



# NICE SERVICES

## Proactive Care

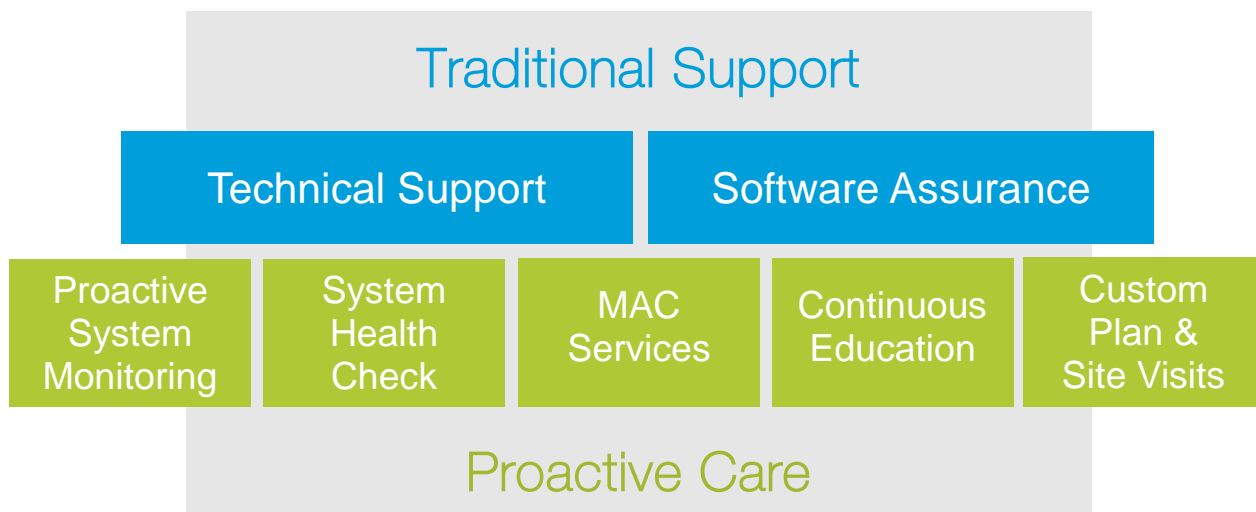
### Value Added Service Packages

## OVERVIEW OF NICE VALUE ADDED SERVICES

NICE recording, incident reconstruction, quality assurance, and digital investigation products and solutions deliver a wealth of capabilities designed to help your agency make the right emergency response decisions, improve safety, and assure your Next Generation 9-1-1 readiness.

With NICE’s complete support model, you can be sure you are getting the best out of your NICE solutions throughout the ownership lifecycle. Now you can better optimize your NICE platform management and maintenance, minimize system downtime, and meet regulatory compliance standards while keeping your IT costs down. This is the subject of NICE’s conscious focus on value assurance.

NICE Value Added Services complement NICE’s traditional offering of Technical Support. The complete package is essential for establishing a predictable budget for simplified implementation and technical integration of NICE technologies, support of their continuous peak performance, improvement of your operational processes, and ensuring the maximum, ongoing value through training and support.



*Complete Support Model for Total Lifecycle Planning*

NICE has closely monitored customer feedback statistics on the use of NICE solutions – the results point to four distinct areas of impact on system operational health and value. Starting from 2017, NICE offers five value added support options to address these key areas of system performance and use:

- Proactive System Monitoring
- Routine System Health Checks
- MAC Services (Moves, Adds and Changes)
- Training Subscription
- Customer Site Visits

## PROACTIVE MONITORING OF YOUR NICE SYSTEMS

Success in today's public safety climate requires high availability, efficiency and compliance – of people, technologies and processes. Your focus on serving communities and resolving emergencies is your highest priority. And our priority is supporting you by assuring reliable performance of your NICE technologies.

With NICE Application Proactive Monitoring Services (APMS), you can rest assured that your NICE solutions are operating smoothly, efficiently, and reliably. Prevention is key to ensuring that your NICE system maintains its high performance and is fully operational. NICE experts deliver proactive maintenance services by using the latest, most accurate diagnostic and monitoring tools, as well as sharing efficient processes and best practices that promptly address the requirements of your operations.

