



City of Houston Adds NICE Inform for Improved 9-1-1 Emergency Services, Consolidating Fire, Police and Medical Services Communications Management

Fourth largest U.S. city deploys NICE solution to capture, manage, and analyze 9-1-1 emergency calls

Ra'anana, Israel, June 30, 2008 - NICE Systems (NASDAQ: NICE), the global provider of advanced solutions that enable organizations to extract Insight from Interactions™ to drive performance, today announced the City of Houston, Texas, has selected NICE Inform for its 9-1-1 Center. The consolidated center for the United States' fourth largest city, the Houston Emergency Center (HEC) is equipped with state-of-the-art technology. The City of Houston recently added NICE Inform and other NICE solutions to its Emergency Center for their unique ability to capture and manage high volumes of critical emergency communications and other vital multimedia incident information.

Houston consolidated its three communications centers into a single public safety answering point in 2003 and invested in advanced emergency communications technology, but still employed separate voice-only recording solutions for police, fire and emergency medical services (EMS). With the NICE solutions, including NICE Inform, the three departments will now be able to share a single, partitioned and redundant solution for recording and reviewing emergency communications, which will not only enhance reliability, but reduce the Department's overhead and technical support requirements as well.

"The NICE solutions are the next step in our evolution as a technologically-advanced emergency communications center," said Matt Hyde, Chief Technology Officer for the Houston Emergency Center. "NICE offered us advanced capabilities, and greater reliability, ease-of-use and scalability than we had before. With NICE Inform, we're also laying the foundation to be able to extend our recording capability beyond voice to include data and video too."

"The Houston Emergency Center is one of the most impressive and technologically-advanced emergency communications centers in the United States," said Chris Wooten, President, Security Division Americas, NICE. "We are very proud that the City of Houston has expanded its relationship with NICE by selecting NICE Inform and other NICE solutions for its advanced emergency communication facility."

NICE Inform is the world's first full-spectrum multimedia incident information management solution for the security market. It provides ground-breaking capabilities for effectively managing incident information from various sources, including audio, video, text and data, streamlining information-sharing, investigations and evidence delivery. The capabilities of NICE Inform also enable agencies and command and control centers to move beyond simply capturing voice communications to centrally capturing and managing many different types of multimedia information central to investigations, such as video, mug shots, affidavits and incident reports. The unique comprehensive capabilities of NICE Inform can be tailored to the specific needs of command and control centers for first responders and homeland security, transportation, government, and private sector organizations, and deliver improved collaboration and operational efficiency to enhance safety and security.

About the Houston Emergency Communications Center (HEC)

The Houston Emergency Center (HEC) is the consolidated communications center for the City of Houston, the fourth largest city in the United States of America and the largest city within the state of Texas. Approximately 10,000 emergency and non emergency calls per day are processed at HEC. The number of calls into the Houston HEC can easily double during times of inclement weather, as they did during Hurricanes Katrina and Rita, or during special City social/sporting events. More information at www.houstontx.gov/hec/index.html.

About NICE

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™ solutions and value-added services, powered by advanced analytics of unstructured multimedia content – from telephony, web, radio and video communications. 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 135 countries, including over 85 of the Fortune 100 companies. More information is available at www.nice.com.

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