

# NICE Services

Making Nice Technology Work For You

## About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions

# Maximize Business Value

## From Your Technology Investment

NICE Services is driven by a single focus-making sure you get the most out of our solutions and products. Our experienced Service professionals work with you every step of the way, providing the knowledge, tools and best practices you need to maximize business results from your technology investment.

Combining proven tools and methodologies honed through thousands of projects worldwide, our customer-centric services address all stages of the NICE solution lifecycle: from project planning and design to implementation and support. Our end-to-end services portfolio includes award-winning business consulting, professional implementation services, proactive maintenance, comprehensive training and 24x7 support.

It's our job to keep NICE technology working for you - and not the other way around.

### NICE's Customer Centric Approach

Customer satisfaction is at the heart of everything we do. The key pillars of our customer-centric approach are:



#### People

Our certified professionals combine in-depth knowledge of NICE products and technologies with a wealth of practical implementation experience. In addition to their own know-how, NICE Services professionals are backed by a centralized global knowledge sharing infrastructure, allowing you to benefit from our domain expertise and best practices across vertical markets.



#### Execution

A time-tested implementation approach and methodology, fine-tuned to your operations and overall business requirements, ensure consistent on-time, on-budget and on-spec delivery for each and every engagement.



#### Sustaining Value

Our services are focused on enabling and sustaining the value of NICE solutions and products in your environment - today and tomorrow. This long-term commitment to your success guides everything we do. Our customers know they can depend on us for the long haul, as evidenced by our very high customer retention rate across product lines.

“ This was the best managed project we've ever experienced and we have witnessed many, many of which were nowhere near as well managed as the NICE project from kickoff and all the way through

Project Manager, Financial Services

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

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#### Continuous Improvement

NICE Services is constantly working to improve the level of service we offer to customers. We proactively measure our performance against internal and customer targets in key areas such as on-time delivery, time-to-market, quality and customer satisfaction. By acting on these findings, we ensure continual improvement in product and service quality.

We realize that each customer's environment is unique, and tailor our services to enable you to maximize the value of your NICE solution

### Keep Raising the Bar through Rich Set of Services

#### Business Consulting

Our award-winning Business Consulting offers a set of expert service packages and tailored offerings that help you meet and exceed your business targets. From the planning stages, our business consultants work with you to refine your strategy, ensure business readiness, and prioritize goals and timelines. We help you integrate and configure our solutions within your daily operations for faster results and user adoption. Using advanced analytics, our experts transform your operational data into actionable business insight that can be used to continuously improve your processes.

#### Professional Services

NICE Professional Services is your "Go To" team for a smooth implementation. Our certified and experienced professionals use their in-depth knowledge of NICE technologies and implementation processes to help you plan, design, install, configure and test NICE solutions to meet your specific operational needs. In addition, our understanding of the surrounding third-party technologies (e.g., servers, desktop, network, telephony) ensures seamless integration within your IT environment. End-to-end implementation and project management services reduce costs and lower risks, while ensuring on time, on budget and on spec solution delivery.

#### Support

Our Support organization delivers the support you need to ensure optimal results from your NICE solution. Over 300 Customer Support engineers in eight regional hubs, backed by Field Support and On-site Support personnel, make sure you always get the fastest response. A 24x7 Contact Center with intelligent ACD/IVR capabilities performs global skills matching, so that each call is handled by the most qualified support expert, regardless of location. NICE offers a self-service portal, remote diagnostics, on-site repair and maintenance services, as well as flexible SLAs to fit your business and operational needs.

#### Proactive Services

Complementing our regular Support offering, Proactive Services give you a 360-degree service ecosystem that ensures efficient operations and high availability. Based on proven proactive maintenance practices and guidelines, this service offers advanced remote diagnostic and real-time monitoring tools, proactive health checks and 24x7 NOC service. Proactive Services give you a single point of contact for all application, infrastructure and support issues, letting you streamline operations, reduce in-house IT costs and overheads, and focus your IT efforts on growing business rather than managing infrastructure.

#### Training

NICE Training services give your users and technical team the knowledge and hands-on skills to confidently configure, operate and support NICE technology solutions. Our role-specific training programs deliver the practical knowledge needed to carry out daily tasks. From initial training to honing the skills of experienced users, dozens of diverse courses across IT, business and operational functions help your team continuously improve. Our team of full-time training specialists is adept at tailoring content for organizations of all shapes and sizes, across multiple vertical markets and geographies.