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Documents

6-K	**zk1313053.htm**
	6-K
EX-99.1	**exhibit_99-1.htm**
	Exhibit 99.1
EX-99.2	**exhibit_99-2.htm**
	Exhibit 99.2
EX-99.3	**exhibit_99-3.htm**
	Exhibit 99.3
EX-99.4	**exhibit_99-4.htm**
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EX-99.5	**exhibit_99-5.htm**
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EX-99.6	**exhibit_99-6.htm**
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EX-99.7	**exhibit_99-7.htm**
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EX-99.8	**exhibit_99-8.htm**
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EX-99.9	**exhibit_99-9.htm**
	Exhibit 99.9

Module and Segment References

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 April 2013 (Report No. 1)

Commission File Number: 0-27466

NICE-SYSTEMS LTD.

(Translation of Registrant's Name into English)

22 Zarchin 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 of Form 20-F or Form 40-F.

Form 20-F ☒   Form 40-F ☐

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

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

CONTENTS

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

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/ Yechiam Cohen

Name: Yechiam Cohen
Title: General Counsel

Dated: May 2, 2013

EXHIBIT INDEX

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 Introduces Situator Express, a Situation Management Solution for Core Security Operations, Dated April 4, 2013

99.2   Press Release: NICE to Feature New Security Solution and Enhancements to its Portfolio at ISC West 2013, Dated April 5, 2013

99.3   Press Release: NICE Security Solutions Help Secure Critical Facilities for City of San Diego Dated April 10, 2013

99.4   Press Release: NICE Receives Temkin Group Customer Experience Vendor Excellence Award Dated April 11, 2013

99.5   Press Release: Norwegian Cruise Line Selects NICE Workforce Optimization Solutions as Part of Cisco Contact Center Solution, Dated April 17, 2013

99.6   Press Release: NICE Introduces Customer Engagement Analytics, the Industry's First Platform to Combine Interaction Analytics and Transaction Analytics, Dated April 22, 2013

99.7   Press Release: NICE to Recognize This Year's Customer Excellence Award Winners at Interactions 2013, its Annual Global Customer Conference, Dated April 25, 2013

99.8   Press Release: NICE to Share Best Practices for using Big Data to Manage the Cross-Channel Customer Journey at Gartner Customer 360 Summit, Dated April 29, 2013

99.9   Press Release: NICE Situator to be Integrated at Denver International Airport as Situation Management Platform to Enhance Security and Safety, Dated April 30, 2013

Exhibit 99.1

NICE Introduces Situator Express, a Situation Management
Solution for Core Security Operations

The solution transforms the NiceVision IP video surveillance system into an extensive security
management solution, enabling organizations to focus on core security challenges

RA'ANANA, ISRAEL, April 4, 2013 – NICE Systems (NASDAQ: NICE) today announced the roll out of Situator Express, an easy to deploy solution for security situation management which adds an advanced layer of management to the NiceVision IP video surveillance system. The solution enables organizations to effectively monitor, manage and correlate data from four principal security systems – video, access control, intrusion, and fire detection – at a low total cost of ownership.

Situator Express is an open solution that fuses video data from NiceVision with incoming data from additional security systems to provide a unified, holistic operating picture with an intuitive display of maps and images. Using smart sensor correlation, video analytics, and automatic adaptive workflows, Situator Express enables organizations to manage security situations in real time and coordinate the most effective responses according to predefined security procedures. With it, meaningful information is shared with all relevant stakeholders and collaboration is promoted with other departments and external agencies. The solution also has an integrated reporting tool that provides information for later investigation, debriefing, and proof of compliance.

"We've identified the demand for an easy to deploy solution that helps organizations not only manage their video surveillance systems, but also enables complete security system management," said Yaron Tchwella, President of the NICE Security Group. "Situator Express further strengthens our robust product portfolio and offering to the security market with a comprehensive solution for the Security Operation Center. The solution is designed to grow with our customers and can be upgraded to meet future needs."

NICE's Security solutions help organizations capture, analyze and leverage big data to anticipate, manage and mitigate security and safety risks, improve operations, and make the world a safer place. The NICE security, intelligence and cyber offerings provide valuable insights that enable enterprises and governments to take the best action at the right time by correlating structured and unstructured data from multiple sensors and channels, detecting irregular patterns, and recognizing trends. NICE Security solutions are used by thousands of customers worldwide, including transportation systems, critical infrastructure, city centers, banks, enterprises and government agencies.

