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Documents

6-K	zk1312484.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

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 December 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 Positioned as a Leader in the Workforce Optimization Market by Top Industry Analyst Firms, Dated December 13, 2012
 - 99.2 Press Release: NICE Actimize Named Best Financial Crime Prevention Solutions Provider in 2012 Banking Technology Readers' Choice Awards, Dated December 18, 2012
 - 99.3 Press Release: NICE Receives Ventana Research Technology Innovation Award for its Contact Center Cross-Channel Interaction Analytics Solution, Dated December 18, 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: January 8, 2013

EXHIBIT INDEX

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**NICE Positioned as a Leader in the Workforce Optimization Market by
Top Industry Analyst Firms**

Gartner, Inc. places NICE in the Leaders Quadrant of the 2012 Magic Quadrant for Contact Center Workforce Optimization

DMG Consulting ranks NICE as the top contact center workforce optimization vendor based on market share

Ra'anana, Israel, December 13, 2012, NICE Systems (NASDAQ: NICE) has been positioned by Gartner, Inc. in the Leaders Quadrant of the November 2012 "Magic Quadrant for Contact Center Workforce Optimization" (WFO) report, based on completeness of vision and ability to execute.¹ The company has also been ranked as the contact center WFO market leader by DMG Consulting. According to its November 2012 "Workforce Optimization (Quality Management/Liability Recording) Mid-Year Market Share Report," NICE holds a 41 percent share of the contact center WFO market.

"Workforce optimization solutions sell well in both challenging and good economic times because they deliver quantifiable benefits to organizations," said Donna Fluss, president, DMG Consulting LLC. "These vendors are responsive to their customers and the needs of the market and continue to deliver new capabilities to improve the value of their solutions. During the next few years, DMG expects to see WFO vendors make investments in multi-channel analytics and real-time solutions for speech analytics and agent guidance."

"We are pleased to be recognized as a leading contact center WFO vendor by the top industry analysts," said Yochai Rozenblat, President of the NICE Enterprise Group. "The NICE WFO suite is in a leading position because of its ability to consistently address companies' business needs and priorities such as growing revenue, reducing cost and increasing customer satisfaction. We're constantly looking for ways to build on this strength through innovation and insight into future market needs."

NICE's positioning in Gartner's Leaders Quadrant demonstrates that it "provides functionally broad and deep WFO solutions that can be deployed and supported globally. [Its] software is suitable for enterprises of all sizes and complexities, and has broad industry coverage. Revenue is strong, and new references are readily available."

NICE Workforce Optimization leverages integrated capabilities for Workforce Management, Performance Management and Quality Management, Interaction Analytics, Real-Time Guidance & Automation, and Real-Time Customer Feedback. NICE's WFO solutions aim to engage both employees and customers, and to ultimately help businesses deliver excellent customer service.

About The Magic Quadrant

All statements in this report attributable to Gartner represent NICE's interpretation of data, research opinion or viewpoints published as part of a syndicated subscription service by Gartner, Inc., and have not been reviewed by Gartner. Each Gartner publication speaks as of its original publication date (and not as of the date of this announcement). The opinions expressed in Gartner publications are not representations of fact, and are subject to change without notice.

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.

¹ Gartner "Magic Quadrant for Contact Center Workforce Optimization, 2012 by Jim Davies, November 7, 2012.

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Trademark Note: NICE and the NICE logo are trademarks or registered trademarks of NICE Systems. All other marks are trademarks of their respective owners. For a full list of NICE Systems' marks, please see: <http://www.nice.com/nice-trademarks>.

Forward-Looking Statements

This press release contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements, including the statements by Messer Rozenblat, are based on the current expectations of the management of NICE-Systems Ltd. (the Company) only, and are subject to a number of risks and uncertainties that could cause the actual results or performance of the Company to differ materially from those described herein, including but not limited to the impact of the global economic environment on the Company's customer base (particularly financial services firms) and the resulting uncertainties; changes in technology and market requirements; decline in demand for the Company's products; inability to timely develop and introduce new technologies, products and applications; difficulties or delays in absorbing and integrating acquired operations, products, technologies and personnel; loss of market share; pressure on pricing resulting from competition; and inability to maintain certain marketing and distribution arrangements. For a more detailed description of the risk factors and uncertainties affecting the company, refer to the Company's reports filed from time to time with the Securities and Exchange Commission, including the Company's Annual Report on Form 20-F. The forward-looking statements contained in this press release are made as of the date of this press release, and the Company undertakes no obligation to update or revise them, except as required by law.

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NICE Systems Ltd.

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**NICE Actimize Named Best Financial Crime Prevention Solutions Provider in
2012 Banking Technology Readers' Choice Awards**

*NICE Actimize fraud and AML solutions provide a common framework for full-lifecycle
detection, investigation and reporting of financial crime*

NEW YORK - December 18, 2012 - NICE Actimize, a NICE Systems (NASDAQ:NICE) business and the largest and broadest provider of a single financial crime, risk and compliance software platform for the financial services industry, today announced that it has been ranked as the Best Financial Crime Prevention Product or Service provider in *Banking Technology* magazine's Readers' Choice Awards 2012. The Banking Technology Awards are a premier award recognizing excellence in the use of IT in financial services.

