
EDGAR Submission Header Summary

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Documents

6-K	zk1415950.htm
	6-K
EX-99	exhibit_99-1.htm
	Exhibit 99.1
EX-99	exhibit_99-2.htm
	Exhibit 99.2
EX-99	exhibit_99-3.htm
	Exhibit 99.3
EX-99	exhibit_99-4.htm
	Exhibit 99.4
EX-99	exhibit_99-5.htm
	Exhibit 99.5
EX-99	exhibit_99-6.htm
	Exhibit 99.6
EX-99	exhibit_99-7.htm
	Exhibit 99.7
EX-99	exhibit_99-8.htm
	Exhibit 99.8

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 November 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:

- 99.1 Press Release: NICE Engage Platform Selected by Number of Companies Worldwide, Dated November 6, 2014
 - 99.2 Press Release: NICE Wins Hot Product Award for Public Safety Screen Logging Solution, Dated November 10, 2014
 - 99.3 Press Release: Brazil's AES Eletropaulo Deploys NICE Real-Time Solutions to Significantly Improve Operational Efficiency, Dated November 11, 2014
 - 99.4 Press Release: NICE Robotic Automation Eliminates Back Office Drudgery for More Efficient Operations and Improved Customer Experience , Dated November 13, 2014
 - 99.5 Press Release: NICE Positioned as a Leader by Gartner in the Magic Quadrant for Customer Engagement Center Workforce Optimization, Dated November 17, 2014
 - 99.6 Press Release: NICE to Help Shape Global Standards for Customer Authentication as Newest Member of FIDO Alliance, Dated November 17, 2014
 - 99.7 Press Release: NICE Once Again Recognized as the Leading Contact Center Workforce Optimization Vendor by DMG Consulting, Dated November 19, 2014
 - 99.8 Press Release: NICE Introduces Voice of the Customer Feedback Hub with New Release of NICE Fizzback, Dated November 24, 2014
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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: December 8, 2014

EXHIBIT INDEX

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NICE Engage Platform Selected by Number of Companies Worldwide

The platform offers unrivaled benefits in scalability, speed, and TCO, enabling organizations across a range of verticals to deliver an exceptional customer experience

RA'ANANA, ISRAEL, November 6, 2014 – NICE Systems (NASDAQ: NICE) today announced that a number of leading financial institutions, retailers, utility and telecommunication companies worldwide have selected the NICE Engage Platform. With unrivaled scalability and low TCO, this next generation platform will enable these organizations to capture and analyze all customer engagements and use these insights to drive an exceptional customer experience.

For example, a large European telco will be implementing the platform's advanced interaction analytics application for over 6,000 agents; a major U.S. energy company will leverage the platform's recording capabilities for quality optimization across over 600 agents; and a leading Brazilian bank will run NICE's Real-Time Authentication solution on the platform to improve customer service and reduce costs.

NICE's next generation platform supports 100 percent real-time analytics and enables companies to:

- Deliver faster issue resolution
- Make smarter decisions based on real-time interaction data
- Perform safer interactions, protecting both the customer and the organization

The 'all-in-one' platform enables voice, video, and screen recording, as well as archiving and streaming in a single server. In addition, the Advanced Interaction Recorder can support up to 5,000 channels per server, which significantly lowers the total cost of ownership and creates a foundation for future growth.

The platform also supports an unlimited number of applications and processes, allowing companies to simultaneously and instantly analyze all incoming call data. More agents are empowered to take action during the customer engagement, and with Insight Amplifier, stakeholders throughout the enterprise have access to these insights and can make timely, better-informed decisions, and drive action to improve service processes.

Miki Migdal, President, NICE Enterprise Product Group

"We view the positive market response to our recently launched NICE Engage Platform as a vote of confidence in our next generation solution, which is enabling organizations to transform the contact center into a real-time engagement center. The adoption of this platform reinforces the demand in various industries for highly scalable, cost-efficient recording and analytics capabilities that support the adoption of real time applications and capabilities that can bring significant business value."

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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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. Migdal, 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.

NICE Wins Hot Product Award for Public Safety Screen Logging Solution

NICE is recognized for its product innovation for the third time by Public Safety Communications Magazine

RA'ANANA, ISRAEL, November 10, 2014 – NICE Systems (NASDAQ: NICE) today announced that the NICE Screen Logger was recognized as a 2014 Hot Product by *Public Safety Communications*, the official magazine of the Association of Public Safety Communications Officials (APCO) International. The NICE solution received this accolade by offering an innovative way for public safety answering points (PSAPs) to review and improve how they handle emergency and non-emergency calls.