About NICE Systems
NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com.

NICE will be hosting its global customer conference, Interactions 2013, on April 22-25 in Orlando. The event will bring together over 1,500 customers and industry leaders to network, share best practices, and learn about exciting new solutions. http://www.interactions2013.com/

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Exhibit 99.2

NICE to Feature New Security Solution and Enhancements to its
Portfolio at ISC West 2013

Ra'anana, Israel, April 5, 2013 – NICE Systems (NASDAQ: NICE) today announced that it will feature enhancements to its integrated product portfolio, which address security, safety, and operational risks, at its booth (#24087) at ISC West 2013. It will also demonstrate its new cost-effective security management solution, Situator Express. The conference takes place at the Sands Convention Center in Las Vegas, April 10-12.

"We're excited to return to ISC West, where NICE will showcase its exciting new solution and enhancements to our robust security portfolio," said Eric Hines, Vice President of the NICE Security Group. "I'm particularly proud to have the opportunity to introduce attendees to Situator Express. There is already a lot of interest in this solution, and we look forward to having engaging conversations about how organizations can transform video surveillance into a complete security management solution and focus on their core security challenges."

NICE will present the following solutions and sessions at the event:

- Situator Express – This easy to deploy, cost-effective solution for security situation management adds an advanced layer of management to the NiceVision IP video surveillance system. The open solution provides a unified, holistic operating picture for security management by fusing NiceVision Net video with data from other security systems, including CCTV, access control, intrusion, and fire detection.

- NICE Situator – A live demo of NICE's global leading situation management solution, Situator, will be presented at the booth, featuring the latest enhancements and capabilities that are empowering airports, public transport, financial institutions, critical facilities, and safe cities to secure people and leverage their most important business assets.

- NiceVision Net – NICE will showcase the latest version of this solution, which features an enhanced Web application that allows users to easily share and export video to removable media and play back multiple video channels at the same time.

- NICE Inform – This leading multimedia incident information management solution complements the NICE security portfolio by helping security operations consolidate multimedia information to get a complete incident picture for investigations, debriefing, and training.

- Educational sessions – On April 9, at 1:30 p.m., Dr. Bob Banerjee, Director of Training and Sales, NICE Security, will moderate a panel on "Transforming Your Security Command Post into a Strategic Information Nerve Center." In this panel, security visionaries from a cross-section of industries will explain how to break down the walls between security information silos to transform the security command post into a strategic information nerve center. Dr. Banerjee will also conduct an interactive, hands on PSA®-TEC workshop at 9 a.m. that day.

NICE's Security solutions help organizations capture, analyze and leverage big data to anticipate, manage and mitigate security and safety risks, improve operations, and make the world a safer place. The NICE security, intelligence and cyber offerings provide valuable insights that enable enterprises and governments to take the best action at the right time by correlating structured and unstructured data from multiple sensors and channels, detecting irregular patterns, and recognizing trends. NICE Security solutions are used by thousands of customers worldwide, including transportation systems, critical infrastructure, city centers, banks, enterprises and government agencies.

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NICE will be hosting its global customer conference, Interactions 2013, on April 22-25 in Orlando. The event will bring together over 1,500 customers and industry leaders to network, share best practices, and learn about exciting new solutions. http://www.interactions2013.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 Hines, 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.

Exhibit 99.3

NICE Security Solutions Help Secure Critical Facilities for City of San Diego

*The NICE offering will enable the City to manage a complex security environment and serve public
utility needs across various facilities*

Ra'anana, Israel, April 10, 2013 – NICE Systems (NASDAQ: NICE) today announced that the City of San Diego Public Utilities Department is implementing NICE Situator and NiceVison Net to help secure its water supply, following an order placed in 2012. San Diego is California's second largest city and the eighth largest in the U.S., with 1.3 million residents. The Public Utilities Department oversees one of the largest and most complex water storage, treatment, and delivery systems in the country.

The integrated NICE Security portfolio will enable seamless, efficient, and centralized monitoring of 64 facilities operated by San Diego's Public Utilities Department, including administration buildings, laboratories, pump stations and filtration plants, as well as other sites that require security management, such as reservoirs and dams. The first phase of the project focuses on integrating the NiceVision video management system (VMS) and access control, with additional sensor integration planned for future phases.

