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Documents

6-K	**zk1414712.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**
	Exhibit 99.4
EX-99.5	**exhibit_99-5.htm**
	Exhibit 99.5

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 March 2014 (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
Yechiam Cohen
General Counsel

Dated: April 3, 2014

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 Receives TMC CUSTOMER Magazine 2014 Product of the Year Awards for its Customer Experience Solutions, Dated March 3, 2014

99.2   Press Release: NICE Successfully Completes Project 25 Interoperability Testing with Cassidian Communications, Dated March 10, 2014

99.3   Press Release: NICE Receives Award for Customer Contact Center Big Data Applications, Dated March 17, 2014

99.4   Press Release: NICE is Once Again the Leader in Workforce Management according to Analyst Firm DMG Consulting, Dated March 20, 2014

99.5   Press Release: NICE to Showcase Security Solutions at ISC West 2014, Dated February 25, 2014

Exhibit 99.1

NICE Receives TMC *CUSTOMER* Magazine 2014 Product of the Year Awards for its Customer Experience Solutions

NICE Customer Engagement Analytics and Fizzback recognized for their innovative capabilities

RA'ANANA, ISRAEL, March 3, 2014 – NICE Systems (NASDAQ: NICE) today announced that it is the winner of two Product of the Year awards from TMC *CUSTOMER* Magazine. NICE was recognized for its Customer Engagement Analytics platform and NICE Fizzback solution, both of which help organizations better understand customer needs and preferences in order to improve the customer experience.

Award winners were selected by the editors of CUSTOMER magazine, and represent the "best, most innovative Call Center, CRM and Teleservices products and solutions."

Mapping the Customer Journey

NICE's Customer Engagement Analytics creates a complete view of the customer journey by capturing and analyzing all customer interactions, transactions and events. By leveraging Big Data, interaction analytics and predictive models, it helps organizations map individual customer behavior across time and touch points in order to understand context, uncover patterns, predict customer needs, and personalize interactions in real time. This drives business initiatives like call volume reduction and sales optimization, and can tie into Voice of the Customer programs.

Real-time Customer Feedback

The NICE Fizzback solution enables organizations to better understand customer needs and preferences by extracting insights from real-time customer feedback. Organizations can quickly and easily understand the key drivers of customer dissatisfaction and take action for immediate improvement. Feedback can also be used to promote frontline staff coaching and reward high performers.

Yochai Rozenblat, President of the NICE Enterprise Group, said: "These awards reinforce our dedication to providing organizations with advanced solutions to help them better operationalize Big Data to transform their businesses. The NICE Customer Experience solutions enable organizations to understand and anticipate customers' future needs and drive action across service, sales, and marketing processes in order to get closer to their customers and deliver an exceptional customer experience."

"On behalf of both TMC and *CUSTOMER* magazine, it is my pleasure to honor NICE with two 2014 Product of the Year awards," said Rich Tehrani, CEO, TMC. "Its solutions have proven deserving of this elite status and I look forward to continued innovation from NICE in 2014 and beyond."

The 16th Annual Product of the Year Award winners are published in the January/February 2014 issue of *CUSTOMER* magazine, http://customer.tmcnet.com/.

About NICE Systems
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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.

Exhibit 99.2

NICE Successfully Completes Project 25 Interoperability Testing
with Cassidian Communications

Integration testing enables public safety agencies to deploy multi-vendor P25 compliant solutions
with confidence

RA'ANANA, ISRAEL, March 10, 2014 – NICE Systems (NASDAQ: NICE) today announced that its audio recording solution has successfully completed interoperability testing with Cassidian Communications Inc., an Airbus Group Inc., Company,COR P25 radio trunking system. The integration enables public safety agencies and other security organizations to communicate across multiple vendors' systems that are based on P25 industry standards.

As public safety agencies migrate to P25 systems they require an interoperable solution to record these types of communications and metadata. The integration of the NICE and Cassidian Communications systems provides this functionality along with the ability to quickly retrieve and reproduce incidents using captured radio call criteria such as talk-group and radio event data.

The combined solution also leverages NICE Inform, a multimedia incident information management solution that's Next Gen (NG) 9-1-1 compatible. With NICE Inform, P25 radio communications, 9-1-1 calls, screen recordings, video and other multimedia information can be seamlessly assembled into a synchronous incident timeline for comprehensive investigations.

"With this certification, NICE customers worldwide can confidently migrate to a Cassidian Communications P25 environment while also leveraging the enhanced multimedia incident reconstruction capabilities of NICE Inform," said Yaron Tchwella, President of the NICE Security Group. "This will also ensure that they are well prepared to manage multimedia communications, which will be integral to NG 9-1-1."

"Cassidian Communications is committed to providing open, standards-based radio network solutions that support the APCO Project 25 goals of component interoperability, lower costs, while enhancing the work done by public safety agencies," said Francois Begaud, COO for Cassidian Communications LMR line of business. "NICE's success in the interoperability testing attests to the fact that NICE shares this commitment."

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Exhibit 99.3

NICE Receives Award for Customer Contact Center Big Data Applications

NICE recognized by Frost & Sullivan for its full spectrum of analytics capabilities that help organizations improve the customer experience and reduce costs

RA'ANANA, ISRAEL, March 17, 2014 – NICE Systems (NASDAQ: NICE) today announced that it is the recipient of the 2014 North America Customer Value Leadership Award for Customer Contact Center Big Data Applications. This accolade from global analyst and consultancy firm Frost & Sullivan is based on NICE's ability to help organizations deliver an exceptional customer experience across channels by leveraging its Big Data analytics solutions.

