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Documents

6-K	zk1212359.htm
	6-K
EX-99.1	exhibit_99-1.htm
	Exhibit 99.1
EX-99.2	exhibit_99-2.htm
	Exhibit 99.2
EX-99.3	exhibit_99-3.htm
	Exhibit 99.3
EX-99.4	exhibit_99-4.htm
	Exhibit 99.4
EX-99.5	exhibit_99-5.htm
	Exhibit 99.5

Module and Segment References

SECURITIES AND EXCHANGE COMMISSION

WASHINGTON, D.C. 20549

FORM 6-K

REPORT OF FOREIGN PRIVATE ISSUER
PURSUANT TO RULE 13A-16 OR 15D-16 OF
THE SECURITIES EXCHANGE ACT OF 1934

For the month of November 2012 (Report No. 1)

Commission File Number: 0-27466

NICE-SYSTEMS LTD.

(Translation of Registrant's Name into English)

22 Zarchin Street, P.O. Box 690, Ra'anana, Israel

(Address of Principal Executive Offices)

Indicate by check mark whether the registrant files or will file annual reports under cover of Form 20-F or Form 40-F.

Form 20-F Form 40-F

Indicate by check mark if the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(1): ____

Indicate by check mark if the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(7): ____

CONTENTS

This Report on Form 6-K of NICE consists of the following documents, which are attached hereto and incorporated by reference herein:

- 99.1 Press Release: NICE Real-Time Analytics and Guidance Solutions Selected by Cablevisión Argentina to Improve Customer Satisfaction, Dated November 5, 2012
 - 99.2 Press Release: NICE Mobile Reach Receives 2012 TMC Labs Innovation Award, Dated November 7, 2012
 - 99.3 Press Release: NICE Inform Wins 2012 Hot Products Award from APCO Public Safety Communications Magazine, Dated November 14, 2012
 - 99.4 Press Release: NICE Advances NG9-1-1 by Collaborating on Multimedia Communications for Speech and Hearing Disabled at NENA's ICE 5 Forum, Dated November 20, 2012
 - 99.5 Press Release: NICE Receives 2012 Frost & Sullivan Asia Pacific Market Share Leadership Award for Workforce Management, Dated November 21, 2012
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SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this Report to be signed on its behalf by the undersigned, thereunto duly authorized.

NICE-SYSTEMS LTD.

By: /s/ Yechiam Cohen

Name: Yechiam Cohen
Title: General Counsel

Dated: December 6, 2012

EXHIBIT INDEX

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**NICE Real-Time Analytics and Guidance Solutions Selected by
Cablevisión Argentina to Improve Customer Satisfaction**

NICE solutions will help the company offer differentiated service to its customers, improve agent performance, and reduce operational costs

Ra'anana, Israel, November 5, 2012, NICE Systems (NASDAQ: NICE) announced today that it is implementing its Real-Time Analytics and Guidance solutions at Cablevisión Argentina, the largest cable TV company in the country and one of the largest in Latin America, to modernize its customer service center of more than 1,000 agents

By implementing the solution, the company aims to improve its relationship with customers, increase new net revenue, and promote customer acquisition. The service provider also aims to increase sales of current products while at the same time enhancing agent productivity and operational efficiency. The suite of solutions includes NICE's real-time Speech Analytics, Interaction Analytics, Interaction Management, and real-time guidance.

Cablevisión offers subscription TV and Internet through a single network to over 3.5 million customers.

"We are evolving our contact center with the goal of increasing customer satisfaction and operational efficiency, and reducing operational costs," said Sebastian Galletti, Customer Care Manager at Cablevisión Argentina. "We expect to achieve a significant return on investment in under 10 months by meeting our goals of a six percent reduction in average handle time on calls and a 7 percent increase in first call resolution."

"We are excited to deliver innovative solutions in a market that demands real-time action for real-time challenges," said Barak Eilam, President of NICE Americas. "This project reinforces NICE's commitment to creating industry-leading technologies that help companies shape interactions as they happen and impact the Decisive Moment™."

About Cablevisión Argentina

Cablevisión is the largest company for Cable TV in Argentina and one of the largest in Latin America. It has become one of the leading telecommunications companies in the region, offering subscription TV service, Internet and Telephony through a single network. Cablevision currently has over 3.5 million customers and Fibertel has over 1.3 million customers.

