

The NICE logo is positioned in the upper right quadrant of the page. It features the word "NICE" in a bold, white, sans-serif font, with a small registered trademark symbol (®) to its upper right. The background of the entire page is a blurred image of a person in a blue uniform, possibly a police officer, with a red and white striped background on the left side. The image is overlaid with a pattern of binary code (0s and 1s) in various colors (blue, white, red) and sizes, creating a digital and data-oriented aesthetic.

NICE **INFORM**

Industry-Leading Digital Evidence Management
for Emergency Communications

CONTINUOUSLY IMPROVE YOUR OPERATIONS

Digital Initiatives Make Emergency Communications More Complicated

Digitization has paved the way for widespread adoption of mobile phones, and later, smart phones. Citizens are reporting incidents anytime, anywhere – sending photos, videos and texts from their smart phones.

The increased variety, volume and value of information coming into emergency communications centers (also known as Public Safety Access Points (PSAPs) and 911/112/999/000 centers) have made emergency communications more complicated.

Next Generation 911 and FirstNet will accelerate this trend by accepting information directly from smart devices as well as people. And new technology will continue to enhance and complicate emergency communications.

All these interactions need to be captured, managed, synchronized and put into context to understand and evaluate the decisions and actions of emergency communications centers and first responders.



NICE Inform Helps Emergency Communications Centers Continuously Improve Operations

NICE Inform was introduced in 2007 to meet these needs. Since then, it has been continuously enhanced so that today NICE Inform is the industry-leading digital evidence management solution for emergency communications centers.

NICE Inform provides a single complete, true record and reconstruction of the interactions between citizens, emergency communications centers and first responders around an incident.

It gives emergency communications centers better insight into how to improve their service to citizens, leading to a higher level of public confidence in the centers.

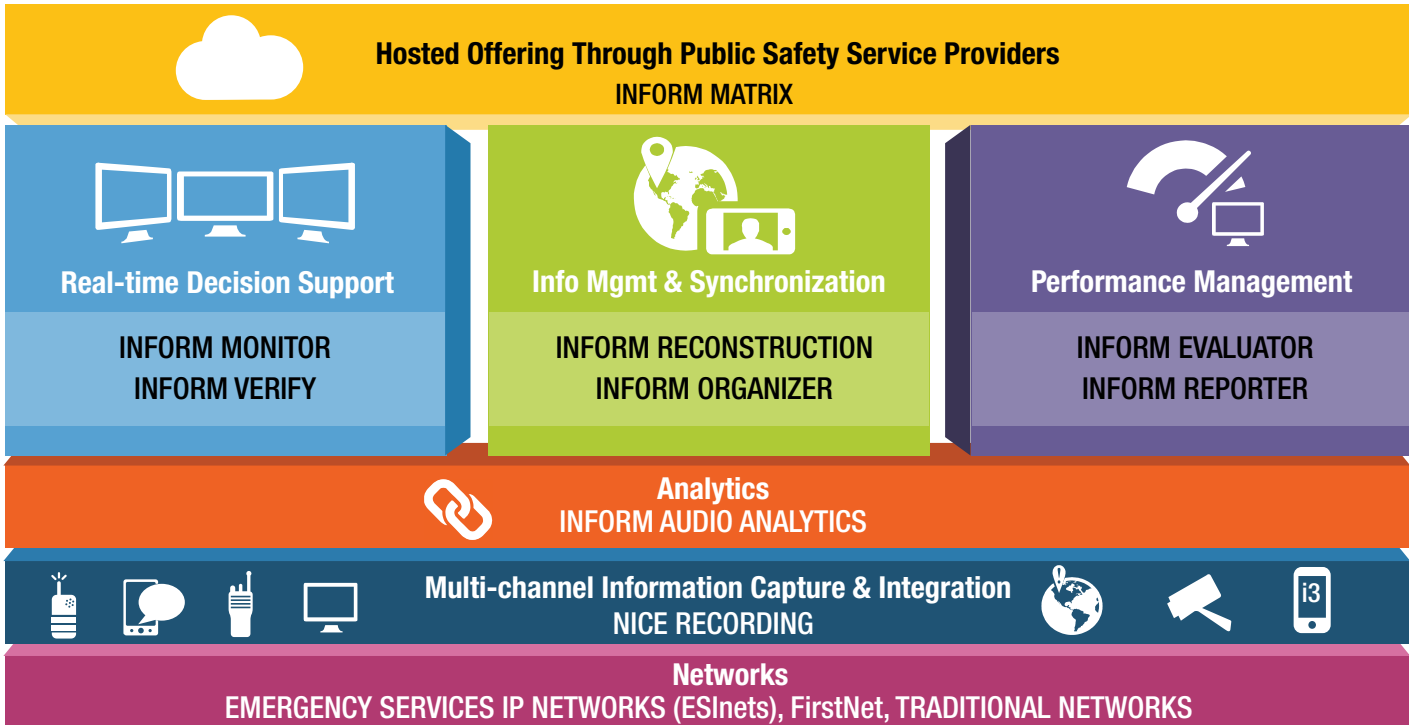
By capturing, managing, synchronizing and putting into context an increasing volume and variety of multi-channel interactions, NICE Inform details who knew what when, and the actions they took as a result, in a format that can be easily and securely shared and understood by others.

