



NICE PROACTIVE SERVICES

Maximize the Lifetime Value of
Your Investment

YOU FOCUS ON BUSINESS, WE'LL TAKE CARE OF THE INFRASTRUCTURE

In today's environment, disruption or downtime of your business-critical applications is not an option. However, as the number of applications and technologies continue to multiply, IT organizations do not always have the time, resources or expertise required to effectively manage their system infrastructures. Your company needs a way to simplify and streamline operations, so your valuable IT personnel can focus on growing your core business rather than managing your infrastructure.

SINGLE 24X7 POINT OF CONTACT FOR ALL YOUR OPERATIONAL ISSUES



NICE takes a proactive approach to IT management. We work hard behind the scenes to keep your NICE solutions up and running with maximum efficiency and minimum downtime.

Complementing our regular Support services, our advanced Proactive Services give you a 360-degree service ecosystem that ensures efficient operations and high availability through proactive health checks, real-time monitoring and hosted 24x7 NOC service.

By letting us proactively manage your systems, you'll enjoy:

- Increased satisfaction from stable, high-performance systems
- Minimal downtime through proactive monitoring and fault resolution
- Single point of contact for all application, infrastructure and support issues
- Reduced costs and overheads as the need for in-house expertise is minimized

TECHNICAL EXPERTISE & BEST PRACTICES ARE BUILT IN

The Proactive Services group combines in-depth knowledge of NICE technology with hands-on experience in deploying our solutions worldwide. Using best practices developed in working with hundreds of customers in a broad range of enterprises and industries, our team helps you proactively maintain your NICE solutions, ensure that they are consistently aligned with business goals and maximize their lifetime value.



"We were so impressed with the NICE Consultant's knowledge of contact centers and our pain points combined with deep knowledge of NICE applications. I commend the level of service you are offering us. You are in this to help us succeed"

Project Manager, Major Banking Company

ADVANCED SERVICES

NICE Advanced Services include a complete set of proactive maintenance practices and guidelines, as well as dedicated tools and utilities, designed to enhance the operational efficiency of your NICE solution. These services are available on demand.

Sentinel Alarms

Our proprietary Sentinel real-time monitoring tool captures data about system health from different sources and provides clear notifications. This lets you know exactly what's happening inside your systems, so you can proactively identify and correct potential issues before they affect your operations. Key features include:

- Customization and configuration of alarm views and filters
- Tailored services, such as metric thresholds, which are aligned to your business needs
- Hands-on Sentinel training for relevant users

Proactive Maintenance

We believe that prevention of problems before your users become aware of them is the key to meeting your business needs. The Advanced Services offering includes remote diagnostic and monitoring tools to gauge system performance and proactively verify the performance and stability of your NICE solution. This service includes preventive technical health checks, findings analysis and recommendations to help ensure business continuity and investment protection.

NOC MANAGED SERVICE

Our 24x7 NOC service helps you reduce IT overhead and maximize uptime with a comprehensive managed service for all application, infrastructure and support issues. Cutting-edge monitoring and diagnostic tools and a service delivery methodology built on ITIL v3 standards ensure process compliance and service governance. Enterprise-grade service levels are designed to deliver high availability and performance.

Monitoring

The NOC team sets up NICE's monitoring tools, including configuration of KPI thresholds and notifications. The NOC team receives alarms from infrastructure and applications, as well as handling all resolution, escalation and follow-up activities. The scope of monitoring typically covers system uptime and alarms, alerts, application performance, database jobs, web server and application failures. Custom monitoring options are also available.

Service Management & Governance

Service management and governance ensures that service delivery is aligned to business goals and complies with agreed service levels. In this context, the NOC service features a 24x7 helpdesk, incident management, problem management and coordination with Tier 3 support (as needed), and scheduled reports covering all NOC deliverables in accordance with the SLA.





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.

About NICE Services

NICE Services (NGS) is a professional services, support and training organization singularly focused on maximizing the business value of our customers' investments in NICE technology. A rich set of expert services enhances the capabilities of NICE solutions, giving customers the knowledge, tools and best practices to meet and exceed business objectives. Our customer-centric service portfolio includes award-winning business consulting, professional implementationservices, proactive maintenance, comprehensive training and 24x7 support.

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