About NICE Systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including phone calls, mobile apps, emails, chat, social media, and video. NICE's solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. 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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Forward-Looking Statements

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NICE Mobile Reach Receives 2012 TMC Labs Innovation Award

NICE is recognized for its innovative mobile solution that enables enterprises to intelligently engage customers on smartphones and tablets in real time

RA'ANANA, ISRAEL, November 7, 2012, NICE Systems (NASDAQ: NICE) today announced that the NICE Mobile Reach solution won *TMC's CUSTOMER* magazine 2012 TMC Labs Innovation Award. NICE Mobile Reach is a solution for bridging enterprise self-service mobile offerings with assisted customer service on smartphones and tablets for creating a new type of mobile customer experience.

"We are honored to receive this TMC Labs Innovation Award for NICE Mobile Reach, which reaffirms the value of this unique solution for the mobile customer service market," said Yochai Rozenblat, President, NICE's Enterprise Group. "As usage of mobile channels such as smartphones and tablets grows rapidly, NICE Mobile Reach enables customer interactions with service representatives to be personal and effective, significantly improving the customer experience, increasing revenues, and driving service costs down."

NICE Mobile Reach is aimed at changing the experience of customers using smart mobile devices to interact with companies, while boosting the business results and reducing the service costs for those companies. It enables enterprises to utilize new and powerful mobile channels to intelligently engage customers in real time. The solution enables customers using the enterprise's mobile self-service to be seamlessly connected to the right agent, if needed, and also transfers the full context of the mobile interaction to the agent's station in order to serve those customers in the most personalized and effective way. And while the customer and agent interact, NICE Mobile Reach allows them to use additional collaboration tools in real-time to expand the dimensions of the interaction beyond voice or chat.

"NICE Mobile Reach is truly innovative and has made advancements in the customer experience industry," added Rich Tehrani, CEO, TMC. "We're pleased to recognize this outstanding achievement with a TMC Labs Innovation Award this year."

The TMC Labs Innovation Award honors products that display innovation, unique features, and significant contributions toward improving communications technology. The TMC Labs Innovation Award is granted to those companies demonstrating ground breaking contributions to the industry.

The TMC Labs 2012 Innovation Award highlights are published in the September 2012 issue of *TMC's CUSTOMER* magazine.

TMC's CUSTOMER Magazine

TMC's CUSTOMER magazine premiered in September 2012 and has become the industry's new, definitive source for news, product information, and strategies for communications that engage customers and potential customers. *CUSTOMER's* tag line "Target. Engage. Deliver." sums up what businesses must do to attract new customers and keep existing customers and will be the primary focus of the magazine.

Each issue of *CUSTOMER* includes news and insights on the latest developments in agent training, analytics and big data, ERP, IVR and self service, multi-channel call center, social CRM and other social media solutions, marketing campaign creation, mobile apps, outbound marketing, workforce management, and more. Please visit CUSTOMER.TMCnet.com for more information.

About TMC

TMC is celebrating its 40th anniversary as a global, integrated media company that helps clients build communities in print, in person, and online. TMC publishes the TMC's *CUSTOMER Magazine* (formerly *Customer Interaction Solutions*), *INTERNET TELEPHONY*, *Next Gen Mobility*, and *Cloud Computing* magazines. TMCnet.com, which is read by 1.5 million unique visitors each month, is the leading source of news and articles for the communications and technology industries. TMC is the producer of ITEXPO, the world's leading B2B communications event. In addition, TMC runs multiple industry events: *Cloud Communications Expo*; *Cloud4SMB Expo*; *CVx (ChannelVision Expo)*; *DevCon5*; *HTML5 Summit*; *LatinComm Conference & Expo*; *M2M Evolution Conference & Expo*; *Mobility Tech Conference & Expo*; *MSP Alliance MSPWorld*; *StartupCamp*; *Video World Conference & Expo* and more. For more information about TMC, visit www.tmcnet.com.

About NICE Systems

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NICE Inform Wins 2012 Hot Products Award from *APCO Public Safety Communications Magazine*

Ra'anana, Israel, November 14, 2012, NICE Systems (NASDAQ: NICE) today announced that NICE Inform has been recognized as one of the most exciting products presented at the annual APCO International conference with an APCO Hot Products award. Recipients were selected by the *APCO Public Safety Communications (PSC) Magazine*, the official magazine of the global Association of Public Safety Communications Officials.

