statements contained in this press release are made as of the date of this press release, and the Company undertakes no obligation to update or revise them, except as required by law.

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NICE Situator to Help Russia's AeroExpress Ensure Safety on Rail System

NICE's situation management solution along with its IP-video surveillance solution which includes video analytics will enable rail link operator to secure travelers on three rail lines

Ra'anana, Israel, May 12, 2011 - NICE Systems Ltd. (NASDAQ: NICE), the worldwide leader of intent-based solutions that extract insight to impact business performance, reduce financial risk and ensure safety and security, today announced that AeroExpress, a provider of rail transportation services between Moscow's rail terminals and its three airports, will implement NICE Situator to improve overall security operations. AeroExpress will also be implementing NiceVision Net, NICE's enterprise-class, open-platform IP-based video surveillance solution along with video analytics capabilities for automatic intrusion detection. The NICE solutions will enable AeroExpress to effectively manage security situations and respond quickly to events as they occur.

AeroExpress will implement NICE to help its security teams pre-plan, coordinate and manage response to emergency situations in real-time, as well as effectively manage routine security operations. NICE will enable AeroExpress to integrate and correlate data feeds from many different security sensors that enter the control room. In doing so the NICE solution will provide the foundation upon which security teams can "connect the dots", achieving holistic situational awareness as regards the incident's location and details, the gravity of the situation and the resources available to respond and manage it, thereby facilitating a collaborative and timely response.

Aleksey Krivoruchko, Chief Executive Officer of AeroExpress, said, "We picked NICE for its comprehensive capabilities in providing unified security operations management, as well as for proven experience in protecting some of the world's main transportation systems. We are looking forward to benefitting from NICE Situator's capabilities for allowing specific tasks to be automated and processes to be enforced. This way we can be sure that the right action is taken at the right time, giving our security personnel the power and scope to focus on making decisions and judgments, leveraging their skills and expertise."

NICE Situator will be implemented along with NiceVision Net IP video surveillance solutions and will be integrated with a number of third party systems, including access control, a fire alarm panel, a GPS train tracking system, mobile DVR, and a video wall. AeroExpress will also implement NICE's video analytics capabilities for intrusion detection to enable perimeter control for sensitive or restricted areas such as permit parking and limited-access buildings. This will enable automatic detection, tracking and alerting of possibility of intruders.

Shlomi Cohen, President of NICE EMEA said, "We are very happy to be providing our advanced solutions to the AeroExpress rail system, our first mass transit customer in Russia. With security threats to transportation systems on the rise worldwide, the need for improving security operations is high on the agenda these days. To mitigate security breaches across a rail network, operators need to have collaborative response capabilities among multiple stakeholders, and continual investment is being made in solutions that enable greater vigilance and a more proactive security operation. The NICE security portfolio is unique in providing a comprehensive and unified solution to address these critical needs. We are also happy to be expanding our presence in the important EMEA market with this project."

The NICE Security Offering addresses the needs of governments and enterprises with intent-based solutions for fighting crime and terror, by anticipating, managing and mitigating safety, security and operational risks. The offering enables capturing, analysis and correlation of data from multiple sensors and systems, including audio, video, radio, geo-location and web, providing a framework for fusing data silos into a single, holistic operational view. NICE Security solutions empower organizations to act effectively in real time to prevent, manage and investigate incidents, ensuring fast resolution and debriefing, and continuous security improvements. NICE Security solutions are deployed worldwide in transportation systems, critical infrastructures, city centers and enterprise campuses.

About AeroExpress

Founded in 2005, AeroExpress is sole operator of the express railway service between the main airports of Vnukovo, Domodedovo and Sheremetyevo and the central railway stations of Moscow city, as well as the suburban passenger transportation service to the Moscow satellite town of Lobnya. The Aeroexpress trains make up to 182 runs per day, having transported 11.5 million passengers in 2010. The company acts in accordance with the license of the Ministry of Transport and Communication of the Russian Federation, and is 50% owned by Russian Railways, the Russian state-owned railway company and one of the largest in the world. More information can be found at

<http://www.aeroexpress.ru/en/>.

About NICE Systems

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NICE Situator Enables Portugal's Largest Bank, Millennium bcp with Situation Management Capabilities, Consolidating the Security Operations of Approximately 900 Branches and Buildings

Bank begins production; now enabled with a holistic view of security situations, the bank can react to security events in a much more efficient, effective and economic way, leveraging all its legacy security systems investments.

Ra'anana, Israel, May 16, 2011 - NICE Systems Ltd. (NASDAQ: NICE), today announced that Portugal's largest private bank, Millennium bcp, has launched production of the NICE Situator open situation management solution to increase the effectiveness and efficiency of its physical security monitoring and response. The NICE solution is enabling the bank to reduce operational costs and optimize the alignment of its corporate physical security policies, standards and procedures across hundreds of branches in Portugal. NICE partner Diebold Portugal is the system integrator for the project.