The NICE Screen Logger captures telecommunicators' interactions with multiple systems simultaneously – this includes call handling, GIS Mapping software, and Computer Aided Dispatch. This gives PSAPs greater visibility into how effectively they are managing calls and helps them resolve issues with workflow or procedures, training gaps, and other discrepancies. Captured screens can also be synchronized with recorded voice communications and other multimedia for authentic incident reconstruction. The Screen Logger can be set up to record 24/7 or activated with each new event.

Kristina Ackermann, Managing Editor of Public Safety Communications

“The NICE Screen Logger was selected by our judges for providing a unique opportunity for quality assurance in emergency telecommunications. It stood out for its innovation and versatility in capturing every action taken by telecommunicators during a call, not just voice or radio recordings.”

John Rennie, General Manager, Public Safety Global Business Unit, NICE

“At NICE, innovation is a guiding principle in everything we do and we are honored that our Screen Logger Solution was recognized as an APCO Hot Product. Public safety communications are about to become even more complex with NG9-1-1 and public safety broadband, but the fundamental need for quality and efficiency in handling every contact remains paramount. NICE's solutions are designed to capture every multimedia interaction for thorough review and evaluation to ensure continuous improvement.”

This is the third time in recent years that NICE has been recognized in the Hot Products showcase.

The 2014 APCO Hot Products were selected by a panel of public safety communications professionals, based on substantial improvements over previous releases, improved safety and health for telecommunicators and personnel in the field, features that make their jobs easier, and products that meet a newly identified need. The NICE Screen Logger will be featured in the 2014 APCO Hot Product Showcase, along with the other winners, in the November issue of the magazine.

NICE's security solutions help organizations leverage big data to 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 government agencies 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. The solutions have been deployed to help secure a broad range of organizations and events, such as banks, utility companies, airports, seaports, city centers, transportation systems, major tourist attractions, as well as sporting events and diplomatic meetings.

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Forward-Looking Statements Pertaining to NICE Systems

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Brazil's AES Eletropaulo Deploys NICE Real-Time Solutions to Significantly Improve Operational Efficiency

AES Eletropaulo markedly reduces call volume and lowers processing time for a fast ROI

RA'ANANA, ISRAEL, November 11, 2014 – NICE Systems (NASDAQ: NICE) today announced that AES Eletropaulo, a major power distributor in Brazil, deployed NICE Real-Time Process Optimization in its contact center to improve operational efficiency, lower the number of repeat calls, and reduce average processing time. In partnership with Belltech, NICE implemented the solution at AES Eletropaulo's two contact centers, which employs 1,200 agents handling an average of 1 million interactions per month.

By using NICE Real-Time Process Optimization, AES Eletropaulo has achieved a fast ROI within just 10 months of deployment as evidenced by impressive results such as:

- A decrease in overall average handle time by 30 seconds per call
- Process improvements in handling billing inquiries which lowered handle time by 2 minutes and 45 seconds
- An increase in first call resolution
- A reduction in the amount of training time necessary for new agents

Using NICE Real-Time Process Optimization, AES Eletropaulo developed automated processes and provided agent guidance to reduce average handle time, errors and repeat calls. Consequently, agents are using their time more effectively, freeing them up to expand their responsibilities to better service their customers. The NICE solution seamlessly integrates with agent desktop applications and provides agent guidance based on call context. For example, if a customer calls about a billing inquiry, the solution will generate a pop-up message in real time during the conversation to quickly guide the agent with the correct response.

The success of the NICE Real-Time Process Optimization implementation has led AES Eletropaulo to plan the deployment in the near future of the NICE Real-Time Activity Monitoring solution. They intend to use it in their back office to capture and analyze employee desktop activity for visibility into process inefficiencies and employee best practices.

Ricardo Martins, Customer Relations Manager, AES Eletropaulo

"We had a 30-second reduction of overall average handle time in our contact center, with a return on investment in ten months. The basis of NICE Real-Time Process Optimization creates bidirectional communication with the various windows and elements corresponding to the agent desktop applications screen. The solution has helped us to quickly and effectively service our customers while introducing key efficiencies into our operations."

Luiz Camargo, General Manager Southern Cone, NICE Brazil

"NICE's implementation at AES Eletropaulo further extends our reach in Brazil, one of the world's fastest growing markets. This project is an important achievement for NICE, clearly demonstrating how our solutions provide added value to the utilities market, to help companies significantly improve operational efficiency and provide an exceptional customer experience."

About AES Eletropaulo

AES Eletropaulo operates in the Metropolitan Region of São Paulo, distributing electricity to 24 municipalities in a total area of 4,526 km². Considering the consumption and revenues, the company is the largest power distributor in Latin America, serving 6.7 million consumer units and approximately 20.1 million customers. www.aeseletropaulo.com.br

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NICE Robotic Automation Eliminates Back Office Drudgery for More Efficient Operations and Improved Customer Experience

Many mundane back office processing tasks can be efficiently handled by NICE's new Robotic Automation solution, creating great savings while providing quicker service

RA'ANANA, ISRAEL, November 13, 2014 – NICE Systems (NASDAQ: NICE) today launched NICE Robotic Automation, an innovative solution that uses software robots to automate routine back office processes to help improve operational efficiency and resource utilization. With NICE Robotic Automation, employees can focus on more mission critical activities instead of repetitive clerical tasks that can be automated.