As the first-to-market multimedia incident investigation and debriefing solution, NICE Inform ensures that Public Safety Answering Points (PSAPs) will be ready to address the challenges of capturing Next Generation 9-1-1 emergency communication in the form of voice, text, telematics, and video. The latest version of NICE Inform enables PSAPs to create complete incident reconstruction by importing video from smartphones, in-car video systems, and third party video surveillance systems, and by integrating other information like voice recordings, screen recordings, and related multimedia.

"The Hot Products review team is made up of public safety communications professionals, who are looking for substantial improvements over previous product releases – innovative capabilities that make their jobs easier while addressing newly identified needs," said Keri Losavio, Editor of *APCO PSC Magazine*. "They're a tough group of reviewers to impress."

This is the second time NICE Inform took home an award, having previously received the APCO Hot Products award in 2009.

"We're very honored that NICE Inform has once again been recognized with an APCO Hot Products award," said Yaron Tchwellia, Security President and EVP Business Operations at NICE. "As PSAPs progress towards Next Generation 9-1-1, additional communication methods and data information, such as smartphone video, will be supported to improve the quality and foundation of PSAP operations. Captured smartphone video and video from private and city surveillance systems can be vitally important to investigations. NICE Inform allows these elements to be captured and synchronized in a comprehensive manner."

NICE Inform is featured among other APCO Hot Products in *PSC Magazine's* November issue. Currently, NICE Inform is deployed at over 1,600 sites globally, including some of the world's largest emergency communications centers.

The NICE Security Offering addresses the needs of governments and enterprises with intent-based solutions for fighting crime and terror, by anticipating, managing and mitigating safety, security and operational risks. The offering enables capturing, analysis and correlation of data from multiple sensors and systems, including audio, video, radio, geo-location and web, providing a framework for fusing data silos into a single, holistic operational view. NICE Security solutions empower organizations to act effectively in real time to prevent, manage and investigate incidents, ensuring fast resolution and debriefing, and continuous security improvements. NICE Security solutions are deployed worldwide in transportation systems, critical infrastructures, city centers and enterprise campuses.

About NICE Systems

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**NICE Advances NG9-1-1 by Collaborating on Multimedia
Communications for Speech and Hearing Disabled at NENA's ICE 5 Forum**

NICE demonstrated essential NG9-1-1 capabilities by recording video calls and real-time text messages

RUTHERFORD, New Jersey, November 20, 2012, NICE Systems (NASDAQ: NICE) today announced it participated in the National Emergency Number Association's (NENA's) ICE 5 Industry Collaboration Event, a forum that promotes progress towards Next Generation 9-1-1 (NG9-1-1). During ICE 5, NICE was able to demonstrate its ability to record video calls, real-time text messages, and voice calls in various test scenarios using the standard interfaces defined by NENA. These are essential future NG 9-1-1 capabilities for PSAPs.

People with speech and hearing disabilities will gain better access to emergency services as a result of this Industry Collaboration Event hosted by NENA: The 9-1-1 Association. The event brought together twenty-two leading public safety and technology companies with deaf, hard-of-hearing, and speech disability technologies to test products designed to improve access to 9-1-1 for those communities, as well as enhance the ability of 9-1-1 centers to receive and share data-rich communications with the public and emergency responders.

This 5th Industry Collaboration Event, or "ICE 5," resulted in heightened awareness of the requirements necessary for access to 9-1-1 by all persons in the Next Generation 9-1-1 (NG9-1-1) environment. NG9-1-1, which will soon replace today's voice-centric 9-1-1 system, is designed to support text messaging and multimedia communications; these widely-used communications methods are especially critical for improving interactions between those with hearing- and speech-related disabilities and 9-1-1 call takers.

ICE 5 participants determined that end-to-end testing of the "call chain" is essential to ensuring that new and emerging technologies can provide the necessary reliability, stability, compatibility, and call quality over all media types, leading to significantly improved access to emergency services for all people, including individuals with disabilities.

