EDGAR Submission Header Summary

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Documents

6-K	**zk1414877.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

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 April 2014 (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:

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: May 7, 2014

EXHIBIT INDEX

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: How Can You Drive Employee Engagement? NICE to Share Best Practices in Upcoming Webinar Series, Dated April 1, 2014

99.2   Press Release: NICE Provides Denver Regional Transportation District with Mobile Video Recording and Investigation Solution for Bus Fleet, Dated April 2, 2014

99.3   Press Release: NICE Performance Management Solution Boosts Employee Engagement with New Gamification Capabilities, Dated April 9, 2014

99.4   Press Release: Forget Your Mother's Maiden Name – NICE Brings Real-Time Voice Authentication to the Call Center, Dated April 29, 2014

Exhibit 99.1

How Can You Drive Employee Engagement? NICE to Share Best Practices in Upcoming Webinar Series

RA'ANANA, ISRAEL, April 1, 2014 – NICE Systems (NASDAQ: NICE) is helping companies establish successful employee engagement programs in order to transform their service organizations. Employee engagement is key to improving customer satisfaction, generating more revenue, and lowering operational costs.

NICE will share best practices on how to drive employee engagement during a series of upcoming webinars, beginning April 17, 2014. Engaging sessions, led by leading analysts, NICE customers, partners, and experts will give participants the tools to improve their performance management programs by focusing on three building blocks:

Transparency – By giving employees insight into performance metrics, they know whether they are meeting individual targets and where they stand in comparison to their peers. This visibility drives higher levels of performance and helps managers provide personalized coaching when needed.

Insight – Using root cause analysis, organizations can uncover and address the issues that prevent employees from doing their best work. These insights, cross-referenced with employee scoring across metrics and time, can help decision-makers take action that aligns with company goals.

Motivation – Engaged employees deliver a better customer experience, which in turn drives loyalty and helps boost revenues. By promoting information sharing, as well as friendly competition among peers, companies can encourage skill- and knowledge-building and set their workforce up for success.

Click here **to join the NICE Employee Engagement webinars, and for more information on the sessions.**

April 17	Back Office Live Demo
April 24	Inside the Experts' Coaching Playbook
May 1	Workforce Management Live Demo
May 7	Easing the Pain around Claims in the Back Office
May 8	Performance Management Live Demo
May 15	Looking to transform your WFM program? Go back to the Basics (with Wise Workforce Strategies)
May 28	Maximizing Agent Desktop Efficiency in the Telco Industry
May 29	Gamification – the Marriage of Big Data and Loyalty (with Bunchball)
June 4	Optum Implements Real-Time Activity Monitoring and Workforce Management in a Blended Environment (with Optum Health)
June 16	Focus on Employee Engagement to Move the Needle on Customer Satisfaction and Increased Revenue (with Kate Leggett, Forrester)
June 19	NICE WFM Benchmark Report – See How You Stack Up
June 25	Get More from your Back Office with WFO (With Donna Fluss, DMG)
June 26	Maximizing Agent Desktop Efficiency for Insurance

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. www.nice.com.

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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 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.

Exhibit 99.2

NICE Provides Denver Regional Transportation District with Mobile Video Recording and Investigation Solution for Bus Fleet

The mobile solution automates the recording and offloading of video from the buses, improving investigation efficiency and integrated security management

Ra'anana, Israel, April 2, 2014 – NICE Systems (NASDAQ: NICE) today announced that it is providing the Denver Regional Transportation District (RTD) with an innovative mobile video recording and investigation solution for its new bus fleet. The mobile solution, which leverages the NiceVision IP video management software and NICE Inform, will significantly enhance RTD's investigative efficiency by automatically offloading these video recordings and integrating them with various other video and audio sources to create a unified event timeline.

RTD already uses multiple solutions from NICE to capture its transit police and bus radio communications and to record fixed video at various bus and light rail stations. With its deployment of the new NICE solution, RTD will now extend its use of NICE IP video management into a mobile environment.

