



NICE SERVICES

Making NICE Technology Work for You

MAXIMIZE BUSINESS VALUE FROM YOUR TECHNOLOGY INVESTMENT

NICE Services is driven by a single focus – making sure you get the most out of our solutions and products. Our experienced Service professionals work with you every step of the way, providing the knowledge, tools and best practices you need to maximize business results from your technology investment.

Combining proven tools and methodologies honed through thousands of projects worldwide, our customer-centric

services address all stages of the NICE solution lifecycle: from project planning and design to implementation and support. Our end-to-end services portfolio includes award-winning business consulting, professional implementation services, proactive maintenance, comprehensive training and 24x7 support.

It's our job to keep NICE technology working for you - and not the other way around.

NICE'S CUSTOMER-CENTRIC APPROACH

Customer satisfaction is at the heart of everything we do. The key pillars of our customer-centric approach are:



PEOPLE

Our certified professionals combine in-depth knowledge of NICE products and technologies with a wealth of practical implementation experience. In addition to their own know-how, NICE Services professionals are backed by a centralized global knowledge sharing infrastructure, allowing you to benefit from our domain expertise and best practices across vertical markets.



SUSTAINING VALUE

Our services are focused on enabling and sustaining the value of NICE solutions and products in your environment - today and tomorrow. This long-term commitment to your success guides everything we do. Our customers know they can depend on us for the long haul, as evidenced by our very high customer retention rate across product lines.



EXECUTION

A time-tested implementation approach and methodology, fine-tuned to your operations and overall business requirements, ensure consistent on-time, on-budget and on-spec delivery for each and every engagement.



CONTINUOUS IMPROVEMENT

NICE Services is constantly working to improve the level of service we offer to customers. We proactively measure our performance against internal and customer targets in key areas such as on-time delivery, time-to-market, quality and customer satisfaction. By acting on these findings, we ensure continual improvement in product and service quality.

"This was the best managed project we've ever experienced and we have witnessed many, many of which were nowhere near as well managed as the NICE project from kickoff and all the way through"
Project Manager, Financial Services

"We were so impressed with the NICE Consultant's knowledge of contact centers and our pain points combined with deep knowledge of NICE applications. I commend the level of service you are offering us. You are in this to help us succeed"
Project Manager, Major Banking Company



**WE REALIZE THAT EACH
CUSTOMER'S ENVIRONMENT
IS UNIQUE, AND TAILOR OUR
SERVICES TO ENABLE YOU TO
MAXIMIZE THE VALUE OF YOUR
NICE SOLUTION**

KEEP RAISING THE BAR THROUGH RICH SET OF SERVICES

Business Consulting

Our award-winning Business Consulting offers a set of expert service packages and tailored offerings that help you meet and exceed your business targets. From the planning stages, our business consultants work with you to refine your strategy, ensure business readiness, and prioritize goals and timelines. We help you integrate and configure our solutions within your daily operations for faster results and user adoption. Using advanced analytics, our experts transform your operational data into actionable business insight that can be used to continuously improve your processes.

Professional Services

NICE Professional Services is your "Go To" team for a smooth implementation. Our certified and experienced professionals use their in-depth knowledge of NICE technologies and implementation processes to help you plan, design, install, configure and test NICE solutions to meet your specific operational needs. In addition, our understanding of the surrounding third-party technologies (e.g., servers, desktop, network, telephony) ensures seamless integration within your IT environment. End-to-end implementation and project management services reduce costs and lower risks, while ensuring on time, on budget and on spec solution delivery.

Support

Our Support organization delivers the support you need to ensure optimal results from your NICE solution. Over 300 Customer Support engineers in eight regional hubs, backed by Field Support and On-site Support personnel, make sure you always get the fastest response. A 24x7 Contact Center with intelligent ACD/IVR capabilities performs global skills matching, so that each call is handled by the most qualified support expert, regardless of location. NICE offers a self-service portal, remote diagnostics, on-site repair and maintenance services, as well as flexible SLAs to fit your business and operational needs.

Proactive Services

Complementing our regular Support offering, Proactive Services give you a 360-degree service ecosystem that ensures efficient operations and high availability. Based on proven proactive maintenance practices and guidelines, this service offers advanced remote diagnostic and real-time monitoring tools, proactive health checks and 24x7 NOC service. Proactive Services give you a single point of contact for all application, infrastructure and support issues, letting you streamline operations, reduce in-house IT costs and overheads, and focus your IT efforts on growing business rather than managing infrastructure.

Training

NICE Training services give your users and technical team the knowledge and hands-on skills to confidently configure, operate and support NICE technology solutions. Our role-specific training programs deliver the practical knowledge needed to carry out daily tasks. From initial training to honing the skills of experienced users, dozens of diverse courses across IT, business and operational functions help your team continuously improve. Our team of full-time training specialists is adept at tailoring content for organizations of all shapes and sizes, across multiple vertical markets and geographies.



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.

Why NICE Services?

- Experience - Over the past 25 years, we have implemented the full range of NICE solutions on-time and on-budget in thousands of projects. Based on our unsurpassed experience in application and process implementation, we give you the right combination of technical knowledge, business expertise and best practices to align your NICE solution with your business objectives.
- Global Reach - More than 1,400 employees worldwide are dedicated to providing Professional Services and Support offerings to our customers. Our reach is further extended through our extensive Business Partner network, extending our global reach to over 140 countries. Our global presence allows us to provide a consistent, high-quality experience to each and every customer, regardless of location and number of sites.
- Flexibility and Modularity – Customers can “pick and choose” the services that are most relevant to them. NICE Services are designed to be delivered at any point of the solution lifecycle, based on a continuous and “future-ready” approach. This gives you the flexibility to add a service when you need it, and only for as long as you need it.
- Long-Term Relationship - NICE Services are built to enable value at the outset of a project, as well as sustaining value over the full life of the NICE solution. We foster a service approach that strives to continually improve the customer experience, while building the foundation for trustful long-term relationships.
- Commitment to Excellence - We invest substantial efforts in monitoring customer satisfaction and service levels, including extensive periodic customer surveys and measuring compliance against internal operational and external customer experience targets. By continually evaluating performance, we spot areas where we can further improve your service experience.

CONTACTS

Global International HQ, Israel,
T +972 9 775 3777
F +972 9 743 4282
Americas, North America,
T +1 201 964 2600
F +1 201 964 2610

EMEA, Europe & Middle East,
T +44 0 1489 771 200
F +44 0 1489 771 665
Asia Pacific, Singapore Office
T + 65 6222 5123
F +65 6222 5459

The full list of NICE marks are the trademarks or registered trademarks of Nice Systems Ltd. For the full list of NICE trademarks, visit www.nice.com/trademarks. All other marks used are the property of their respective proprietors.

DATE 12/2014 • CONTENTS OF THIS DOCUMENT ARE COPYRIGHT © 2014



nice.com