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Documents

6-K	zk1312918.htm
	6-K
EX-99	exhibit_99-1.htm
	Exhibit 99.1
EX-99	exhibit_99-2.htm
	Exhibit 99.2
EX-99	exhibit_99-3.htm
	Exhibit 99.3
EX-99	exhibit_99-4.htm
	Exhibit 99.4
EX-99	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 March 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: iYogi Deploys NICE Solution as it Scales Global Technical Support Business, Dated March 6, 2013
 - 99.2 Press Release: NICE Partners with Silver Lining Solutions to Enhance Employee Performance and Training across Contact Centers, Back Offices, Branches and Retail Outlets, Dated March 7, 2013
 - 99.3 Press Release: NICE Introduces Proactive Compliance Suite for Consumer Protection to Help Mitigate Risk for Financial Institutions Dated March 12, 2013
 - 99.4 Press Release: NICE Actimize's Anti-Money Laundering Solutions Selected by Indonesia's PT Bank Central Asia Tbk (BCA), Dated March 18, 2013
 - 99.5 Press Release: NICE Fizzback Voice of the Customer Solution Selected by Virgin Money to Enhance Customer Experience, Dated March 27, 2013
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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: April 8, 2013

EXHIBIT INDEX

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iYogi Deploys NICE Solution as it Scales Global Technical Support Business

NICE Process Analytics will help iYogi enhance its global delivery with Big Data insights from millions of customer interactions

New Delhi, India, March 6, 2013 – NICE Systems (NASDAQ: NICE) today announced that iYogi, a global provider of technical support services to consumers and businesses, has chosen NICE to help improve operational efficiency and enhance customer experience through Big Data insights and analytics from thousands of service requests every day. iYogi is deploying the NICE solution to holistically manage both voice and non-voice processes serving millions of users annually.

NICE Process Analytics, part of its Real-Time Activity Monitoring solution, will enable the automatic capture and analysis of all managed processes that take place within a single customer interaction, including tasks performed on both the phone and desktop by Tech Experts. This will increase iYogi's visibility and productivity across multiple geographies, enhancing their Tech Experts' delivery across all task types, skills and levels. As a result, iYogi will be able to optimize occupancy and service levels.

The NICE solution will also support iYogi's cycle of forecasting, scheduling, and real-time management of its Tech Experts. Integration with iYogi's platform will improve customer engagement by identifying knowledge gaps for focused training and performance improvement.

"The holistic optimization and management of employees across voice and non-voice tasks is an emerging trend with enterprises globally. In order to garner customer loyalty, businesses must be able to resolve customer issues quickly and effectively, and this often demands a collaborative effort across frontline service agents and technical experts," said Zeevi Bregman, President and CEO, NICE Systems. "The NICE solution offers detailed insights across the organization to enable effective workforce management that includes all service-level agents."

"End-users consistently rate iYogi very high for professionalism and customer service levels, and it is this that has helped us secure a leadership position in the tech support industry. Investments in our platform to optimize our performance and improve service levels are essential for us to maintain an edge as we expand our services across new geographies," said Uday Challu, Co-founder and CEO of iYogi. "Our partnership with NICE is in line with this commitment – its solution is ideal for providing Big Data insights and analytics, and will further strengthen our platform and technology leadership."

iYogi provides support services across a wide range of computing and communications devices and software. With an expanding global presence, iYogi's services are now live in ten countries including the United States, United Kingdom, Australia, Canada and the GCC States.

NICE Process Analytics is part of NICE's Customer Interaction Management Offering, which enables organizations to impact the full lifecycle of every customer interaction by being well-prepared for each interaction, shaping the interaction in real time as it happens, and driving improvement across the enterprise for the next interaction. Driven by real-time, cross-channel analytics and Voice of the Customer insights, it offers targeted solutions for enhancing the customer experience, streamlining operational efficiency across the enterprise, improving employee performance, increasing service-to-sales revenue, and complying with policies and regulations. NICE Customer Interaction Management solutions are implemented by contact centers of all sizes, branches, retail stores, trading floors, and back office operations.