"We've used NiceVision for well over a decade to help secure our Park-n-Ride facilities as well as our light rail and bus transfer stations," said Bob Grado, RTD Transit Police Commander and Manager of Integrated Security Operations for the Denver Regional Transportation District. "NICE has developed a solution that will now enable us to leverage the proven NiceVision IP video software on our buses while adding new capabilities to help us streamline thousands of annual investigations. I'm confident this solution is going to significantly improve our investigative capabilities and efficiency."

The solution enables automatic and immediate secure download of video recorded on any RTD bus upon arrival at a bus depot. This is a significant improvement over RTD's previous process which involved manually retrieving video from hard disks or DVRs. Requested video is also automatically uploaded into a case management file in NICE Inform where it can be combined with voice recordings and video from fixed surveillance video cameras to create a seamless incident timeline. Reports can be appended as well. Among the solution's benefits are: significantly improved efficiency, collaboration, video quality, and data security; and the ability to combine multiple sources of video/audio for more thorough investigations.

"We are pleased to help RTD meet its security needs with an innovative video recording and investigation solution. This reinforces the success of our past implementations and strengthens our ongoing relationship with RTD," said Yaron Tchwella, President of the NICE Security Group. "This new initiative also illustrates the types of benefits that mass transportation agencies can achieve by deploying the NICE integrated security solutions portfolio across their transit systems."

In the initial phase of deployment, RTD is equipping 52 buses with the NICE software solution. The NICE software will run on Panasonic Corporation of North America's Transit Solutions hardware consisting of specialty cameras and a mobile recording platform specially designed to withstand the vibration and weather extremes of the transit environment. Rail Services Corp (RSC) is the integrator on the project.

NICE's security solutions help organizations capture, analyze and leverage big data to anticipate, manage and mitigate security and safety risks, improve operations, and make the world a safer place. The NICE security, intelligence and cyber offerings provide valuable insights that enable enterprises and governments to take the best action at the right time by correlating structured and unstructured data from multiple sensors and channels, detecting irregular patterns, and recognizing trends. NICE Security solutions are used by thousands of customers worldwide, including transportation systems, critical infrastructure, city centers, banks, enterprises and government agencies.

About Denver RTD
Founded in 1969 by the Colorado General Assembly, the Regional Transportation District provides a dynamic public transit system across the greater metro area. Its service district spans 2,348 square miles and serves a population of 2.8 million in eight counties: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, and Weld. In 2011, RTD provided service for more than 98 million passenger trips, including 61 million on bus, 21 million on light rail, and more than 13 million on Call-n-Ride, Access-a-Ride, and special event service. www.rtd-denver.com.

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Exhibit 99.3

NICE Performance Management Solution Boosts Employee Engagement with New Gamification Capabilities

The new release of NICE Performance Management helps organizations focus employees on important performance metrics and reward good work

RA'ANANA, ISRAEL, April 9, 2014 – NICE Systems (NASDAQ: NICE) today announced that it is helping companies better engage employees with enhanced gamification capabilities in its latest release of NICE Performance Management. This release expands on the gamification tools introduced in June 2013, going beyond the basic colored icons and charts currently offered in the market.

According to Gallup's report discussing employee engagement, more than 70 percent of American service workers are "not engaged" or "actively disengaged." Gallup defines engaged employees as those who are involved in, enthusiastic about, and committed to their work, and contribute to their organization in a positive manner. The Contact Center Association estimates that each disengaged employee costs their company 46 percent of their pay in lost productivity. Gamification is one way more organizations are addressing waning employee engagement.

Focusing Employees on the Right Behaviors

Expanded gamification capabilities in the new release include:
- The addition of points as a means to recognize performance and achievements, and an in-product marketplace to convert those points into goods and services
- Both individual and team-level challenges so organizations can drive healthy competition and collaborative teamwork
- Simplified back-end administration to make it easier for organizations to design, introduce and measure the impact of gamification challenges

Yochai Rozenblat, President of the NICE Enterprise Group
"Gamification is a powerful tool to drive performance improvements, reward top performers, and lower turnover and training costs. That's why our customers have been quick to adopt these capabilities within NICE Performance Management. We believe that this latest release reinforces our position as the Workforce Optimization market and product leader. We continue to innovate so that companies can foster engaged employees who will get them closer to their customers, and ultimately deliver an exceptional customer experience."