"NICE has systematically built a full spectrum of analytics capabilities that can enable organizations to effectively marry the twin goals of reducing costs and improving the customer experience," said Nancy Jamison, principal analyst, Customer Contact, Frost & Sullivan. "Furthermore, these analytics tools enable organizations to increase customer and employee engagement, which in the long run also helps increase revenue. In effect, such analytics solutions are not only able to address concerns in the contact center, but also in the back-office, throughout branch locations, and across other channels like retail, mobile, and self-service."

According to Frost & Sullivan, "the ability to combine both structured and unstructured data, mine for nuggets of insight that can be acted upon to effect change, and carry out that change, is a key differentiator for NICE." NICE offers a breadth of analytics capabilities as part of its NICE Customer Engagement Analytics platform, which allows organizations to:
- Capture and analyze cross-channel interactions, transactions, and events;
- Sequence events in order to understand and visualize the individual customer journeys;
- Understand context, uncover patterns, predict customer needs, and personalize interactions; and
- Use real-time decisioning to determine the next best action.

"Customers are engaging with their service providers via more channels than ever, and this makes it even more challenging for companies to exceed the growing demands and expectations of their customers," said Yochai Rozenblat, president of the NICE Enterprise Group. "NICE is dedicated to helping organizations gain visibility into the entire customer journey, understand the unique needs of consumers, and engage its frontline employees in order to get closer to their customers. This will enable organizations to deliver an exceptional customer experience and drive revenue growth."

The Frost & Sullivan Award for Customer Value Leadership is presented each year to the company that has demonstrated excellence in implementing strategies that proactively create value for its customers with a focus on improving the return on investment (ROI) that customers make in its services or products. Evaluation criteria included technological sophistication, alignment with a vision and with market needs, and flexible application and deployment options.

Click here to read the full Frost & Sullivan report on NICE's Contact Center Big Data Applications.

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Exhibit 99.4

NICE is Once Again the Leader in Workforce Management according to Analyst Firm DMG Consulting

RA'ANANA, Israel, March 20, 2014 – NICE Systems (NASDAQ: NICE) today announced that it has once again been recognized as the contact center workforce management (WFM) market leader by DMG Consulting LLC. In the *2014 Contact Center Workforce Management Report*, NICE is noted as having the largest market share based on number of seats. This is the seventh consecutive year that NICE has been the market share leader based on DMG's report.

NICE's Workforce Management solution addresses scheduling and forecasting needs of large multi-site, multi-skill, and multi-channel contact center and back office operations. These solutions help companies effectively manage daily activity, enhance agent performance, and boost inbound sales revenue. NICE supports all service delivery options for WFM – premise-based, hosted/cloud-based, and managed service.

Donna Fluss, president of DMG Consulting
"Workforce Management is high on the list of contact center and back office technology investment priorities for both new and replacement solutions. The growing need for front and back office WFM capabilities is driving purchases at an unprecedented rate in this formerly slow-moving market; the rapid growth is, in turn, driving substantial investments in product innovation."

Yochai Rozenblat, President, NICE Enterprise Group
"We are proud to be recognized as the market leader in DMG's 2014 Contact Center Workforce Management Market Report. As the market continues to grow and advance, this reinforces our ability to deliver innovative workforce productivity tools that help organizations engage employees, lower costs, and deliver an exceptional customer service. Our ongoing leadership in this area also reflects our commitment to offering flexible service delivery options that suit the individual needs of our customers."

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Forward-Looking Statements

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Exhibit 99.5

NICE to Showcase Security Solutions at ISC West 2014

Ra'anana, Israel, March 25, 2014 – NICE Systems (NASDAQ: NICE) today announced that it will showcase its industry-leading security solutions in booth #11045 at ISC West 2014, which will be held April 2-4.

During the SIA Education program, which takes place April 1, NICE's Dr. Bob Banerjee, Director of Training and Sales, NICE Security, will moderate a panel on "Collaborative Security." Security experts will examine the role of public/private partnerships in collaborative security, how to create a collaborative security ecosystem, and how to extend existing security investments within a city, county or region. Dr. Banerjee will also lead two other sessions that day – "PSIM 101: Understanding the Core Elements of PSIM," and "Workshop: How to Identify and Cultivate PSIM Opportunities."

Among the solutions NICE will highlight at the show:

- NICE Situator – New mobile and web capabilities extend situation management from the control room to the field, while providing advanced tools for handling complex, multi stakeholder incidents in information rich environments. The latest release also improves visualization of incidents by integrating with advanced organizational and global mapping resources.

- NiceVision Net – The latest release features new device capabilities to promote recording resiliency, enhanced web client functionality, and a new encoder.

- Situator Express – Transforms video surveillance into a complete security management solution, enabling organizations to focus on their core security challenges.

- NICE Inform – Integrates multimedia from various capture platforms to provide a 360-degree view of incidents for investigations, debriefing and training. The latest release synchronizes recorded operator screens with audio, video, GIS and other multimedia, providing insight from every angle.

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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