Vitor Monteiro, head of Physical Security at Millennium bcp said, "Deployment of the NICE Situator solution allows Millennium bcp to fully integrate and centralize the bank's various physical security systems. Our new control room operation was built through the integration of NICE Situator in our IT systems architecture and implementing smarter situation management solutions. There are many benefits. This integration provides us with important operational cost savings. At the same time, the solution's advanced workflows and rules enables us to reduce the number of false alarms, for greater efficiency and effectiveness. Thanks to Situator we are able to track and enforce compliance with the bank's policies and regulations, provide reports to the management and support constant improvement. We have been consistently impressed with the excellent support we receive from the NICE team, and how easy it makes implementing the bank's procedures."

The security situation management needs of banks are many. Among these are intrusion, invalid access control and tampering, robberies, alarm panel communications failure and 'Early Disarm' and 'Late Arm' Situations. With NICE Situator, Millennium bcp addresses these situations by receiving automatic alarms with information on what has occurred. The NICE solution does this by leveraging the existing Alarm Panels infrastructure and extracting additional intelligence from already available data. The solution also automatically connects a call between control room personnel and the appropriate individual at the relevant branch. It also automatically places calls to external agencies if needed, such as local city police. Furthermore, it presents step-by-step instructions to the bank's security personnel on how to handle the situation.

Shlomi Cohen, President of NICE EMEA said, "We are pleased to enable this leading bank with security situation management capabilities tailored specifically for financial institutions and branches. By enabling automated situation management, response planning and analysis in real time the bank ensures the safety of its clients and personnel..Additionally, leveraging its expertise in complex software security system integration, our Partner Diebold Portugal was key for the success of this project at Millennium bcp."

Mr.Cohen continued, "The complete portfolio of NICE solutions when leveraged together, can further help banks enhance fraud prevention by leveraging information about suspicious employee transactions identified by the NICE Actimize anti-fraud solutions with physical security information such as access control and video surveillance. Thus, a complete and accurate picture of internal fraud is provided allowing for early detection and effective investigation."

For Millennium bcp, NICE Situator is deployed on Millennium bcp's corporate network and monitors approximately 900 branches and other buildings throughout Portugal. The NICE solution is integrated with a wide array of bank sensors and security systems, including video surveillance, access control, intrusion and fire alarm panels, fire detection systems, as well as VoIP, text messaging and email gateways. NICE Situator merges data from these sensors into a common operating picture, analyzing and correlating this information, then applying standard operating procedures and automated response plans.

The NICE Security Offering addresses the needs of governments and enterprises with intent-based solutions for fighting crime and terror, by anticipating, managing and mitigating safety, security and operational risks. The offering enables capturing, analysis and correlation of data from multiple sensors and systems, including audio, video, radio, geo-location and web, providing a framework for fusing data silos into a single, holistic operational view. NICE Security solutions empower organizations to act effectively in real time to prevent, manage and investigate incidents, ensuring fast resolution and debriefing, and continuous security improvements. NICE Security solutions are deployed worldwide in transportation systems, critical infrastructures, city centers and enterprise campuses.

About Millennium bcp Millennium bcp is Portugal's largest listed bank, with a banking distribution network of approximately 900 branches in Portugal, as well as retail operations in Poland, Greece, Romania, Mozambique and Angola. Millennium bcp offers a wide range of banking products and related services, including current accounts, payment instruments, savings and investment products, mortgage loans, consumer credit, commercial banking, leasing, factoring, insurance, private banking and asset management, and investment banking, among others, serving its customers on a segmented basis. More information can be found at <http://www.millenniumbcp.pt/site/conteudos/en/>.

Media contact: Erik T. Burns erik.burns@millenniumbcp +351 917 265 020

About Diebold

Diebold, Incorporated is a global leader in providing integrated self-service delivery and security systems and services. Diebold employs more than 16,000 associates with representation in nearly 90 countries worldwide and is headquartered in Canton, Ohio, USA. Diebold is publicly traded on the New York Stock Exchange under the symbol 'DBD.' For more information, visit the company's website at www.diebold.com.

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NICE Showcases NiceVision Net 2.5 for Enhanced Performance of IP Video Surveillance, Extracting Security and Business Insights and Decreasing TCO

The new version includes improved recording performance, extended video management capabilities, high availability through dual recording of video streams, support for smart phones, and intelligent video analytics

Ra'anana, Israel, May 16, 2011 - NICE Systems Ltd. (NASDAQ: NICE), today announced that it will be showcasing the latest version of its IP video surveillance solution, NiceVision Net 2.5 at IFSEC 2011 Global Security Event, Stand E30, hall 5, to take place in Birmingham, UK, May 16–19, 2011.

