



NICE ■ Inform

Next Generation Recording and
Incident Information Management

Improve the Performance of and Future-Proof YOUR OPERATIONS

The More You Know, The Better You Can Serve

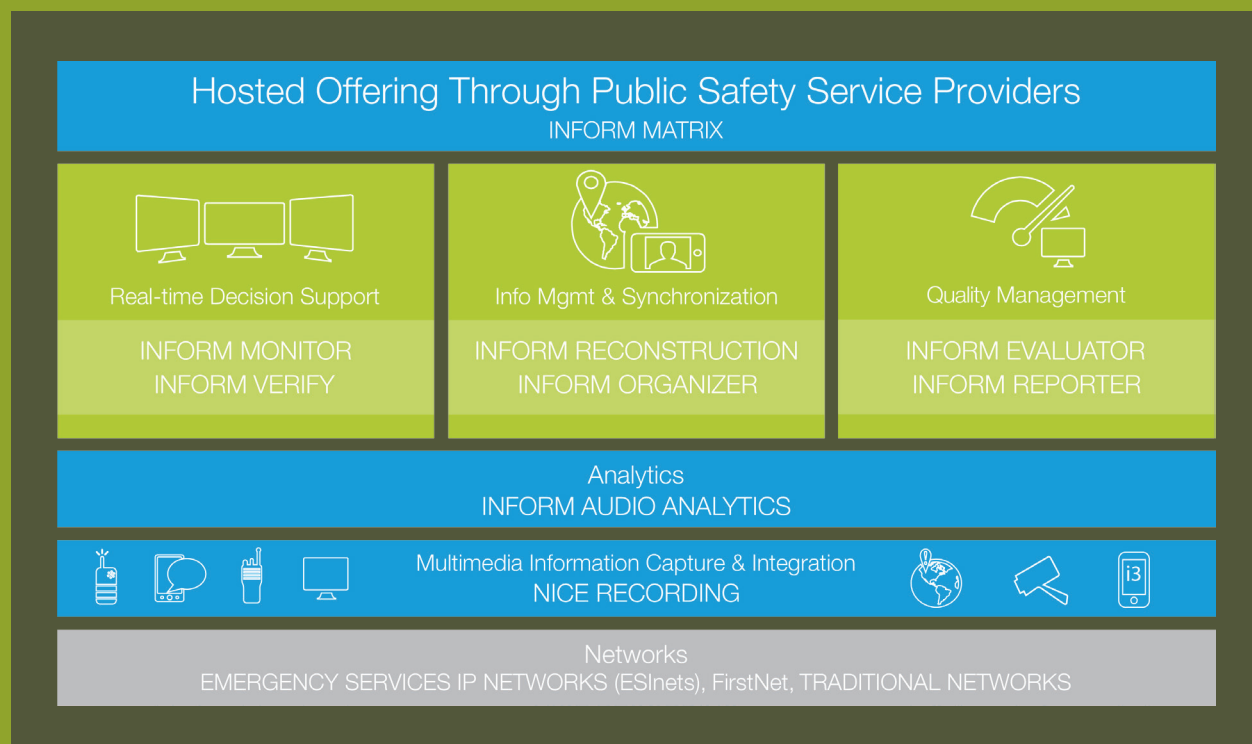
As you migrate to Next Generation 911 (NG911) technology and devices on modern networks continue to get smarter and faster – offering ever more communications channels to the communities you serve – **NICE Inform** helps you effectively manage and derive valuable insights from this higher volume and variety of information.

NICE Inform provides a single complete, true record and reconstruction of the interactions between citizens, emergency communications centers and first responders around an incident.

NICE Inform Application Ecosystem

NICE Inform is a suite of modular applications for incident information management that can run over traditional and IP-based networks. It records multi-channel interactions between public, emergency centers and first responders. All captured incident information is then synchronized and put into context to help you improve investigations, policy compliance and employee performance.

Inform Matrix allows agencies to increase flexibility and save resources by sharing recording systems. Access to recordings and data by each agency is protected with multi-tenant security and database partitioning. **Inform Matrix** also supports unified user access to recordings captured by a combination of local and shared remote systems.





A single



complete



true record

NICE - Inform

Record NG911 Audio, Screen and Text-to-911

NICE Recording logs 911 and VoIP calls, radio traffic, screen recordings, text-to-911, videos, computer-aided dispatch (CAD) data, and locations from geographic information systems (GIS), and integrates with other sources such as CCTV video. The robust radio over IP (RoIP) recording system has been developed, tested and deployed jointly with Motorola and others over the last 15 years.

Multimedia Incident Reconstruction and Sharing

Inform Reconstruction synchronizes and puts into context isolated information from multiple channels recreating who did what, when and where during an incident.

Inform Organizer stores collected content, including third party files, in central, secure folders with instant, web-based access for authorized reviewers such as the District Attorney. No more having to email .WAV files around and burn CDs. It ensures accuracy, authenticity and integrity of data while maintaining chain of custody.

Quality Assurance

Inform Evaluator enables evaluation of everything from a single interaction to complex incidents involving multiple channels, interactions and people. It helps emergency centers identify and improve performance issues, knowledge gaps and compliance violations.

Inform Reporter enables emergency centers to monitor and improve performance and quality via pre-defined, customizable call volume and evaluation reports.

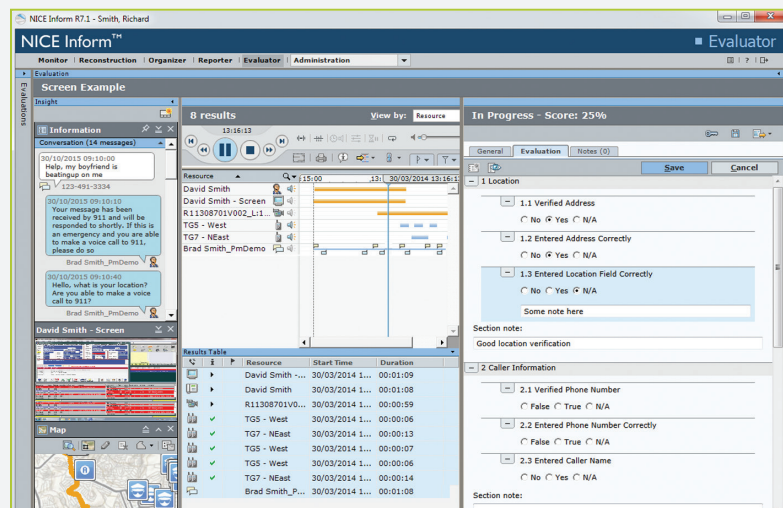
Audio Analytics

Inform Audio Analytics empowers you to search on spoken keywords and phrases across all calls to quickly find additional calls related to incidents, uncovering valuable evidence. It also continuously monitors and categorizes calls related to topics of interest to help you detect errors and risks earlier.

Real-time Decision Support

Inform Monitor provides near real-time monitoring of multiple channels, and its Recent Recall Replay (RCR) feature automatically replays the last call on a selected channel.

Inform Verify allows the user to instantly replay the last recordings over a search period.



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

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About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE public safety solutions.

About NICE

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 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.