NICE's APMS is based on the ITIL service management framework for process compliance and service governance. The NICE 24/7/365 command center provides proactive monitoring and management of your NICE application infrastructure. Monitoring via local team is available when needed, to satisfy local or regional security requirements.

### What You Receive:

- 24/7/365 monitoring
- high application availability with proactive alarm resolution
- Single point of accountability for support
- Fast and flexible on-demand service

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## THREE LEVELS OF THE MONITORING SERVICE

### BASE MONITOR

NICE's APMS **provides critical 24/7/365 proactive real-time monitoring** of all NICE solution alarms to promptly initiate a resolution process and to notify you if there is an issue with your NICE solutions. Our expert engineers respond immediately to identify, isolate, diagnose and resolve issues before they can negatively impact your operations, in these areas:

- Critical application alarms
- Application availability and performance
- Interface, application and database availability and performance monitoring
- Logs, services and job monitoring

### OPERATE

Operate proactively **ensures that your NICE solution is operating properly and efficiently** – it engages a comprehensive set of NICE services for advanced diagnostics and monitoring to gauge system performance. This service validates stability, high performance, and full operation of the systems by discovering, analyzing and making recommendations to optimize your recording solutions, archiving, database, NICE applications, operating system and networking, performance and health checks.

### OPTIMIZE

NICE's Optimize is the single point of contact for operational product issues related to all NICE solutions – this is invaluable for **system optimization with respect to the dynamics of your connected technology environment**.

Commonly, most complications are due to uncontrolled changes in environments or application configurations. NICE will proactively monitor any changes to avoid failures. To resolve critical alarms arising from these changes, the APMS will immediately engage with relevant NICE Support teams globally to collaboratively stabilize the application.

## SYSTEM HEALTH CHECK PACKAGE

An average of 30-50% of the customer support cases reported to NICE each year are avoidable. NICE's Routine System Health Checks will help you prevent operational disruptions and assure reliable performance of NICE solutions. Through these checks, NICE will help you find surprises before they find you.

The routine review of your NICE solution's application and technical health will utilize remote diagnostics tools and scripts. It will include:

- Review of performance, scale, sizing, infrastructure and associated items
- Review of the data capture, playback, and long term archiving processes
- Monthly checks and reporting on current status with data and insights for improved planning

In addition to the proactive reporting and diagnosis, NICE offers a resolution plan for any suboptimal performance identified in the review. System health check service can be delivered by local service personnel, when required to satisfy local or regional security requirements.

## TRAINING SUBSCRIPTION

Agencies purchase software to find solutions to specific problems. However, once the purchase is completed and the immediate problem solved, many of them never take full advantage of their solution, or fail to utilize all the features available with their purchase. Don't make the same mistake. You need on-going training to get the most value out of your NICE Inform solution, find ways to save time, and ultimately achieve more with what you already have.

NICE training team is ready to provide guidance, whether you look to breathe new life into your existing programs or need to develop new ones, face employee turnover, or deal with changes in your policies or communications system environment. Forming a partner relationship with your NICE training specialists is an important benefit that allows for peace of mind knowing you have a resource that not only solves problems, but helps you strategize for future planning.

NICE's **annual, subscription-based training program** gives you access to the right training content at the time that's right for you.

**Subscribe in blocks of 10 credits** that can be used for:

1. **Post-implementation Assessment and Training** – offered 2 to 6 months after implementation for full assessment of user experience, lessons learned, best practices, or deeper-dive training on areas of your interest.
2. **Refresher training** – one-on-one time with professional NICE trainer. This training specialist has a wealth of experience and understanding of industry best practices, so the training is a combination of instruction on how to use the software as well as recommendations for leveraging it to help you reach your goals.