NICE Robotic Automation helps to reduce back offices operating expenses and delivers a clear ROI by automating work processes, and it can easily and cost effectively scale according to the organization's needs. Its ability to operate 24/7 significantly increases productivity, allowing a larger number of tasks to be handled at any given time of the day. Additionally, automating processes improves processing accuracy and frees up employees to handle more sophisticated tasks.

An example of how NICE Robotic Automation improves back office efficiency is a bank that automates part of its loan processing. A customer calls the contact center requesting a loan and in response, the agent opens up a request to approve it. Once the request is approved, the NICE solution automatically enters the loan details into several front and back end systems and sends an email to notify the customer that the loan has been approved. This example of automation reduces the loan approval process from two weeks to two days.

Solution Highlights:

- **Automation of routine desktop activities** such as applications launched, mouse selection, field entry, information copy/paste, template auto-fill and calculations
- **Integration with third-party systems**, including CRM, billing, homegrown or Citrix applications, to automate cross-application desktop activities
- **Centralized control system** to monitor and manage task queues and process execution
- **High scalability**, enabling the system to easily add robots when more processing power is needed, for example at peak times
- **Reliability and availability** via health check reporting and a watchdog mechanism to automatically restart the robot client in the event of failure

Miki Migdal, President, NICE Enterprise Product Group

"The new NICE Robotic Automation solution demonstrates our unwavering commitment to providing a rich offering for the back office. We believe that this highly innovative solution will greatly improve back office operations and reduce organizational expenses by significantly improving processing time, accuracy and efficiency."

For more information on the NICE Robotic Automation, visit <http://www.nice.com/robotic-automation>

About NICE Systems

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NICE Positioned as a Leader by Gartner in the Magic Quadrant for Customer Engagement Center Workforce Optimization

Evaluation based on completeness of vision and ability to execute

RA'ANANA, ISRAEL, November 17, 2014 – NICE Systems (NASDAQ: NICE) today announced it has been positioned by Gartner, Inc. in the “leaders” quadrant of the “2014 Magic Quadrant for Customer Engagement Center Workforce Optimization.”¹ NICE was recognized by Gartner for its completeness of vision and ability to execute, based on the criteria listed in the report.

According to Gartner, “Leaders in the WFO market provide functionally broad and deep WFO solutions that can be deployed and supported globally. Their software is suitable for all sizes and complexities of enterprises, and has broad industry coverage. Revenue is strong, and new references are readily available.”

The NICE Workforce Optimization suite leverages integrated capabilities for Workforce Management, Performance Management, Quality Management, Interaction Analytics, Real-Time Guidance and Automation, and Voice of Customer Feedback. NICE Workforce Optimization aligns organizations around schedules, customer insights and performance metrics, and drives daily action at the frontline to transform culture and customer experience.

Miki Migdal, President of the NICE Enterprise Product Group

“We believe this recognition by Gartner validates the strength of our technology and our commitment to innovation. We feel it reinforces our ability to deliver sophisticated best-of-breed WFO capabilities with an emphasis on interaction analytics. We pride ourselves on our flexible cloud, on-premise, and hybrid deployment options, as well as our implementation and training expertise. By leveraging these strengths, we can help our clients engage employees, get closer to their customers, and provide an exceptional customer experience.”

About the Magic Quadrant

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner’s research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

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¹ Gartner “Magic Quadrant for Customer Engagement Center Workforce Optimization” by Jim Davies, November 12, 2014.

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NICE to Help Shape Global Standards for Customer Authentication as Newest Member of FIDO Alliance

*NICE brings expertise in effortless voice-based authentication, helping FIDO specifications expand
beyond online channel*

RA'ANANA, ISRAEL, November 17, 2014 – NICE Systems (NASDAQ: NICE) today announced that it has joined the FIDO (Fast IDentity Online) Alliance, an organization aimed at shaping global specifications and standards for simplified user authentication. Together with other FIDO members, including various industry leaders, NICE will help make authentication both stronger and easier to use by end customers.

NICE will lend its expertise in effortless, voice-based authentication. This will help expand the efforts of the Alliance beyond the online channel to other areas where effortless authentication methods are in demand, such as the contact center.

NICE's Real-Time Authentication solution enables organizations to authenticate customers in a matter of seconds, during the natural course of a conversation. The underlying technology, based on voice biometrics, uses a customer's unique voice print to automatically confirm their identity. NICE's Seamless™ Passive Enrollment process uses previous call recordings to automatically enroll customers in the program, making this another fundamental element in reducing customer effort.