The NICE solution will enable the City of San Diego to consolidate subsystems and sensors across sites, correlate that information, automate effective response plans, and provide insights to various stakeholders. Using NICE Situator and NiceVision, the City will be able to bolster its critical infrastructure security based on a high standard of security management.

"We are honored that the City of San Diego has chosen our solutions to protect its water supply systems, which are pivotal to the City's daily operations and to the safety and well-being of its residents," said Yaron Tchwella, President of the Security Group at NICE. "The fact that the City is implementing our solutions to protect such a critical utility attests to the breadth of our security portfolio in its ability to meet the specific needs of government bodies as well as private organizations."

NICE's Security solutions help organizations capture, analyze and leverage big data to anticipate, manage and mitigate security and safety risks, improve operations, and make the world a safer place. The NICE security, intelligence and cyber offerings provide valuable insights that enable enterprises and governments to take the best action at the right time by correlating structured and unstructured data from multiple sensors and channels, detecting irregular patterns, and recognizing trends. NICE Security solutions are used by thousands of customers worldwide, including transportation systems, critical infrastructure, city centers, banks, enterprises and government agencies.

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NICE will be hosting its global customer conference, Interactions 2013, on April 22-25 in Orlando. The event will bring together over 1,500 customers and industry leaders to network, share best practices, and learn about exciting new solutions. www.interactions2013.com

About the City of San Diego and the City of San Diego Public Utilities Department
California's second largest City and the United States' eighth largest, San Diego boasts a population of nearly 1.3 million residents. The San Diego Public Utilities Department provides safe, healthful drinking water to these residents and regional wastewater treatment and disposal services for more than 2 million residents of San Diego County. The City's Public Utilities Department has one of the largest and most complex water storage, treatment, and delivery systems in the nation. Ten reservoirs hold the raw water before it is moved to one of three plants for treatment. It is then pumped through thousands of miles of pipeline. The City's Public Utilities Department is also responsible for the collection, treatment and safe disposal of wastewater for the City of San Diego. The Department operates the Point Loma Wastewater Treatment Plant. It also provides regional wastewater treatment and disposal services for 15 other cities and special districts within a 450 square mile area. More info at: http://www.Sandiego.gov/ and http://www.Sandiego.gov/publicutilities/.

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Exhibit 99.4

NICE Receives Temkin Group Customer Experience Vendor Excellence
Award

NICE recognized for assisting organizations in becoming more customer oriented

RA'ANANA, ISRAEL, April 11, 2013 – NICE Systems (NASDAQ: NICE) today announced that it is a recipient of the 2013 Temkin Group Customer Experience Vendor Excellence Award for providing products and services that help organizations become more customer-centric.

"*Customer experience excellence is not easy,*" said Bruce Temkin, CX Transformist and Managing Partner, Temkin Group. "*Companies rely on an ecosystem of vendors to help them succeed.* Congratulations to NICE along with the other winners and finalists for their outstanding work in the field."

The Temkin Group awards are based on an evaluation of a vendor's capabilities that uniquely help companies improve customer experience, business results, and client references. Applicants were judged by Mr. Temkin and leading customer experience journalists, consultants, and practitioners.

Among the business results achieved by NICE customers, which was presented to the panel based on specific customer case studies, was a nine percent improvement in customer satisfaction, an 18 percent improvement in first contact resolution, a 19 percent increase in average order value, and a seven-point increase in JD Powers rankings, as well as improvements in employee engagement.

"We are delighted to be recognized by the Temkin Group for helping our clients become more customer-centric," said Yochai Rozenblat, President of the NICE Customer Interactions Group. "Providing an excellent customer experience is about better understanding your customers, making the right decisions in real time to further improve the customer experience, and continuously enhancing your ability to manage customer interactions. NICE's solutions help organizations take the right actions to improve the customer experience, which can lead to a quantifiable return on investment."

NICE's Customer Experience offering includes its Voice of the Customer solutions, such as NICE Fizzback, Cross-Channel Interaction Analytics, and Real-time Speech Analytics, as well as its Real-time Decisioning and Guidance solutions, to help organizations take action based on the voice of their customers, and NICE Mobile Reach, which ensures a consistent customer experience across self-service and human-assisted channels.

NICE helps enterprises gain insight from customer interactions and take real time action to shape those interactions as they occur. This improves customer experience directly, while also enhancing products and processes throughout the organization.