About iYogi

iYogi is a leading provider of tech support services to consumers and small businesses across a wide range of computing and communications devices and software. Leveraging its proprietary technology platform, iYogi delivers support services to millions of customers globally and its services are available on a 24/7 basis, 365 days a year. With a growing global footprint, iYogi services are available in the United States, the United Kingdom, Canada, Australia, and UAE. <http://www.iyogi.com>

For more information on iYogi, contact Shreya Sabharwal: shreyas@alphabetconsulting.com or +91 9818341002

About NICE Systems

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Forward-Looking Statements

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NICE Partners with Silver Lining Solutions to Enhance Employee Performance and Training across Contact Centers, Back Offices, Branches and Retail Outlets

Combining NICE WFO technology with Silver Lining's coaching expertise helps customers create, manage, and continuously improve scalable training programs

Ra'anana, Israel and Solihull, United Kingdom, March 7, 2013 – NICE Systems (NASDAQ: NICE) and Silver Lining Solutions today announced a partnership that will help organizations achieve greater enterprise-wide value from advanced workforce optimization (WFO) technologies. The joint NICE-Silver Lining offering enables organizations to build a comprehensive skills management strategy and better measure the impact of agent training. It uses real agent performance data to create, manage, and enhance tailored training plans at scale.

Silver Lining Solutions offers two innovative products – Optimizer and Planner – that help companies improve employee performance and training. Optimizer identifies the performance metrics most associated with business impact, allowing organizations to deliver targeted training content. Planner automatically schedules and manages training plans for individual employees based on their performance. Silver Lining Solutions can be deployed on-premise or in the cloud.

“There is a need in the market to focus training on the right topics and to target the right people in order to create a multi-skilled workforce. The combination of NICE's expertise in workforce management and performance management and Silver Lining Solutions' ability to pinpoint and address employee skills and knowledge gaps impacting performance puts us in a unique position to meet this need,” said Amanda Westwood, CEO, Silver Lining Solutions. “Previous collaboration projects produced valuable improvements in employee productivity, increasing revenue and efficiency in parallel. We look forward to offering this approach to a wider customer base through our partnership.”

“We are excited to formalize our partnership with Silver Lining Solutions. We share a vision for how WFO can help companies better engage their employees to increase revenue, decrease cost, and enhance customer experience,” said Yochai Rozenblat, President of the Enterprise Group at NICE. “It's critical that organizations engage and grow frontline and back office talent. Silver Lining's solutions feature a powerful method for expanding skills by offering the right training at the right time. It's an ideal complement to the coaching workflows and best practices library provided by our WFO solutions.”

The partnership builds on prior, customer-initiated collaboration activities to improve frontline training and expand employee skill sets with the aim of increasing productivity and profit across contact centers, back offices, and branches.

About Silver Lining Solutions

Silver Lining Solutions is a leader in performance optimization. Leading companies around the world use Silver Lining's unique solutions to transform the customer experience and achieve step change improvements in sales performance, customer experience and operational efficiencies. Operating since 2001, the company is headquartered in Birmingham, UK, with offices in Asia Pacific and the United States. In 2009, Silver Lining Solutions received the prestigious award for 'Best Product' at the Call Centre & Customer Management Expo. www.silverliningsolutions.co.uk

Silver Lining Solutions Media Contact

Nina Brooke, n.brooke@silverliningsolutions.co.uk

About NICE Systems

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NICE Introduces Proactive Compliance Suite for Consumer Protection to Help Mitigate Risk for Financial Institutions

The offering will enable organizations to effectively manage compliance across the enterprise, prepare for CFPB audits, and meet continuously changing regulatory requirements

RA'ANANA, ISRAEL, March 12, 2013 – NICE Systems (NASDAQ: NICE) today announced the launch of its Proactive Compliance Suite for Consumer Protection, which helps financial institutions adhere to regulations and effectively respond to audits. The suite offers investigation and operational capabilities for managing compliance across the enterprise, including in the contact center, back office, and branch. It also enables companies to implement processes and policies to address future regulations in order to normalize compliance within the organization.

As a result of the Dodd-Frank Act and the advent of the Consumer Financial Protection Bureau (CFPB), financial institutions are under exceptional scrutiny, and the burden of proving compliance rests with them. From July to December 2012, failure to comply led to \$500 million in penalties for several of the leading U.S. financial institutions. Notably, all the infractions were triggered by customer interactions within the contact center.

“There is ever more reason to be proactive in compliance activities. Not only will compliance be a top initiative throughout 2013, but it will continue to grow as major regulatory initiatives such as Basel III, FATCA, and Dodd-Frank take full effect in stages throughout the rest of this decade,” said CEB TowerGroup senior research director Rodney Nelsestuen. “To be sure, regulators will continue to find errors and assess penalties. But in the long-run, the normalization of compliance will lead to better compliance risk management and fewer fines and other regulatory actions.”