Custom-tailored sessions can be assembled based on your choices from **NICE Remote Training Catalog**:

NICE REFRESHER TRAINING COURSE	DURATION	CREDITS
<b>NICE Inform System Administration &amp; Inform Audit</b> Review NRX and/or IP Loggers (depending on what the customer is licensed for), Licensing, Inform DB Backups, Creating/Editing Resources Groups, and Verify Positions. Audit trail will show best practices for auditing.	1 Hour	2
<b>NICE Inform User Administration</b> Review Organizational settings for all users, User Groups, Profiles, and Creating/Maintaining/Deleting individual user accounts	1 Hour	2
<b>NICE Inform Monitor and Verify Applications</b> Monitor will review Live monitoring of calls and Recent Calls. Verify will cover creating positions, user accounts and profiles, along with functionality of the Verify application.	1 Hour	2
<b>NICE Inform Reconstruction</b> Simple search and advanced searches, playing back recordings, Filtering options, Toolbar button review, setting preferences, saving a search, annotations, printing metadata, Saving Recordings.	2 Hours	3
<b>NICE Inform Organizer</b> Creating incidents using Reconstruction, searching/filtering for incidents, editing an incident, related materials, Importing audio/video, and distributing incidents.	1 Hour	2
<b>NICE Evaluator</b> Developing custom QA forms, creating rules for auto-selection of recordings for evaluation, manually selecting recordings to evaluate, and optimizing evaluation processes.	2 Hours	3
<b>NICE Reporter</b> Using templates to create reports and displaying them on your dashboard.	1 Hour	2
<b>Custom Q&amp;A Session with the Trainer</b> Hour(s) as needed	1 Hour	2

### 3. Best Practices Workshops – Assessment and optimization of settings, tools, and workflows in use for quality evaluation, advanced search filters, incident reconstruction and sharing with internal and external parties, reporting, and more.

Your training subscription also includes access to:

- **NICE Education Portal** – 2 licenses for access to a growing library of online self-paced eLearning modules available at your convenience 24/7.
- **Live Training Webinars** with how-to demonstrations and best-practice discussions.

## MAC – BLOCK OF SERVICE HOURS SUBSCRIPTION

NICE solutions are tightly integrated into the telephony and radio systems in use by Emergency Communication Centers. These systems must adapt to your changing and evolving needs. But a change in the version, configuration, capacity, or other parameters in the phone, radio, or network systems will have an impact on NICE systems as well.

At least 30-50% of the cases received annually by NICE Support are critical emergencies, most of which result from changes in the customer environment such as:

- Operating System updates
- New or updated version of the telephone switch
- Radio talk group modifications
- Firewalls or network access changes
- Moves of physical equipment

As you schedule these changes, plan for success by engaging NICE support team for corresponding adjustments in NICE systems.

Avoid needless process overhead during the planning stages by subscribing to an **annual block of NICE Support Service time for MACs** (moves, adds and changes.) With this subscription in place, simply give NICE a 2-week notice and we will help you plan and execute flawlessly.

Costs of any associated hardware and/or software will be billed separately.

## CUSTOM ONSITE SUPPORT PLAN & SITE VISITS

With the use of modern technology, there is not much that can't be accomplished remotely these days. NICE resolves over 95% of all support cases via remote access.

However, your technical solutions and operational needs come in all shapes and sizes. We understand that you may prefer more on-site presence and assistance for varied reasons beyond the scope of your traditional annual support agreement.

To provide for these needs, NICE offers an **annual subscription of site visits for customized on-site support**. Scheduling of these visits is subject to collaboration, based on their focus and mutually acceptable timeframes.

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## NICE PROFESSIONAL EXPERTISE

- NICE's support team is the most experienced in the industry, ready to help you keep your agency operating at peak efficiency. Supporting more than 25,000 deployments worldwide, our engineers leverage the highest number of experience hours, coupled with the most certifications and training in the industry.
- NICE support engineers work closely with the NICE R&D team, which is fully dedicated to Public Safety solutions – no diversions.
- NICE also benefits from a network of partners and dealers that extends our reach to over 140 countries

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## PRICING

See your NICE Account Manager for pricing on all Support Program Options.

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## About NICE

NICE (NASDAQ: NICE) is the leading provider of Insight from Interactions solutions and value-added services, powered by the convergence of advanced analytics of unstructured multimedia content and transactional data – from telephony, web, email, radio, video, and other data sources. NICE's solutions address the needs of the enterprise and security markets, enabling organizations to operate in an insightful and proactive manner, and take immediate action to improve business and operational performance and ensure safety and security. NICE has over 24,000 customers in more than 150 countries, including more than 85 of the Fortune 100 companies. More information is available at [www.nice.com](http://www.nice.com)

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