

NICE INFORM

Moving On to Multimedia Emergency
Communication Centres

GETTING THE RIGHT INSIGHTS TO THE RIGHT PEOPLE AT THE RIGHT TIME



TODAY'S MULTIMEDIA EMERGENCY COMMUNICATION CENTRES

Emergency communication centres can now confidently address today's public safety challenges thanks to NICE Inform, a revolutionary multimedia incident information management solution. The first and only solution of its kind, NICE Inform breaks through the interoperability barrier to capture the full spectrum of multimedia interactions. Only NICE Inform can deliver this complete chronological, visual and audible history of an incident in one place, providing a 360-degree view and simplifying investigation.

INCIDENT INFORMATION MANAGEMENT SOLUTION

The amount of multimedia information now available to public safety organisations is continuously increasing. Audio, video, photos, GIS, CAD or other captured desktop screens as well as data collected through PSIM systems can be crucial for investigation or evaluation and training. It needs to be captured, reconstructed, organised and stored, and done so accurately, efficiently and securely.

NICE Inform fuses different types of multimedia information, including those from external sources, to a common application and interface. Uniquely, the solution allows third-party voice and video recordings to be imported into the NICE Inform organizer and then synchronised with all incident-related video, voice recordings, and other multimedia. This provides structure to otherwise unstructured multimedia, seamlessly combining the data for a complete, authentic, chronological audio/visual timeline and 360-degree view.



NEXT GENERATION SOLUTION

Supporting the move to Next Generation communication, NICE Inform provides the capabilities necessary to comfortably migrate emergency communication centres into the future — now.

- **Flexible SIP-based VoIP options** — allows voice logging to be performed either passively or actively.
- **Supports transition to hosted environments** — the NICE Inform Matrix enables current standalone logging systems the ability to integrate with central, cloud-based Next Generation communication logging systems whilst maintaining existing on-site logging during the initial transition.
- **Full multimedia management capabilities**— using a suite of applications, Inform provides a platform for multimedia capture and management from a variety of sources including audio, video, text and data. In addition, third-party voice and video inputs can be managed in a synchronised manner with NICE Inform. For example, adding recorded video of a convenience store robbery taken from the store's surveillance cameras can enhance incident reconstruction.



BEYOND NG – INTEGRATION WITH SITUATOR

NICE Inform looks beyond Next Generation communication with capabilities that anticipate what lies ahead for command and control. Today's PSIM and Situation Management solutions, such as NICE Situator, provide a unified security platform with centralised information from diverse systems like video surveillance, access control, GIS, weather systems, chemical spill sensors, and many more.

EVALUATE AND EDUCATE FOR IMPROVED PERFORMANCE

NICE Inform Quality Assurance Solution monitors performance as it identifies knowledge gaps and training opportunities for the continual improvement of your organisation. Integrated directly within Inform, the solution enables command and control managers to evaluate not only a single call, but also an entire incident including multiple calls and multimedia input, such as: screen recording GIS, Video, CAD Screen and more. Designed from the bottom up specifically for public safety from the the latest version of Inform Quality Assurance includes two new modules:

- **NICE Inform Evaluator** – allows command and control managers to measure the performance of call takers based on a set of predefined KPIs. It also identifies knowledge gaps and implements training programmes to address them in addition to monitoring the acquisition of new skills and adherence to procedures related to Next Generation communication
- **NICE Inform Reporter** – delivers QA reporting on individuals, teams, incidents, command and control activities, resources and operations. This enables enabling management to make improvements in a multitude of areas including performance, staffing and resource utilisation

EMERGENCY SERVICES CAN BENEFIT FROM NICE INFORM BY SAVING TIME, MONEY AND RESOURCES; EXTENDING THEIR ACCESS (POST EVENT) TO RICH SECURITY INFORMATION; IMPROVING PROCESSES, INTEROPERABILITY AND ACCURACY; AND COMPLYING WITH THE MOST STRINGENT LEGISLATIVE AND SECURITY REQUIREMENTS.



ABOUT NICE SYSTEMS

NICE Systems Ltd. (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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