The NICE solution for contact centers helps organizations ensure compliance while managing both inbound and outbound interactions across different channels. The solution covers the full lifecycle of compliance management:

- **Reduced infractions** – Real-time guidance ensures that agents adhere to scripts. If an infraction is detected, corrective actions are automatically carried out and documented.
- **Ongoing monitoring** – Speech and desktop analytics allow organizations to monitor calls for exceptions, such as the use of abusive language, script deviations, or the likelihood of the call to escalate to a complaint. Capture assurance reports help verify that 100 percent of interactions are in fact recorded.
- **Investigation** – Integrated case management tools provide a unified view of customer complaints and detected infractions. Guided workflows enable efficient investigation and swift resolution.
- **Record-keeping and audits** – Cross-channel and desktop recording enables organizations to easily locate and export bulk data for discovery, investigation, and audit purposes.
- **Reporting** – Automated reports present trends in overall risk of infraction and expose problem areas. Reports can also be generated for compliance officers when an investigation is underway.
- **Continuous improvement** – Agents can receive targeted coaching and training based on identified problem areas or specific infractions.

For example, an agent handling a debt collection call will be instructed to provide the right disclosures based on customer profile, type of debt, payment options, and customer feedback throughout the interaction. The call will then be analyzed for any exceptions, such as the use of prohibited language by the agent in line with fair debt collection practices, or responses from the customer that would indicate an escalation to a regulatory complaint or litigation. If, for instance, the agent deviated from the required script, the system might recommend a callback to the customer in order to correct this.

NICE's end-to-end Proactive Compliance suite draws upon the company's years of experience in designing comprehensive, analytics-based contact center solutions as well as its NICE Actimize expertise in financial crime, risk and compliance. The result is a set of tools for preventing non-compliant activities, avoiding customer complaints and penalties, reducing risk, investigating infractions, managing retention policies, and providing proof of compliance.

"Sweeping regulations, together with growth in the amount and complexity of transactions, have posed a major challenge for financial institutions. With the burden of proof now on the institutions, they must realign their entire operations, approach, and infrastructure," said Yochai Rozenblat, President of the NICE Enterprise Group. "Our solutions not only help companies move closer toward the normalization of compliance, they also help strengthen customer loyalty at these institutions as consumers' perception of compliance leads to greater satisfaction and trust."

About NICE Systems

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NICE will be hosting its global customer conference, Interactions 2013, on April 22-25 in Orlando. The event will bring together over 1,500 customers and industry leaders to network, share best practices, and learn about exciting new solutions. <http://www.interactions2013.com/>

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**NICE Actimize's Anti-Money Laundering Solutions Selected by
Indonesia's PT Bank Central Asia Tbk (BCA)**

Actimize Suspicious Activity Monitoring and Watch List Filtering solutions, with unique support for Asian languages, will provide real-time screening and transaction monitoring of 12 million accounts for leading Indonesian bank

NEW YORK – March 18, 2013 – 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, announced today that the Actimize Anti-Money Laundering (AML) Suspicious Activity Monitoring and Watch List Filtering solutions were selected by Indonesia's leading commercial bank, PT Bank Central Asia Tbk (BCA), to provide transaction monitoring and client screening functionality for its more than 950 branch offices. Regulatory pressures, combined with the fact that the bank was using a previously installed transaction monitoring system that did not cover the full range of the bank's product offerings, resulted in the bank's creation of a new anti-money laundering strategy and the adoption of these key components of Actimize's Anti-Money Laundering (AML) suite. Upon completion, the software system is expected to monitor 12 million accounts throughout Indonesia.

NICE Actimize's AML solutions were chosen by the bank, with support by IT solutions provider Q2 Technologies (subsidiary of Anabatic Technologies), to fulfill business needs that included flexibility, a consolidated view of alerts, and real-time transaction and customer screening. BCA will leverage NICE Actimize's anti-money laundering platform and solutions to address a variety of regulatory requirements with a single enterprise-wide solution for multiple business units and regulatory jurisdictions.

"At BCA, we worked closely with NICE Actimize and Q2 Technologies to develop an effective and rapid deployment strategy for integrating Actimize solutions with our existing applications. The main objectives are to fully comply with regulatory requirements and to move from a manual to a fully updated real-time monitoring capability," said Endra Halim, Group Head Core Application Management, BCA. "It is important for our bank to be seen as an early adopter of an automated system in our region, and we feel this strong direction will give us a competitive advantage in the marketplace."

The Actimize Suspicious Activity Monitoring solution will provide the bank with end-to-end coverage to identify and report suspicious transactions related to money laundering and terrorist financing. NICE Actimize's Watch List Filtering solution will provide enterprise-wide, multi-jurisdictional, and multi-business unit coverage for screening customers and transactions against sanction, PEP, and internal lists.