Click here to download the NICE Gamification Playbook, and learn more about how gamification can help engage and motivate employees.

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Exhibit 99.4

Forget Your Mother's Maiden Name – NICE Brings Real-Time Voice Authentication to the Call Center

Already in use at global financial institutions, NICE's patent-pending technology allows organizations to easily and securely authenticate callers to reduce handle time, improve customer experience and reduce fraud

RA'ANANA, ISRAEL, April 29, 2014 – NICE Systems (NASDAQ: NICE) today announced that people contacting a call center no longer have to go through a lengthy interrogation to be authenticated. Instead, the newly announced NICE Real-Time Authentication solution can validate customers as they conduct a conversation with an agent, using their voice as a unique identifier, all without PINs, passwords, or key phrases to remember.

NICE Real-Time Authentication is already being used by several large financial institutions across the globe, handling millions of calls with high availability and large-scale capacity. The solution authenticates legitimate customers as well as identifies known fraudsters.

In an industry first, NICE's patent-pending Seamless™ Passive Enrollment process leverages a customer's previous call recordings to create a voice print to automatically confirm the caller's identity.

"Most voice-based projects have failed because they put a burden on the customer to set up their voice-enabled profiles in advance—an additional time-consuming task," said Yochai Rozenblat, President of the NICE Enterprise Group. "With NICE's Seamless Passive Enrollment, if a customer has called before, they can be automatically authenticated using their voice the very next time they call."

"Customers today are tired of having to jump through hoops when contacting their service providers," said Dan Miller, Senior Analyst at Opus Research. "Multi-layered, knowledge-based authentication processes have become increasingly complex, leading to many legitimate customers failing authentication on their own accounts."

Within days of one deployment, the NICE solution was able to authenticate thousands of customers with its passive enrollment technology. It had a greater than 90 percent success rate and garnered high satisfaction among service agents.

Reducing "Time to Authenticate" by 75 Percent

According to analyst firm Contact Babel, most call centers currently take up to 60 seconds to verify the identity of a customer. The NICE solution reduces this authentication time to less than 15 seconds.

"A 45-second reduction in call handle time can mean millions of dollars in annual savings for a large call center," said Rozenblat.

The authentication process is further strengthened by combining voice biometrics with a customer's interaction history. For instance, when a customer is not yet enrolled in the database, agents are guided to ask questions based on the customer's account activity and not the standard questions such as the name of their favorite pet.

Fighting Fraud

The solution also complements NICE's Contact Center Fraud Prevention offering and combines with NICE Actimize's Remote Banking fraud solutions which have been protecting many of the world's premier banks for years. Together, these solutions provide cross-channel fraud protection across all remote banking channels, including phone, web and mobile – to reduce fraud losses and protect legitimate customers without creating service hurdles.

Solution Capabilities

The solution can work in any industry where speed and efficiency are crucial to the customer experience. NICE Real-Time Authentication can be used with various call center recording systems. The solution includes:

- **Voice biometrics** – The solution uses voice print matching to enroll callers and later match them with their own stored voice print for reliable speaker verification in real time.
- **NICE Seamless™ Passive Enrollment** – Patent-pending process for leveraging previous customer interaction recordings, whereby callers are automatically enrolled into a voice print database.
- **Real-time agent guidance** – Agents are notified of high-risk interactions in which the customer's claimed identity does not match the voice print database and then receive desktop guidance on what action should be taken.
- **Enterprise-ready scalability** – The solution includes **scalable streaming** on all contact center interactions in real time, which enables organizations to support millions of interactions at minimal cost.
- **Dynamic Security Questions (DSQ) Interface** – A second layer of authentication is used on top of the voice biometrics analysis layer to manage non-enrolled callers and authentication anomalies.
- **Authentication Center** – A single application is used to manage the call authentication policy as well as report on and continuously analyze system performance.

For more information on NICE Real-Time Authentication and how it can reduce customer authentication and call handle time, visit http://www.nice.com/real-time-authentication

NICE executives will demonstrate the Real-Time Authentication solution at Interactions 2014, May 19-22, in Las Vegas. For more information on the conference, please visit http://www.nice.com/interactions/

About NICE Systems

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