NICE Inform Applications Ecosystem

The NICE Inform applications ecosystem shows how the different Inform applications work together to provide a single complete, true record and reconstruction of the interactions between citizens, emergency centers and first responders around an incident.

NICE Inform is a comprehensive solution that runs over traditional and IP-based networks, captures the multi-channel interactions between citizens, emergency centers and first responders, and provides the applications that help manage, synchronize and put incidents into context.





Real-time Decision Support

Inform Monitor provides near real-time monitoring of multiple channels simultaneously, and its Recent Recall Replay (RCR) feature automatically replays the last call on a selected channel.

Inform Verify allows the user to replay the last recordings over a pre-defined search period.

Information Management and Synchronization

Inform Reconstruction synchronizes and puts into context isolated information from multiple channels recreating who did what, when, and where during an incident.

Inform Organizer stores collected content, including third party files, in central, secure folders with instant, web-based access for authorized reviewers. It ensures accuracy, authenticity and integrity of data while maintaining chain of custody.

Performance Management

Inform Evaluator enables evaluation of everything from a single interaction to complex incidents involving multiple channels, interactions and people. It helps emergency centers to evaluate and improve their incident response performance by identifying performance issues, knowledge gaps and compliance violations.

Inform Reporter enables emergency centers to monitor and improve long-term performance via a series of pre-defined, chart-based customizable call volume and evaluation reports.

Multi-channel Information Capture and Integration

NICE Recording logs 911 calls, radio calls, VoIP calls, videos, screen recordings, computer-aided dispatch (CAD), locations from geographic information systems (GIS) and text-to-911 and integrates with other sources such as CCTV video.

NICE Inform has the most reliable, robust radio over IP (RoIP) system which has been developed, tested and deployed jointly with Motorola over the last 15 years.

Analytics

Inform Audio Analytics enables users to quickly find calls by searching for spoken words within recorded audio and automatically groups calls into user-defined categories based on identified key words.

Networks

NICE Recording and **NICE Inform** run over traditional networks as well as privately-managed emergency services IP transport networks (ESInets) and when available, national public safety broadband networks, such as FirstNet, which will support NG911 services.

Shared, Hosted Service

Inform Matrix is a hosted offering through public safety service providers that allows multiple agencies to reduce costs by sharing a single Inform solution while enabling only authorized access to each agency's content.

NICE Inform Customer Cases

Over three thousand police departments around the world rely on NICE digital policing solutions. They range in size from small sheriff's offices to the departments of the largest cities in the United States.



Hillsborough County Sheriff's Office, Florida

Fourth most populous county in Florida

About 1.3 million residents

Full service law enforcement agency

NICE Solution

150 audio channels recorded

NICE Inform Quality Assurance (QA) for 100 operators

Result: Automated QA process coupled with screen recording for improved service quality



City of Westminster, Colorado

Home Rule Municipality in Adams and Jefferson counties

Serving >100,000 residents

Processing 150,000 calls annually

NICE Solution

96 channels of recording including Voice over IP (VoIP) telephony and IP radio

NICE Inform Quality Assurance

Result: Higher level of service to public and regional agencies

ABOUT NICE PUBLIC SAFETY

NICE public safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 police departments worldwide rely on NICE solutions for digital policing.

ABOUT NICE SYSTEMS

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE solutions help the world's largest organizations deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions. www.nice.com.

For more information please email NICE at PSInfo@NICE.com



nice.com



Los Angeles Police Department

Largest Public Safety Access Point (PSAP) on West Coast

6 million calls annually

>3.7 million residents

NICE Solution

Fully-redundant NICE Inform

Two sites with geo-backup including redundant storage

Integration with Motorola MCC 7500

Result: Improved productivity and shortened wait time



New York City Police Department

Most populated city in US

>12 million 911 calls annually

Emergency Communications Transformation Program (ECTP) for both NYPD and FDNY – \$3B, 15-year reorganization program

Processes 85,000 requests for audio evidence per year

NICE Solution

Parallel recording solution

>20,000 channels of recording at 10 physical locations

NICE Monitor, Recent Call Replay (RCR) used by supervisors in 911 call center and remote sites

Audio analytics deployed at NYPD

Result: High resiliency with no single point of failure

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