NiceVision Net 2.5, an enterprise-class, open-platform IP video surveillance solution, addresses the needs of security conscious organizations that are seeking to deploy IP video surveillance. The new version continues to address the specific needs of security operators, IT administrators and integrators, with a multi-tier and IT-friendly offering. Furthermore, the combination of flexible software and turnkey solutions with open standard support and leading video recording performance capabilities enables organizations to extract security and business insights from both IP and analog video surveillance cameras and other integrated devices.

The new additions to NiceVision Net 2.5 include:

Video Management Enhancements: providing multiple display screens, intuitive 3D visual navigation and a new event management interface to better support collaborative response. These capabilities help improve the quality and speed of critical decision making and investigation with powerful automation features and situation management capabilities.

Extracting Security and Business Insights: automatic Pan-Tilt-Zoom (PTZ) tracking allows for improved performance of NICE's Perimeter Intrusion Detection (PIDS) applications for rapid response of security breaches. These new enhancements are part of NICE's field-proven video analytics capabilities.

Total Cost of Ownership (TCO) Improvements: are achieved by an industry leading recording throughput of up to 512 mega bits per second, per server. These high throughput levels reduce the number of recording servers that are required and lower correlating operating costs. Furthermore, innovative, patent-pending video compression mechanisms enable lowered storage requirements.

Enhanced Open and IT Friendly Capabilities: include compliance with Open Network Video Interface Forum (ONVIF) standards, and support for web and Smartphone connectivity, such as Blackberry, Android, iPhone, and others.

Easy IP Migration: is enabled by a smart hybrid video recorder that supports both IP and analog cameras. Centralized video processing and analysis capabilities enable customers to extract maximum value from their existing infrastructure by leveraging features such as automatic visual parameter optimization for analog cameras and camera tampering detection.

Israel Livnat, President, Security Group, said, "The enhancements in NiceVision Net 2.5 enable for the industry leading performance of video surveillance, addressing some of the most pressing needs of today's security professionals. It is a flexible video solution that can accommodate hybrid environments while enabling a smooth and cost efficient migration to a pure IP video surveillance ecosystem. Furthermore, it can help gather and leverage security and business insights from their video surveillance implementation. Such insights can help them improve people and assets protection and operations. The latest version also helps improve efficiency to achieve a lowered Total Cost of Ownership for a cost effective and environment-friendly solution."

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organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. www.nice.com.

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NICE Annual Global Customer Conference to Feature Industry Experts on Impacting Every Customer Interaction for Improved Customer Experience and a Better Performing Business

More than 1,500 attendees expected at "Interactions 2011" to share best practices for achieving strategic goals, such as increasing customer satisfaction, growing revenues, improving operational efficiency, and enhancing compliance

RA'ANANA, ISRAEL, May 17, 2011 - NICE Systems Ltd. (NASDAQ: NICE), today announced the conference agenda for "Interactions 2011," the annual NICE Customer Conference, held in cooperation with the NICE User Group (NUG) community. The conference, taking place at The Venetian and Palazzo Resort and Casino in Las Vegas, May 23 - 26, will host industry leaders, including representatives from more than 150 companies, coming from 15 different countries.

The conference is comprised of Enterprise and Security breakout sessions, and more than half of the content will come from NICE customers, who will be sharing real-world experiences. The sessions will also feature additional industry experts who will provide insights on key trends, challenges and opportunities in the market.

Interactions 2011 will also provide attendees a first-hand look at NICE's product and solution roadmap, premiering demonstrations of the NICE solution for successfully tackling the challenges of contact center operational efficiency, cross-channel interactions management and the company's advanced security and situation management solutions.

Keynote speakers include Olympic Gold Medalist Apolo Ohno and Paul Hagan, Principal Analyst at Forrester, who will speak about Competing in the Experience Era, and how companies must focus on activities that matter most to customers.

"The complexity that arises from new channels, interfaces, and ubiquitously connected world can take customer experience in two directions: it can create amazing new experiences or it can flounder in disconnected ones," said Hagan. "Companies struggling to compete on product innovation alone are rapidly turning their attention to customer experience as a way to increase loyalty and grow."

The Enterprise Track at Interactions 2011 will include a showcase of 40 different booths, including those of many vendor and partners, and will consist of over 100 breakout sessions that will focus on:

- **Business Growth:** providing tips and insights on how to position the customer care operations as a strategic asset of the organization, one that can significantly impact business growth. Topics covered include how to impact customer experience and loyalty, churn, inbound sales and marketing effectiveness.
- **Contact Center Operations:** addressing some of the contact center's toughest challenges, including workforce management and optimization, preservation of high customer service levels, compliance with regulations, and efficiency and cost-effectiveness.
- **Technology Advancements:** designed for the IT professional responsible for evaluating, deploying or managing contact center technologies.

The Security Track at Interactions 2011 will provide organizations such as airports, utilities, universities, banks and enterprises and Public Safety agencies with in-depth knowledge and best practices for enhancing security-related activities.

