



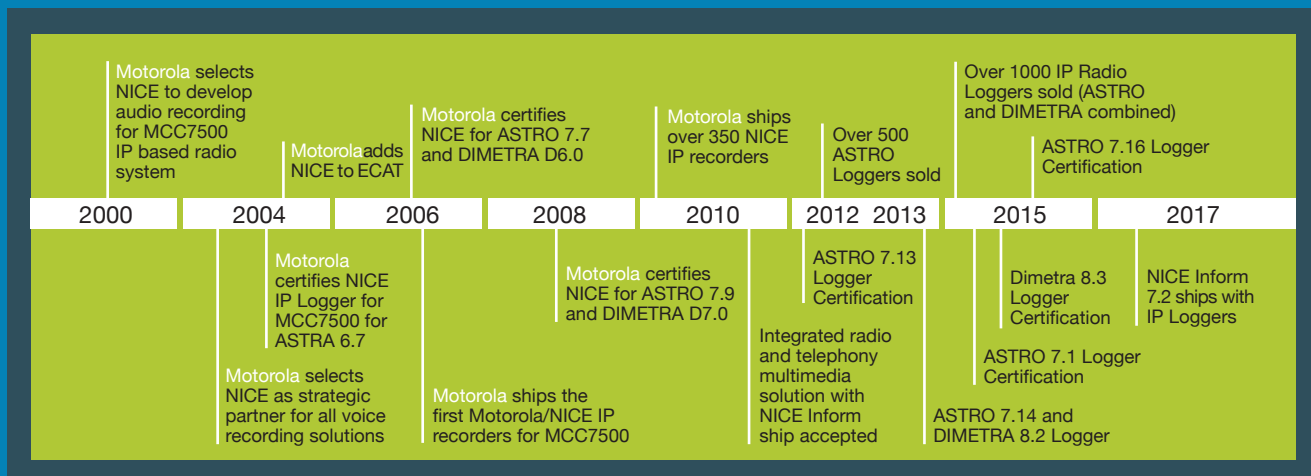
# NICE and Motorola Solutions

The Confidence You Need

If communications are the heart of your operation, you need to be confident in your ability to record, preserve and reconstruct events. For your Motorola radio and other multimedia communications, look no further than NICE Systems. Here are just a few reasons why you can count on NICE and Motorola Solutions for time-tested, trusted, and proven radio recording solutions.

## Proven, Unmatched Experience

- During our 15+ year partnership, we've completed over 800 successful customer deployments.
- Our engineering partnership has yielded 20 Motorola Solutions SIT-certified solutions, for SmartZone, Dimetra and ASTRO P25 radio platforms.
- NICE's development team has amassed over 120 years of combined experience on Motorola Solutions' radio systems – unparalleled in the industry!
- Our integrated recording solutions have captured over 250 million hours of radio transmissions, from tens of thousands of recording channels, and counting.
- Our integrated ASTRO IP and Dimetra certified recording solutions – several hundreds of them – are deployed at Public Safety, Transportation and Critical Infrastructure sites in every corner of the world.
- Together, we built the world's first IP-based radio recording solution 11 years ago – to date, we've deployed 100,000+ channels of P25 recording, with more to come!



## Unique Product Development Partnership

NICE's engineering partnership with Motorola Solutions means that not only do we co-develop and test our solutions together – NICE's solutions are literally part of the Motorola Solutions' radio network. NICE is in lockstep with Motorola's rigorous internal D-Stream (previously M-Gate) development process, which starts a full 18 months before any planned release of a new version of a Motorola radio system. We stress test every aspect of our integrated solutions to ensure they work flawlessly together. Other third-party vendors must resort to licensing Motorola Solutions' recording API (Application Programming Interface) to build and test their solutions, which means they're doing so independently of Motorola Solutions, and after the D-Stream process is completed. This creates obvious delays and other disadvantages.