"The real promise of NG9-1-1 is the system's capability to provide truly equal access to 9-1-1 for all people, irrespective of one's primary means of communication," said NENA President Barbara Jaeger, ENP. "It is therefore essential that all new technologies seamlessly and intuitively interface with each other, requiring a thorough and rigorous testing process. Through the ICE initiative, NENA is proud to provide a space for all relevant players to come together in an open, collaborative atmosphere to test the products and services that will ultimately enable Next Generation 9-1-1 and improve emergency responses for all citizens in need."

Hosted by the Real-Time Communications Lab at the Illinois Institute of Technology School of Applied Technology from October 15-19, ICE 5 was the most complicated event in the series to-date, as it tested not only 9-1-1 system elements, but also the consumer-side technologies that will connect with future public safety systems. Test results provided valuable data that will lead to significant technological and standards development on:

- Methods for receipt and display of text messages inside 9-1-1 centers;
- Locating and routing text and multimedia 9-1-1 messages;
- Multi-party conferencing to 9-1-1 utilizing video sign language interpreters and communication assistance services;
- Video compression algorithms designed to ensure video clarity for callers using American Sign Language;
- Text and voice transmission devices, including real-time text applications and teletypewriter (TTY) emulation;
- Connections for legacy devices to NG9-1-1, including TTY and captioned telephone;
- Network and system security; and
- Recording and retrieval of voice and non-voice data.

Additional ICE 5 details are available at <http://www.nena.org/ice/5>. For information on past and future ICEs, visit www.nena.org/ice.

About NENA: The 9-1-1 Association

NENA serves the public safety community as the only professional organization solely focused on 9-1-1 policy, technology, operations, and education issues. With more than 7,000 members in 48 chapters across North America and around the globe, NENA promotes the implementation and awareness of 9-1-1 and international three-digit emergency communications systems. NENA works with public policy leaders, emergency services and telecommunications industry partners, like-minded public safety associations, and other stakeholder groups to develop and carry out critical programs and initiatives; to facilitate the creation of an IP-based Next Generation 9-1-1 system; and to establish industry leading standards, training, and certifications. Find out more at www.nena.org.

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NICE Receives 2012 Frost & Sullivan Asia Pacific Market Share Leadership Award for Workforce Management

RA'ANANA, ISRAEL, November 21, 2012, NICE Systems (NASDAQ: NICE) today announced that it is the recipient of the 2012 Frost & Sullivan Asia Pacific Market Share Leadership Award for Workforce Management Systems. It received this recognition for its NICE IEX Workforce Management solution, enhancing customer value, and its continued market leadership in the Asia Pacific contact center application market.

"NICE's focus in Asia Pacific is to deepen penetration in its traditional markets and extend its value proposition to emerging markets, which are under penetrated. This strategy has produced significant growth in revenue and market share in 2011," said Krishna Baidya, Industry Manager of the Asia Pacific ICT Practice at Frost & Sullivan. "NICE also grew at a faster rate than the average market growth rate in key markets, including China, Japan, Australia and India, and has stood out among the competition."

The 2012 Frost & Sullivan Asia Pacific Market Share Leadership Award for Workforce Management is presented to the company demonstrating excellence in technology and revenue growth within the workforce management segment of the contact center applications market. Selection criteria are based on market share and penetration; revenue growth rates; excellence in growth strategy and differentiation; degree of innovation in business process; and leadership in customer value and market penetration.

"We are honored to receive this award from Frost & Sullivan for our NICE IEX Workforce Management solution," said Raghav Sahgal, President, NICE Asia Pacific. "Acknowledgement by Frost & Sullivan reinforces our leadership position in the Asia Pacific market and our ability to provide best-in-class solutions that significantly enhance our customers' operational efficiency."

NICE IEX Workforce Management is a single, comprehensive solution capable of bolstering the performance, effectiveness and efficiency of the entire enterprise workforce. Whether employees handle customer calls, process back office tasks or both, NICE IEX Workforce Management improves resource planning, streamlines time-consuming tasks, and gives visibility across sites and lines of business enabling operations to deliver winning customer service at the lowest possible operating cost.

About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants. For more than 50 years, we have been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment community. Is your organization prepared for the next profound wave of industry convergence, disruptive technologies, increasing competitive intensity, Mega Trends, breakthrough best practices, changing customer dynamics and emerging economies? Contact us: Start the discussion

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