The conference will also include education tracks for hands-on experience with existing and new NICE solutions and capabilities.

Benny Einhorn, NICE's Chief Marketing Officer, commented, "NICE's annual customer conference is one of the largest and most prestigious industry events of the year, and we are looking forward to hosting so many customers and industry players in Las Vegas. We are proud that our customers plan to take advantage of "Interactions 2011" as an optimal platform to collaborate with their peers and discuss ideas that lead to better solutions, efficiencies and improved business practices."

Mr. Einhorn continued, "At the core of every customer interaction is intent – a meaningful, personal and specific agenda that drives customer behavior. At Interactions 2011 our Enterprise customers will learn how they can leverage NICE solutions to understand customer intent and impact interactions in real time – something which can be very powerful for both consumers

and the organization. Furthermore, our Security customers will have access to information and advice for impacting critical security situations and improving the effectiveness and efficiency of their security operations.”

For more information on Interactions 2011, the annual NICE Customer Conference, go to:
<http://www.nice.com/summit/interactions2011/home.php>.

About NICE Systems

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Forward-Looking Statements

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###

NiceVision IP-based Video Security Solution with Real-time Analytics to Reduce Safety Risks and Operational Bottle-necks for China's Tianjin Metro

Expands footprint of NICE security solutions in China for securing mass transit passengers, following success of eight prior deployments

Ra'anana, Israel, May 18, 2011 - NICE Systems Ltd. (NASDAQ: NICE), today announced that China's Tianjin Metro will be implementing NiceVision's IP video security solution with video analytics to enhance the safety and security of 23 stations along its Line 2 route. This implementation will constitute the ninth deployment of NICE security solutions across different lines and cities in China's mass transit system, once again further expanding the company's footprint in the country beyond Beijing.

Line 2 of the Tianjin Metro is a mostly underground rapid transit line, running from 23.5 km from west to east of the city. The NiceVision IP video security solution will provide seamless surveillance of the railway, its tracks, stations and passengers. The solution will deliver real-time alerts directly to the metro's security personnel on incidents such as unauthorized entry. This will enable them to detect and verify incidents early. This resulting increase in situational awareness will help to mitigate risks, enhance passenger safety and better protect metro assets. The NICE solution will also enable the metro's security personnel to keep track of the number of people at multiple entries and exits. This trend analysis capability provides business insight that can be utilized to enhance commuter service levels.

Raghav Sahgal, President, Asia Pacific, said, "This is another project which shows the positive momentum our security solutions for mass transit are enjoying in the Chinese market. Nearly two dozen major cities have received approval from the Minister of Railways in China in late 2009, to build 89 metro lines by 2016. Tianjin is among these cities. Accordingly, we are seeing a rise in demand in China for advanced video surveillance that can effectively protect passengers. Our non-intrusive IP-based video surveillance address these needs, enabling comprehensive coverage without disturbing operational integrity—a key consideration for transit environments. We are happy to have been chosen for this project and to be taking a leading role in the country's expansive mass transit system."

The NICE Security Offering addresses the needs of governments and enterprises with intent-based solutions for fighting crime and terror, by anticipating, managing and mitigating safety, security and operational risks. The offering enables capturing, analysis and correlation of data from multiple sensors and systems, including audio, video, radio, geo-location and web, providing a framework for fusing data silos into a single, holistic operational view. NICE Security solutions empower organizations to act effectively in real time to prevent, manage and investigate incidents, ensuring fast resolution and debriefing, and continuous security improvements. NICE Security solutions are deployed worldwide in transportation systems, critical infrastructures, city centers and enterprise campuses.

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###

When Self-service via the Web Fails, Majority of Customers Call the Contact Center, Which Must Evolve to Handle More Complex Demands, NICE Global Consumer Survey Reveals

More than 60% prefer to contact a business via its website, but more than 50% of those who failed end up talking to the contact center, which must now address more complex issues of savvy consumers who expect a quick resolution

RA'ANANA, ISRAEL, May 18, 2011, NICE Systems Ltd. (NASDAQ: NICE), today announced key findings of its 2010 Consumer Channel Preference Survey on the communications channels preferred by consumers when contacting business and service providers. The survey reveals that the role of the contact center is evolving to "Tier 2" status, that is – for taking care of escalated service requests that were not addressed by other channels such as the web or Interactive Voice Response (IVR). This change in consumer behavior reflects the importance and strategic role that the contact center must play as the front line of an organization's person-to-person customer interactions. It also highlights an opportunity for reducing the number of calls that are deflected into the contact center by enhancing web self-service functionality. To do this, however, an organization requires cross-channel insights that are derived from both the web and the contact center interactions.