## The NICE Technological Advantage: More Reliable and Secure with Worry-Free Upgrades

Unlike competitive solutions, NICE IP radio loggers are an integral part of the ASTRO 25 radio network. They sit on the same network as the Motorola Solutions' AIS (Archiving Interface Server), and are connected through a single network switch on the radio network. This has some big benefits:

- More reliable and secure – Since the radio network is highly secure, the recording system is inherently secure as well. Equally important, third-party solutions residing outside of the Motorola Solutions network are more susceptible to recording loss, because audio and metadata must pass through network routers and firewalls.
- Worry-free upgrades – Avoid having to coordinate upgrades with multiple vendors and worry whether your recording system was properly tested on the latest version of Motorola. Because NICE's certified solutions are included in Motorola Solutions' SUA / SMA life-cycle programs, recording software upgrades are managed exclusively through Motorola which makes the process worry-free.

## Superior Customer Service & Support

Since NICE's IP radio loggers are fully integrated into the Motorola Solutions' radio network, they can be monitored through the Motorola Solutions' NMO (Network Monitoring Operation). NICE's exclusive support arrangement means that NICE is the only recording solution provider with its own dedicated NICE-employed engineers in the Motorola Solutions' System Support Center (SSC) working side-by-side with Motorola radio support technicians, receiving alerts, and remotely troubleshooting and resolving problems – often before customers are even aware.

## NICE's Unique Differentiators

Feature	Benefit	NICE	Other Companies
API tested	Basic functionality verified	✓	✓
Seamlessly integrated into Motorola Solutions network	Security, performance, reliability	✓	✗
SIT tested / Motorola Solutions certified	<ul style="list-style-type: none"> <li>Assured product quality</li> <li>Ensures compliance with Motorola Solutions' strict Information Assurance standards</li> <li>Timely product availability due to participation in D-Stream process</li> </ul>	✓	✗
Matrix architecture	Cloud-ready, hub-and-point architecture with multi-tenant support and web accessible interface helps agencies securely share incident data, recordings, IT resources and infrastructure. PSAPs can achieve autonomy and cost savings, without the security risk.	✓	✗
Motorola Solutions SUA and SUA II	<ul style="list-style-type: none"> <li>Assured upgrade path for Motorola Solutions customers</li> <li>Worry-free upgrades: Motorola Solutions manages upgrades instead of customer/3rd party</li> </ul>	✓	✗
Staging	Integrated solution thoroughly tested prior to customer delivery	✓	✗
Embedded T2 support & Motorola Solutions NMO monitoring	<ul style="list-style-type: none"> <li>Unparalleled support responsiveness</li> <li>Faster response time</li> <li>Less downtime/reduced risk of recording loss</li> </ul>	✓	✗
Motorola Solutions quality review	<ul style="list-style-type: none"> <li>NICE submits to rigorous quality reviews to ensure it is meeting Motorola Solutions' quality standards</li> <li>Continuous improvement process to enhance customer satisfaction</li> </ul>	✓	✗
PUBNUG customer user group	Free Public Safety User Group (PUBNUG) for Motorola/NICE customers to network and share information, ideas and best practices. Access to interactive web portal featuring discussion forums, resources and training webinars.	✓	✗
Space-saving solutions	NICE IP Radio logging solution requires 40% of the rack space when compared to some alternate solutions.	✓	✗
Redundant storage	The NICE base logger package is a two-server solution that provides a total of 500,000 hours of storage – with the most recent 150,000 stored in both servers. No other solution offers storage redundancy in the base logger package.	✓	✗
Distributed architecture	Radio and 911 communications are recorded on separate devices, minimizing any potential for recording loss. This distributed architecture also provides maximum flexibility for multi-site deployments which are common with Motorola Solutions' customers.	✓	✗
On ECAT price pages	Ease of ordering for Motorola Solutions and customer	✓	Limited
NICE value added capabilities	In addition to certified IP radio recording, NICE offers unrivaled Next Generation 9-1-1 multimedia recording, incident reconstruction and sharing capabilities through NICE Inform, and other features that PSAPs need (like integrated Quality Assurance evaluation and workflow automation).	✓	Limited

## 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

The full list of NICE marks are the trademarks or registered trademarks of Nice Ltd. For the full list of NICE trademarks, visit [www.nice.com/nice-trademarks](http://www.nice.com/nice-trademarks). All other marks used are the property of their respective proprietors.

CONTENTS OF THIS DOCUMENT ARE COPYRIGHT ©2017.

## 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.