The solution's unique 4th-generation analytics offer effective multi-cultural name filtering, including unique support for Asian languages, intelligent risk-based scoring, and real-time interdiction for potential sanctions. All of NICE Actimize's AML solutions are built on an integrated core risk platform, with data sharing across solutions, providing rapid deployment and lower total cost of ownership.

“Our global experience, which includes significant familiarity with the requirements of the APAC region, in helping financial institutions develop and execute enterprise-wide anti-money laundering programs allows clients, like BCA, to develop market-leading strategies that address changing regulatory and technical requirements,” said Amir Orad, President and CEO of NICE Actimize. “The breadth and flexibility of our technology, including specialized 4th-generation analytics, when combined with the benefits of our enterprisewide platform, meet the demands of a multi-cultural environment and will support BCA’s rollout of new products and entry to new markets.”

“We are pleased to have been selected by BCA to implement the Actimize Suspicious Activity Monitoring and Watch List Filtering solutions,” said Sumarto Santosa, Director of Q2 Technologies. “We believe that the solution we are implementing will enable the bank to establish an effective transaction monitoring and customer screening strategy that will allow them to continuously adapt to changing business requirements and remain ahead of the competition.”

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.

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About PT Bank Central Asia Tbk

BCA is one of Indonesia’s leading commercial banks with core focus on transactional banking business providing loan facilities to consumer, SME, commercial and corporate segments. Today BCA handles more than 11 million customer accounts serviced by its extensive network of 966 branches, 10,487 ATMs and more than 100,000 EDCs as well as internet & mobile services.

About Q2

Q2 Technologies is a premier provider of IT security solutions to businesses, to help them to protect their valuable assets and secure financial risk. Q2 Technologies is continuously building trust with its customers, proving it to be a company that can be counted on to bring experience, innovation and programme integrity, leading to success. In order to deliver a world-class service, we have developed our resources and a strong relationship with premier technology partners. As an organisation, Q2 considers both employee satisfaction and top-quality customer services as paramount, and we believe that the former drives the latter. Our goal is to help firms to secure their enterprise and offer solutions which match precisely the business needs, delivering a return on investment and ensuring compliance. (www.q2.co.id)

NICE Fizzback Voice of the Customer Solution Selected by Virgin Money to Enhance Customer Experience

The NICE solution will help Virgin Money solicit customer feedback in order to achieve a richer understanding of its customers and improve service operations

Ra'anana, Israel, March 27, 2013 – NICE Systems (NASDAQ: NICE) today announced that the NICE Fizzback Voice of the Customer (VoC) solution has been selected by Virgin Money to improve customer loyalty and satisfaction. Using the NICE solution, the company will be able to gain real-time insights into customer preferences and act upon these insights in order to deliver a better customer experience.

NICE Fizzback offers a closed-loop solution that enables Virgin Money to gather customer feedback via SMS, email and IVR surveys in order to analyze customer experience across various touch points, including its contact center, stores, website, and lounges. Virgin Money can break down the information gathered according to various parameters to develop a richer understanding of its customer base, identify strategic business opportunities, and improve service operations.

Virgin Money will also be able to use the information to provide feedback to customer service agents in order to improve first contact resolution and improve operational efficiencies in its contact center. For example, the feedback solution might reveal that certain agents require greater knowledge about mortgages in order to more quickly resolve customer issues. By nurturing performance improvement, Virgin Money can enhance both the customer experience and employee engagement.

"We want to build a better kind of bank that offers customers distinctive value and empowers our employees to deliver better service," said Brian Brodie, Customer and Distribution Director at Virgin Money. "The NICE Fizzback solution will help us to continually enhance our service and build stronger brand loyalty by listening to customers and taking proactive measures to deliver a better experience for them based on their feedback."

"We are pleased to cultivate our relationship with the Virgin group," said Guy Yaniv, General Manager of NICE Customer Experience Management Solutions. "Virgin Money already stands out as a first-class service provider in the banking industry. The NICE solution will enable the company to derive high-level insights into its operations, which it can use to further enhance this position."

About Virgin Money

Virgin Money provides savings, mortgages, credit cards, pensions, and investment and protection products to over four million customers. Virgin Money's business ambition is to make everyone better off. This philosophy underpins its approach to business by offering good value to customers, treating employees well, making a positive contribution to society, and delivering a profit to shareholders. Virgin is the official sponsor of the London Marathon, the biggest annual fundraising event in the world. Virgin Money leads the London Marathon sponsorship with the ambition to help runners raise £¼ billion over five years and will use its infrastructure, online capability and financial expertise to deliver that through Virgin Money Giving.

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