

Disaster Recovery & Business Continuity

Never lose a call or session due to platform downtime

When disaster strikes, the contact center becomes an even more integral part of a business's operations. But many contact center platforms are not built with the flexibility and redundancy to maintain uptime during emergencies such as natural disasters, pandemics and widespread network outages.

In the wake of major disruptions there are often long-term consequences as a result of being offline or delivering a less than satisfactory customer experience, including lost revenue. Although we hope that your contact center will never be affected by a disaster, the NICE CXone platform provides enterprise-level failover and redundancy capabilities to keep your business going, along with scalability features to allow quick response to any situation.

RELY ON 99.99% PLATFORM UPTIME

Our high reliability environment bolsters your business continuity and disaster recovery strategies.

- Fully redundant active/active network topology
- Never lose a call or session due to an outage
- Money-back guaranteed 99.99% uptime
- Preserve mission-critical company data through regular backups and data storage options
- No downtime maintenance windows

BUILT-IN REDUNDANCY AND FAILOVER CAPABILITIES

Rely on NICE CXone's infrastructure to keep your company going.

- Two Network Operations Centers offering proactive management 24/7/365
- Fully redundant cloud super-sites in North America (Dallas and Los Angeles), Europe (Frankfurt and Munich) and Australia (Sydney and Melbourne)
- Transparent failover with no disruption of active or queued sessions or calls
- Complete backups of all databases performed on regular basis

- > Learn more
- > Talk to a specialist
1-866-965-7227
- > Contact us



RAPID SCALE TO MEET RESPONSE REQUIREMENTS

Gain efficiency, flexibility and scalability with CXone's native cloud.

- Enable a work-anywhere environment—route calls to agents in any location
- Onboard new agents in a matter of minutes
- Nothing else needed other than a computer and internet connection
- Zero hardware dependencies

BENEFITS

- 99% uptime, 100% customer support
- Reduced overhead
- Increased security and compliance
- Guaranteed zero data loss

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com

Waterfront Corporate Center III
221 River St, 10th & 11th Floors
Hoboken, New Jersey 07030

- > Visit nice.com
- > Contact us
www.nice.com/contact-us

Copyright © 2022, NICE Ltd. All rights reserved.