About Temkin Group
Temkin Group is a leading customer experience research and consulting firm with one simple goal for its clients: increase customer loyalty by becoming more customer‑centric. The company combines customer experience thought leadership with a deep understanding of the dynamics of large organizations to help senior executives accelerate their results. www.temkingroup.com

About NICE Systems
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NICE will be hosting its global customer conference, Interactions 2013, on April 22-25 in Orlando. The event will bring together over 1,500 customers and industry leaders to network, share best practices, and learn about exciting new solutions. www.interactions2013.com

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Exhibit 99.5

Norwegian Cruise Line Selects NICE Workforce Optimization
Solutions as Part of Cisco Contact Center Solution

*Norwegian Cruise Line will leverage the joint Cisco/NICE offering to improve the customer
experience*

RA'ANANA, ISRAEL, April 17, 2013 – NICE Systems (NASDAQ: NICE) announced today that Norwegian Cruise Line (NASDAQ: NCLH) is adopting NICE's Interaction Management, analytics-based Quality Optimization, and customer feedback survey solutions to deliver an enhanced customer experience. The cruise operator selected the NICE offering as part of its Cisco contact center solution to also improve sales effectiveness and operational efficiency.

Norwegian Cruise Line will use the NICE solutions to apply quality measurement metrics and solicit customer feedback via IVR (Interactive Voice Response) survey for its three U.S. contact centers. This will enable the company to gain valuable insights into its customer interactions, including direct input on service levels. This information will help the cruise operator decide where improvement is needed in order to further enhance customer experience. For instance, it may decide that additional agent coaching is needed in order to close agent knowledge gaps and improve first contact resolution rates.

By improving the quality of its service, Norwegian Cruise Line will be able to achieve greater customer satisfaction and loyalty. It will also help the company reduce operational costs and increase revenues by enjoying greater opportunities for cross-selling and up-selling.

"The NICE solutions provide added value to our contact center operations as they will enable us to bolster our position within the competitive cruise industry," said Crane Gladding, senior vice president of passenger services for Norwegian Cruise Line. "Taken together with our existing Workforce Management solution from NICE, we now have a more comprehensive set of capabilities for optimizing our workforce and improving our contact center performance. We are confident that this will help boost our customer service and deliver measurable return on investment."

"This deal with Norwegian Cruise Line is a terrific example of how our Cisco partnership is helping companies leverage best-of-breed technology within a unified communications strategy," said Barak Eilam, President of NICE Americas. "We are excited to see companies like Norwegian Cruise Line embrace the NICE/Cisco offerings to optimize their contact center operations and enhance the customer experience."

Select NICE Workforce Optimization solutions are part of the Cisco SolutionsPlus program, which delivers a one-stop ordering experience for Cisco's customers, channel partners, and sales teams for certain third-party products and applications. The solutions integrate with the Cisco MediaSense recording platform.

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Exhibit 99.6

NICE Introduces Customer Engagement Analytics, the Industry's
First Platform to Combine Interaction Analytics and Transaction
Analytics

*NICE's Big Data platform offers insights into the complete cross-channel customer journey, which
can be leveraged by organizations for multiple business initiatives*

RA'ANANA, ISRAEL, April 22, 2013 – NICE Systems (NASDAQ: NICE) today announced the introduction of its Customer Engagement Analytics platform, the industry's first to combine interaction and transaction analytics. The platform allows organizations to capture and analyze Big Data generated by cross-channel customer engagement and map the entire customer journey. This brings organizations closer to their customers by enabling them to better understand customer preferences and behaviors.

"The complexity of the relationship between consumers and enterprises continues to increase due to the endless amount of customer engagement data. But underneath all this data lies a wealth of information from which great business value can be realized," said Keith Dawson, Principal Analyst at Ovum. "The challenge in uncovering the value is twofold. First, all of this data must be captured, connected, and analyzed across touch points. Then, using the insights generated from this analysis, the organization must make this information actionable."

The NICE Customer Engagement Analytics platform delivers a complete picture of the customer journey, both at the individual level by various groups and segments, and at the entire customer base level. This helps an organization provide outstanding customer experience while improving business procedures and efficiency. The offering features the following advanced technologies:

- **Multi-channel collection of Big Data** – The system collects data from customer interactions and transactions across various data sources, such as web, email, phone, social media and chats, and from different systems such as CRM and billing. It also pre-processes the raw data for more efficient analysis.