The survey polled more than 2,000 people, between the ages of 18 – 65, in the United States, United Kingdom and Australia, regarding channel preference when contacting companies in the following industries: financial services, telecom, retail, travel, and insurance. It revealed that consumers often use a variety of communication channels. When they are unable to resolve an issue during their initial contact with a business, they most often turn to the contact center.

In such a case, the stakes are raised for an organization, as consumers calling a contact center are frustrated, well informed, and their main concern is having their issues addressed effectively. From their perspective, they have begun an "interaction journey," which was started at a prior touch point. This means that even if an issue is resolved by the contact center representative the customer will not consider it a 'First Contact Resolution.' The survey also showed that the very nature of this 'journey' means that consumers are turning to contact centers with more complex needs than they did in the past.

Some of the key results of the survey include:

- 64% of consumers surveyed contact a business through its website at least monthly; 44% call the contact center at least once monthly; and likewise – 55% visit a physical location;
- Of those who cannot resolve their issue through the website, 53% will call the contact center next;
- In cases where customers do not resolve an issue during a visit to a business's premises (e.g. branch office), 51% of respondents then turn to the contact center for assistance;
- 35% of consumers prefer to interact with a live phone representative for service-related issues, whereas only 22% prefer to interact with a live phone representative for purchase related issues.

Contact centers are also a cornerstone for customer satisfaction and loyalty. This channel affords an organization with the opportunity to strengthen its relationship with a consumer, identify and mitigate churn risk and improve upsell results. For the contact center to effectively seize these opportunities, they must be equipped with a holistic customer profile that is comprised of information regarding the customer's interaction journey – spanning all assisted and self-service channels. By providing visibility into and delivering an understanding of customer intent across the customer's interaction journey, an organization can understand what improvements are required on self-service channels for more effective self-service containment. It also enables them to understand what cross-channel information they must provide their agents in real time in order to successfully and efficiently handle customer service requests.

Benny Einhorn, NICE's Chief Marketing Officer commented, "Customers today are taking an 'interaction journey' across multiple communication channels before their needs are met. This means that there is a paradigm shift in how companies and their contact centers need to measure and ensure First Contact Resolution as well as improve channel containment."

"At NICE, our strategy is to enable companies to enrich the customer profile typically managed by CRM applications, and to better understand customer intent – across the multiple communication channels. Armed with this insight, we would enable them to deliver personalized service that is tailored to the specific needs of the customer. The result is increased customer satisfaction, a better performing contact center with higher service-to-sales conversion rates, and an organization that achieves greater operational efficiency and profitability," Mr. Einhorn added.

Complete findings of the survey are expected to be released in June and will be available for download on www.nice.com.

NICE Enterprise Offerings addresses the needs of customer-centric businesses with intent-based solutions. Driven by real-time, cross-channel analytics, NICE provides solutions for increasing revenue, enhancing customer experience, improving regulatory compliance, and optimizing contact center and back office operations. NICE Enterprise solutions are implemented by contact centers of all sizes, branches, trading floors and back offices.

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NICE to Showcase its Cross-Channel Interaction Hub at Interactions 2011, its Annual Global Customer Conference

RA'ANANA, ISRAEL, May 19, 2011 - NICE Systems Ltd. (NASDAQ: NICE), today announced that it will be showcasing the NICE Cross-Channel Interaction Hub at Interactions 2011, the NICE Annual Global Customer Conference, to be held at The Venetian and Palazzo Resort and Casino in Las Vegas, May 23 – 26.

The NICE Cross-Channel Interaction Hub constitutes a platform that captures, organizes, stores, and manages multi-channel customer interaction data into a central repository. By aggregating and analyzing relevant customer interaction data across multiple channels, including voice, web interactions, social media, email, and chat, the NICE Cross-Channel Interaction Hub enables organizations to address key business issues, including [contact center operational efficiency](#), [customer experience](#), [revenue growth](#), and [compliance](#).

Gartner research director, Jim Davies, said, "Most companies are not yet aligning the many different types of interactions they have with customers to get a single view of the voice of the customer and the customer's interaction journey across multiple contact channels. An ability to capture, analyze and act holistically upon all forms of interactions from the web to the contact center will become a key differentiating factor. Businesses that can create this single view can get a better understanding of the mood of their customers, their needs, aspirations, what they like and what they don't like. This is a critical element of better customer service and can enable companies to strengthen their customer relationships."

The NICE Cross-Channel Interaction Hub is core to and supports NICE's analytics-based business solutions:

Contact Center Operational Efficiency: for helping contact centers impact the bottom line by [optimizing handle time](#), improving agent productivity and [first contact resolution](#) rates, reducing call volumes, and effectively forecasting workloads and scheduling staff.

Customer Experience Management: for optimizing the customer experience to improve customer satisfaction, loyalty, and advocacy; includes capabilities for tracking the customer interaction journey and corrective action management, and NICE's [Real-time Churn Reduction](#) solution.