Miki Migdal, President, NICE Enterprise Product Group

"NICE is committed to the core values of the FIDO Alliance to improve the customer experience throughout the authentication process. This includes moving away from passwords and towards customer-centric methods that reduce customers' effort while ensuring their protection. Regardless of how consumers choose to interact with organizations along the customer journey – whether by phone, company website, online chat, or face-to-face at the branch – organizations must get closer to their customers so that they can remove service barriers and provide an exceptional experience."

Michael Barrett, FIDO Alliance President

"We are excited to welcome our newest associate member, NICE. The FIDO vision of universal strong authentication promises better security, enhanced privacy, more commerce and expansion of services throughout digital industries. NICE's addition to our Alliance supports our industry goal to make user authentication easier and safer for all parties."

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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 Mr. Migdal, 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.

NICE Once Again Recognized as the Leading Contact Center Workforce Optimization Vendor by DMG Consulting

NICE also maintains clear leadership in the contact center recording sector

RA'ANANA, ISRAEL, November 19, 2014 – NICE Systems (NASDAQ: NICE) announced today that it has again been recognized as the worldwide leader in DMG Consulting LLC's 2014 Workforce Optimization (WFO) Mid-Year Market Share Report. NICE also maintains the lead in the contact center voice recording market.

According to DMG's 2014 report:

- NICE holds a 37.4 percent market share in the contact center WFO segment
- NICE has a 41.6 percent market share in the contact center voice recording segment

NICE's recently introduced Advanced Interaction Recorder is helping NICE boost revenues in this sector, according to the report. The new recorder can support up to 5,000 channels per server, significantly lowering the total cost of ownership and laying the foundation for future growth. It is part of the NICE Engage Platform – an 'all-in-one' platform that supports 100 percent real-time analytics by enabling voice, video, and screen recording, as well as archiving and streaming in a single server.

"We are pleased to continue our lead in the contact center WFO market, a strategic area that helps organizations ultimately deliver an excellent customer experience and increase the bottom line," said Miki Migdal, President of the NICE Enterprise Product Group. "NICE Workforce Optimization engages employees through coaching and competition to drive higher levels of performance across the organization. It also delivers a common set of insights to all customer-facing agents, which helps them take action to improve the customer journey and support specific business goals."

"The contact center WFO market has experienced a wonderful run for the past 15-plus years," said Donna Fluss, President of DMG Consulting. "The market is still attracting substantial investments and DMG expects companies to continue to invest in these solutions."

The report analyzes approximately 45 WFO vendors worldwide whose offerings include four or more of the ten modules found in WFO suites, including: quality assurance, workforce management, performance management, voice of the customer/surveying, speech analytics, text analytics, desktop analytics, coaching, eLearning, and call recording.

NICE's WFO contact center suite contains all 10 modules to help their customers evaluate and improve all aspects of the customer experience: recording, coaching, e-learning, performance management, surveying, speech analytics, workforce management, desktop analytics, text analytics and a WFO back-office suite.

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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NICE Introduces Voice of the Customer Feedback Hub with New Release of NICE Fizzback

The new release broadens the scope of available customer feedback, helping organizations drive action based on both Fizzback surveys and third-party insight

RA'ANANA, ISRAEL, November 24, 2014—NICE Systems (NASDAQ: NICE) today announced its latest release of the NICE Fizzback Voice of the Customer (VoC) solution, which offers organizations a more holistic understanding of what customers are saying about them by capturing data from all VoC sources, whether via Fizzback or from third-party market research surveys, company websites, and social media feeds.

By creating a single hub for all customer feedback that an organization receives, NICE enables organizations to quickly and easily identify the key drivers of customer dissatisfaction or trending topics among users and take action to immediately address the underlying issues.

Feedback can be used to promote frontline staff coaching and reward high performers as well as provide insights across the organization on how to improve customer satisfaction.

The Fizzback solution extracts insights from real-time customer feedback. The consolidated feedback appears in a single dashboard, allowing organizations to:

- Gain a consistent understanding of customer sentiment
- Segment customers according to their stage of the consumer lifecycle
- Analyze customer feedback based on product categories
- Receive real-time alerts when customers need assistance

Miki Migdal, President, NICE Enterprise Product Group

“Today’s ‘now customers’ are creating new rules for engagement and are often initiating interactions. Companies must be able to capture and analyze both solicited and unsolicited Voice of the Customer feedback across multiple channels. The new release of NICE Fizzback broadens the scope of VoC, enabling organizations to bridge the gap between insight and action. It strengthens our position at the forefront of the VoC market and our dedication to helping organizations get closer to their customers via innovative technologies and solutions, to deliver an exceptional customer experience.”

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