- **Analyzing Big Data** – NICE's analytics engine can interpret mass amounts of both structured and unstructured data, allowing organizations to perform customer journey mapping and visualization as well as repeat contact sequencing and trends.

- **Operationalizing Big Data –** The insights extracted from the analytics of data serve as a catalyst for change within an organization, such as company-wide changes in business policies and processes, as well as more specific actions including agent coaching and guidance.

The first solution to be launched on the Customer Engagement Analytics platform is Call Volume Reduction, while additional solutions, such as sales optimization and voice of the customer are expected for release in the near future.

For example in the case of call volume reduction, a telco may discover that a large percentage of customers who purchased a new smartphone at a specific retail branch called the customer service line within 72 hours to activate a corresponding e-mail account. Based on this insight, the telco can guide customer-facing employees at the branch in real time to follow policy and offer help setting up the e-mail during the initial purchase. It can also provide targeted coaching for specific agents that may need to overcome knowledge gaps. By recognizing this trend, and proactively implementing a solution, the telco will be able to significantly reduce call volume, minimize customer effort, and boost satisfaction.

"Every customer journey provides a wealth of information about the individual and the service organization that can be harnessed for better business results," said Yochai Rozenblat, President of the NICE Customer Interactions Group. "Our Big Data analytics platform provides organizations with the right tools and technologies to help them improve business performance. By delivering insights from the vast amount of data collected across interactions and transactions, our platform empowers organizations to better understand customers and their needs and to operationalize these insights in order to provide an exceptional customer experience."

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Forward-Looking Statements
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Exhibit 99.7

NICE to Recognize This Year's Customer Excellence Award Winners at Interactions 2013, its Annual Global Customer Conference

Awards presentation will mark recipients' exceptional achievements in customer experience, business performance, security, and innovative solution implementation

Ra'anana, Israel, April 25, 2013 – NICE Systems (NASDAQ: NICE) today announced the winners of the 2013 NICE Customer Excellence Awards, recognizing outstanding achievements across the following categories: business impact, customer experience, implementation, security, and overall portfolio. The awards will be presented at Interactions 2013, NICE's annual global customer conference.

The four-day conference concludes today, April 25, in Orlando, Florida, where over 2,000 customers, partners and industry leaders are gathered for information sharing and networking. The event features more than 150 informative sessions, and the Customer Excellence Award winners are among more than 75 companies presenting insights and best practices in those sessions. More than a dozen of those customers and sponsors represent Fortune 100 companies. Shaquille O'Neal will serve as the celebrity keynote speaker.

A solutions showcase with over 50 booths offers participants a hands-on experience with the most advanced solutions available from NICE and its partners in Workforce Optimization, Fraud and Compliance, Sales Optimization, Customer Experience, Security, and more.

"Each of this year's winners has demonstrated how NICE's business solutions are able to drive measurable improvements across enterprises and security organizations," said Barak Eilam, President of NICE Americas. "This year's winners are leading firms in a broad range of industries, including financial services, cosmetics, security consulting, contact center outsourcing, and higher education, and we are proud to have the opportunity to provide them special recognition in front of so many industry peers at Interactions 2013."

The recipients of the 2013 NICE Customer Excellence Awards are:

- Business Impact – driving measurable improvements to support overarching business goals
  - **ADT Security Services**
- Customer Experience – enhancing customer service across all interactions
  - **The Home Depot** and **Cincinnati Bell**
- Implementation – innovative and effective deployment of NICE's solutions
  - **Marsh Consumer**
- Security – leveraging NICE's Security portfolio to improve safety, security, and operations
  - **University of Chicago**
- Portfolio Award – leveraging a wide array of NICE's Customer Interaction solutions to impact every interaction and optimize business performance
  - **Arbonne, Itaucard,** and **SunTrust Bank**

Among some of the outstanding achievements:

- ADT achieved annual savings of $1.9 million and increased the proficiency of their Customer Care and Loyalty representatives by seven percent.
- The Home Depot drastically improved its quality metrics, driving $10.8 million of additional revenue and realizing a 27 percent decrease in Average Handle Time and a 15 percent improvement in Net Promoter Score.
- Marsh Consumer succeeded in eliminating 75 percent of scheduling-related email traffic, achieving quick ROI due to increased automation, and aligning staffing with business processes by upgrading its system to NICE IEX Workforce Management Release 4.

About NICE Systems
NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com.