Revenue Growth: for helping businesses increase the number of sales attempts that are made by their contact center agents; improve service-to-sales conversion rates; identify and promote best practices for handling customer objections; and extract business intelligence from customer interactions to enhance marketing effectiveness.

Compliance: for capturing and analyzing any form of communication that promotes and ensures adherence to external regulations and internal policies; includes NICE's products for [compliance recording](#), cross-channel investigation, and data retention and protection.

Udi Ziv, President of the NICE Enterprise Group, said, "We are happy to showcase at Interactions 2011 our unique platform for capturing and analyzing customer interactions across the many communication channels available to them today. NICE's Cross-Channel Interaction Hub enables organizations to further leverage NICE's business solutions for a complete set of insights that are extracted from multiple sources. The result is a more accurate understanding of the customer and business situation and improved performance, as it relates to contact center operational efficiency, customer experience management, revenue growth, and compliance."

The NICE Enterprise offering addresses the needs of customer-centric businesses with intent-based solutions. Driven by real-time, [cross-channel analytics](#), NICE provides solutions for increasing revenue, enhancing customer experience, improving regulatory compliance, and optimizing contact center and back office operations. NICE Enterprise solutions are implemented by contact centers of all sizes, branches, trading floors and back offices.

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NICE to Showcase its Cross-channel Interaction Analytics Offering with New Web Interaction Analytics, for Improving Contact Center Operational Efficiency, Inbound Sales Effectiveness and Churn Reduction

Integrating analysis of web self-service with contact center call content enables organizations to accurately map the customer interaction journey for improving service and sales provided via both communication channels

RA'ANANA, ISRAEL, May 23, 2011 - NICE Systems Ltd. (NASDAQ: NICE), today announced that it will showcase its new [Web Interaction Analytics](#) capabilities as part of its [cross-channel Interaction Analytics](#) at Interactions 2011, the NICE Annual Global Customer Conference, to be held at The Venetian and Palazzo Resort and Casino in Las Vegas, May 23 – 26.

Udi Ziv, President of the NICE Enterprise Group, said, “In a recent survey NICE conducted on customer channel preferences, of the many respondents who cannot achieve their objective through a company’s web self-service channel, more than 50% turn directly to the contact center for help. At this point, customers are frustrated and expect the contact center to pick up where they left off on the website, and address their needs quickly and effectively.”

Gareth Herschel, research director at analyst firm Gartner, Inc. said, “Cross-channel analytics that includes web interaction analysis enables organizations to correlate in real time a customer’s recent activity on a company’s website together with the current call to the contact center – and present this information to agents, for better service. It also provides insights that enable organizations to minimize deflected calls into the contact center, by enhancing their web self-service functionality accordingly.”

NICE’s Web Interaction Analytics capabilities will add to NICE’s business solutions for:

[Contact Center Operational Efficiency](#): NICE provides cross-channel operational efficiency insights by analyzing the calls customers place to the contact center after a failed web self-service interaction. It correlates the call to the customer’s prior web interactions, performing automatic root-cause analysis for deflection into the contact center. This might be as a result of missing information on the website, or problematic or missing web self-service functionality. Organizations can reduce the volumes of failed web interactions that often drive customers to call into the contact center, directly impacting operational costs.

In addition, through cross-channel context integration, i.e. delivering to the agent’s desktop real-time information on what the calling customer attempted to achieve through the company’s website, and taking into consideration the contents of the call itself, agents can provide more efficient service that is personalized and precisely relevant to the customer’s current needs. As a result, organizations can better measure and deliver [First Contact Resolution](#) (FCR) across multiple channels and reduce [Average Handle Time](#) (AHT) by avoiding the need of customers to describe their prior web interactions.

[Improved Inbound Sales Effectiveness](#): contact center agents automatically receive real-time recommendations on the optimal offer for the calling customer, based on a combination of an analysis of the customer’s prior web interactions, [real-time speech analytics](#), and recommendations that may have been calculated by a campaign management system.

[Churn Reduction](#): NICE’s enhanced cross-channel Interaction Analytics, combined with NICE’s real-time speech analytics and information from transactional analytics solutions, provides organizations with early churn prediction capabilities by receiving information on “hot” web patterns – i.e. a flow of specific web pages that when viewed by a customer implies churn risk. Such pages include service plan details, cancelation policy information, etc.

Mr. Ziv continued, “The importance of the contact center is evolving, customers are better informed, more savvy and more demanding. Though, the fact that web self-service and contact centers are typically siloed makes it difficult for organizations to meet their customers’ growing needs. The NICE approach is to break down these silos by providing them with real-time, cross-channel analytics – including integrated [web interaction analytics](#) – enabling them to effectively deal with multi-channel customer service.”

NICE’s Web Interaction Analytics captures and analyzes an authenticated customer’s web session interactions (e.g. bank account status inquiries, airplane tickets purchases, loan application submissions, or cellular service upgrade requests). This information is automatically categorized and is cross-referenced and compiled with other information gathered by NICE’s cross-channel Interaction Analytics specific to the customer.