The 2012 Banking Technology Awards consisted of a total of 25 awards across both judged and Reader's Choice categories. While the judged awards focused on financial institution initiatives, the Reader's Choice category focused on product and service technology vendors, and the publications' subscribers were asked to vote for what they consider to be the best systems across the nine product areas identified.

"Increased regulatory pressures are strengthening the argument for a company-wide approach to financial crime," according to David Bannister, editor, *Banking Technology* Magazine. "And the financial crime prevention award category identifies leadership in the information technology support of delivering excellence in this category. The votes from our magazine readers reflect a real support for the winners, and they can be very proud to have such backing from their users."

The NICE Actimize financial crime prevention solutions provide a common framework for full-lifecycle detection, investigation and reporting of financial crime. With its customer-centric, enterprise-wide financial crime prevention capabilities, NICE Actimize enables financial institutions to manage money laundering risks, emergent fraud threats and compliance risk, while streamlining processes, and improving the financial institution's ability to serve its customers.

Each of NICE Actimize's anti-money laundering and fraud prevention solutions are designed to function independently yet support a company's larger enterprise financial crime prevention strategy with a shared technology platform, offering IT cost benefits, operational efficiencies and performance benefits when compared to integrating disparate systems.

"We continue to invest in developing innovative financial crime prevention solutions in order to stay ahead of the challenges facing the industry. This prestigious award, made even more valuable by the fact that it was a direct result of voting of readers of the publication, is continued proof of the success of our solutions," said Amir Orad, president and CEO NICE Actimize. "We thank the readers of *Banking Technology* for demonstrating their confidence in our technology and services in financial crime prevention."

About NICE Actimize

NICE Actimize is the largest and broadest provider of financial crime, risk and compliance solutions for regional and global financial institutions, as well as government regulators. Consistently ranked as number one in the space, NICE Actimize experts apply innovative technology to protect institutions and safeguard consumers and investors assets by identifying financial crime, preventing fraud and providing regulatory compliance. The company provides real-time, cross-channel fraud prevention, anti-money laundering detection, and trading surveillance solutions that address such concerns as payment fraud, cybercrime, sanctions monitoring, market abuse, customer due diligence and insider trading. Find us at www.nice.com/actimize, @NICE_Actimize or NASDAQ:NICE.

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.

Trademark note: Actimize, the Actimize logo, NICE, and the NICE logo are trademarks or registered trademarks of NICE Systems. All other marks are trademarks of their respective owners. For a full list of NICE Systems' marks, please see: <http://www.nice.com/nice-trademarks>.

**NICE Receives Ventana Research Technology Innovation Award for its
Contact Center Cross-Channel Interaction Analytics Solution**

*NICE recognized for innovative technology that helps businesses utilize interaction insights to
achieve call volume reduction*

RA'ANANA, ISRAEL, December 18, 2012 – NICE Systems (NASDAQ: NICE) announced today that it is the recipient of a 2012 Ventana Research Technology Innovation Award for operational innovation in the contact center. NICE was recognized for its Cross-Channel Interaction Analytics solution, a visionary and transformative technology that advances contact center operations and promotes overall business effectiveness.

"I congratulate NICE for its win in the category of operational innovation in the contact center," said Mark Smith, CEO and Chief Research Officer, Ventana Research. "NICE's solutions for the contact center stands out with their analytics technology, which has helped many businesses streamline their operations by engaging in more effective customer interactions across channels."

The Ventana Research Technology Innovation Awards showcase the advanced applications that technology vendors have created in order to drive efficiency and productivity as well as better organizational performance and outcomes.

NICE Cross-Channel Analytics gives companies a broader understanding of customer needs. The solution captures and analyzes insights from various channels, including phone calls, texts, e-mails, and a number of systems, such as IVR and CRM notes, to deliver a holistic picture of the customer journey. This enables companies to identify behavior patterns, interaction sequencing, and call reasoning for 100 percent of calls.

Using these insights, companies can create targeted plans to improve first contact resolution and reduce call volume. For example, a leading US telecommunications company that uses the NICE Analytics solution has been able to improve first contact resolution by over 40 percent. Companies can also pinpoint where the next interaction is likely to occur and can proactively address customer needs in order to increase next call prevention.

"Customer interactions are becoming increasingly complex to manage, as customers today have more choices across more channels. In this environment, businesses must have the necessary tools to address customer needs and provide excellent service before these customers even reach the contact center," said Yochai Rozenblat, President of the NICE Enterprise Group. "Our interaction analytics technology is impressive, but also practical. It helps businesses effectively manage customer interactions in order to reduce call volume and improve business operations."

About Ventana Research

Ventana Research is a benchmark business technology research and advisory services firm. It provides insight and expert guidance on mainstream and disruptive technologies through a unique set of research-based offerings including benchmark research and technology evaluation assessments, education workshops, and its research and advisory services, Ventana On-Demand. Business and IT professionals worldwide are members of the Ventana Research community and benefit from its insights, as do highly regarded media and association partners around the globe.
www.ventanaresearch.com.

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