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Exhibit 99.8

**NICE to Share Best Practices for using Big Data to Manage the
Cross-Channel Customer Journey at Gartner Customer 360
Summit**

*NICE will feature its Customer Engagement Analytics platform, which helps organizations get
closer to their customers for better customer experience and business results*

RA'ANANA, ISRAEL, April 29, 2013 – NICE Systems (NASDAQ: NICE) today announced that it will share its vision on managing the cross-channel customer journey in order to bring enterprises "closer to their customers" at the Gartner 360 Summit. At the event, NICE will showcase its recently-launched Customer Engagement Analytics platform. The summit takes place May 1-3, 2013, at the Manchester Grand Hyatt in San Diego, California.

A luncheon keynote will be delivered by Matthew Storm, Director of Innovation and Solutions at NICE, detailing how organizations can provide exceptional service by better understanding their customers' needs and preferences.

"Today's customers are more engaged and informed than ever before. This means that organizations must also become better educated about their customers. By employing Big Data insights from customer interactions and transactions, organizations can build a detailed picture of the customer journey, bringing them closer to their customers than ever before," said Barak Eilam, President of NICE Americas. "Once they have achieved this, they will be able to train and motivate employees to provide tailored experiences that will 'wow' customers and ensure loyalty."

The Gartner Customer 360 Summit delivers coverage of the new strategies and technologies that are enabling organizations to better understand and engage their customers, build loyalty and grow their businesses. Within this framework, NICE will be demonstrating its Customer Engagement Analytics platform at the solutions showcase. This Big Data platform offers insights into the cross-channel customer journey, combining both interactions and transactions, which can be leveraged by organizations for multiple business initiatives. It brings organizations closer to their customers by enabling them to identify customer needs and preferences, understand the context of every interaction, and act upon this information.

 For additional details about the event, click here.

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Exhibit 99.9

NICE Situator to be Integrated at Denver International Airport as
Situation Management Platform to Enhance Security and Safety

*The Situator implementation will help DIA better manage its critical security systems and enhance
responses to emergencies and other events*

Ra'anana, Israel, April 30, 2013 – NICE Systems (NASDAQ: NICE) today announced that NICE Situator, NICE's global market-leading situation management solution, will be used at Denver International Airport (DIA) to enhance security and safety. Situator will form the backbone of DIA's Integrated Airport Management System, enabling DIA to more effectively and efficiently respond to, mitigate, resolve, and recover from security incidents, emergencies and other events.

SAIC (Science Applications International Corporation, NYSE:SAI), the system integrator for the project, will direct the design, development, and implementation of the solution, with the first phase expected to be completed in late 2013.

Denver International Airport is the fifth-busiest in the United States, serving more than 50 million passengers annually, and the largest airport site in North America. The airport must be prepared to handle a large volume and variety of security and emergency situations. The Situator implementation will focus on management of the airport's critical security systems. The integration of video surveillance, GIS mapping software, and access control will help the airport improve situational awareness, while Situator's automated, adaptive response plans will enhance the handling of security-related events.

"We are proud to have been chosen by SAIC to help Denver International Airport fulfill its vision for airport management, which centers around the enhancement of security and safety," said Yaron Tchwella, President of the NICE Security Group. "Our extensive airport domain expertise has led to proven results across other U.S. cities and airports around the globe. We look forward to working with SAIC on this important project in order to help DIA take its airport management to the next level."

"SAIC is pleased to be working with NICE to provide Denver International Airport a highly capable and robust, mission-oriented situation management platform. This will lay the foundation for an Integrated Airport Management System that will serve the airport's needs for years to come," said SAIC Project Manager Mark Denari.

NICE's Security solutions help organizations capture, analyze and leverage big data to anticipate, manage and mitigate security and safety risks, improve operations, and make the world a safer place. The NICE security, intelligence and cyber offerings provide valuable insights that enable enterprises and governments to take the best action at the right time by correlating structured and unstructured data from multiple sensors and channels, detecting irregular patterns, and recognizing trends. NICE Security solutions are used by thousands of customers worldwide, including transportation systems, critical infrastructure, city centers, banks, enterprises and government agencies.

About Denver International Airport
Denver International Airport (DIA) is the 11th-busiest airport in the world and the fifth-busiest airport in the United States. With more than 50 million passengers traveling through the airport each year, DIA is one of the busiest airline hubs in the world's largest aviation market. DIA is the primary economic engine for the state of Colorado, generating more than $22 billion for the region annually. www.flydenver.com.

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