The aggregated insights are compiled into a holistic profile of customer wants and needs. This information is pushed to agents' desktops as they interact with the customer, providing them real-time guidance on how to best handle the call, as based on the customer's past attempts to receive service, and the context of the current interaction. Additional benefits include the ability to track self-service deflection rates across time and perform root-cause analysis to determine points of web self-service failure for correction.

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###

NICE to Present 2011 Americas Customer Excellence Awards to Industry Leaders for Impacting Every Customer Interaction and Optimizing Business Performance with NICE SmartCenter

Recognizes Affiliated Computer Services, Alliance Data, American Airlines, Bell Mobility, Capella Univ., Carolina Biological, Computershare, Electric Insurance, Fiserv, HealthHelp, Itaú Unibanco, Las Vegas Water Valley District, Nationwide, U.S. Bank, Voxline

Las Vegas, Nevada, May 24, 2011 - NICE Systems Ltd. (NASDAQ: NICE), today announced that it has selected the winners of the 2011 NICE Americas Customer Excellence Awards. The awards recognize 15 companies from the Americas, for excellence across six categories: Implementation Excellence, Employee Excellence, [Customer Satisfaction](#), [Operational Effectiveness](#), Sales and Marketing Effectiveness, and [Compliance](#). The awards will be presented to the winners at Interactions 2011, the annual NICE Customer Conference, which began here Monday and concludes Thursday.

The following are the winners of this year's NICE Customer Excellence Awards:

- **Implementation Excellence:** Alliance Data, Capella University, HealthHelp, Voxline
- **Employee Excellence:** Computershare
- **Customer Satisfaction:** Carolina Biological, Fiserv Contact and Servicing Center, U.S. Bank
- **Operational Effectiveness:** American Airlines, Bell Mobility, Fiserv Group Operations, Itaú Unibanco, Las Vegas Water Valley District
- **Sales and Marketing Effectiveness:** Affiliated Computer Services, Nationwide
- **Compliance:** Electric Insurance

Among the outstanding achievements are:

Electric Insurance, a GE company and national, leading provider of personal lines insurance used NICE SmartCenter's [Interaction Recording](#), [Quality Management](#) (QM), [Interaction Analytics](#), [Workforce Management](#) and [Customer Feedback](#):

- Increased customer satisfaction;
- Achieved a 28% compliance improvement;
- Achieved a 50% increase in productivity of QM processes.

Voxline, Brazilian provider of contact center services used NICE [Churn Reduction](#) and NICE [First Contact Resolution](#), both powered by NICE Interaction Analytics, NICE Quality Management and NICE Interaction Management:

- Achieved a 15% increase in customer retention;
- Achieved a 10% increase in first contact resolution;
- Improved quality management procedures with a 30% increase in quality scores.

Bell Mobility, Canadian provider of wireless service to more than 6.9 million subscribers used NICE IEX Workforce Management

- Significant reduction in annual overtime costs;
- Achieved a 14% increase in service level performance;
- Reduced average speed of answer by 52%;
- Reduced cost-per-subscriber by 2.3%.

"These leading companies have demonstrated innovative application of [NICE SmartCenter](#) and we are happy to award their outstanding results," said Yochai Rozenblat, CEO & President of NICE Americas. "The NICE Americas Customer Excellence Awards are tailored to recognize exceptional achievements in leveraging our real-time, cross-channel interaction analytics-based business solutions for impacting every customer interaction."

Over fifty award applications were evaluated by a panel of industry experts and leaders from across the contact center industry. The panel included members of The Call Center School, a company dedicated to the professional development of individuals in the call center industry.

For more information on Interactions 2011, the annual NICE Customer Conference, go to:
<http://www.nice.com/summit/interactions2011/home.php>.

The NICE Enterprise offering addresses the needs of customer-centric businesses with intent-based solutions. Driven by real-time, [cross-channel analytics](#), NICE provides solutions for increasing revenue, enhancing customer experience, improving regulatory compliance, and optimizing contact center and back office operations. NICE Enterprise solutions are implemented by contact centers of all sizes, branches, trading floors and back offices.

About NICE Systems

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time. Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security. NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. www.nice.com.

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Forward-Looking Statements

This press release contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements, including the statements by Messer Rozenblat, are based on the current expectations of the management of NICE-Systems Ltd. (the Company) only, and are subject to a number of risks and uncertainties that could cause the actual results or performance of the Company to differ materially from those described herein, including but not limited to the impact of the global economic environment on the Company's customer base (particularly financial services firms) and the resulting uncertainties; changes in technology and market requirements; decline in demand for the Company's products; inability to timely develop and introduce new technologies, products and applications; difficulties or delays in absorbing and integrating acquired operations, products, technologies and personnel; loss of market share; pressure on pricing resulting from competition; and inability to maintain certain marketing and distribution arrangements. For a more detailed description of the risk factors and uncertainties affecting the company, refer to the Company's reports filed from time to time with the Securities and Exchange Commission, including the Company's Annual Report on Form 20-F. The forward-looking statements contained in this press release are made as of the date of this press release, and the Company undertakes no obligation to update or revise them, except as required by law.

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Los Angeles International Airport Completes Implementation of NICE's Situation Management Solution, NICE Situitor at New Consolidated Airport Response Coordination Center

NICE's open platform integrates information from over a dozen safety & security systems into a cohesive command and control platform, to streamline operations & improve real-time situational awareness in one of the world's busiest airports

RA'ANANA, ISRAEL, May 25, 2011 NICE Systems Ltd. (NASDAQ: NICE), today announced that the City of Los Angeles' Department of Airports (also known as Los Angeles World Airports, or LAWA) has completed its implementation of NICE Situitor, an open platform situation management offering. LAX selected NICE Situitor in 2010 for its new consolidated Airport Response Coordination Center (ARCC) at the Los Angeles International Airport (LAX). The LAX ARCC is the coordination hub for all LAX airport operations and response activities.

LAX is considered to be the world's seventh busiest airport by passenger traffic. NICE Situitor is fusing various safety and security operations systems into a cohesive platform, analyzing and correlating data to streamline operations and help LAX enhance its situational awareness and response capabilities to address multiple types of operational challenges, emergency situations, aviation incidents and security threats in real-time. NICE Situitor's open architecture will be leveraged to integrate more than a dozen third party systems in the new Airport Response Coordination Center. These include video surveillance systems, access control, radio and telephony communications systems, video walls, CCTV, CAD (computer aided dispatch), GIS (geographic information system), emergency/mass notification, PDA servers, a global aviation notification system, life safety/security command software, an airport Part 139 compliance system, and NC4 (The National Center for Crisis and Continuation Coordination) solutions for 24/7 proactive incident information.

NICE Situitor's GIS integration will enable LAX officials to view rich, multi-layered information on an intuitive map-based interface. The system is capable of distilling complex sets of information into a Common Operating Picture and then overlaying it on a map, so LAX officials will be able to get a real-time visual of what's going on, by simultaneously viewing the different "plots" of an incident, whether it involves aircraft on a runway, vehicles on an airfield, or other tracked assets in terminals or on airport roadways. ARCC personnel are also able to interact with objects on the map-based interface to access real-time information to respond immediately and effectively.

"LAX is a major airport for one of the world's most populous metropolitan areas, and as such we encounter many daily operational challenges, from the ordinary to the unexpected, many of which require real-time response and impact," said Jacqueline Anna Yaft, Deputy Executive Director of Operations and Emergency Management for LAWA. LAX will use NICE Situitor to achieve its vision of taking operations and incident management to the next level by improving situational awareness and automating our response plans."

"We believe the LAX Airport Response Coordination Center and its innovative use of situation management technology will certainly be a model that other airports will want to emulate," said Yochai Rozenblat, CEO & President, NICE Americas. "We are honored to have been chosen by LAX and look forward to helping LAX streamline its operations and achieve greater situational awareness. This win also reflects NICE's leadership position in providing security for aviation and other mass transit organizations. NICE is committed to continue enhancing security with advanced situational awareness capabilities for the world's airports, other mass transit systems, city centers, and critical facilities."

The NICE Security Offering addresses the needs of governments and enterprises with intent-based solutions for fighting crime and terror, by anticipating, managing and mitigating safety, security and operational risks. The offering enables capturing, analysis and correlation of data from multiple sensors and systems, including audio, video, radio, geo-location and web, providing a framework for fusing data silos into a single, holistic operational view. NICE Security solutions empower organizations to act effectively in real time to prevent, manage and investigate incidents, ensuring fast resolution and debriefing, and continuous security improvements. NICE Security solutions are deployed worldwide in transportation systems, critical infrastructures, city centers and enterprise campuses.

About LAX Airport

Los Angeles International Airport (LAX) is the third busiest airport in the U.S. and seventh in the world, offering more than 565 daily flights to 81 destinations in the U.S. and over 1,000 weekly nonstop flights to 65 international destinations on over 75 carriers. In 2010, LAX served over 59 million passengers, processed over 1.9 million tons of air cargo valued at nearly \$77 billion, and handled 575,835 aircraft operations (landings and takeoffs). The world's busiest origin and destination (O & D) airport, more people start their trips at the Los Angeles International Airport than at any other airport in the world. LAX is part of a system of three Southern California airports – along with LA/Ontario International and Van Nuys

general aviation – that are owned and operated by Los Angeles World Airports (LAWA), a department of the City of Los Angeles. More info at: <http://www.lawa.org>.

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