

Benefits of NICE WFM

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.

NICE WFM

NICE WFM is widely recognized as the best solution in the market because of its ability to configure to any companies needs, engage employees, and execute on perfect deliveries.



Configurability

WFM professionals need to be able to tune a solution to their specific environment to generate the most precise forecasts. NICE IEX WFM is unmatched in product depth.



Engagement

A solution only drives impact if it is widely adopted. The WebStation component of NICE IEX WFM makes it easy for everyone on the frontline to own their schedule, bidding, time-off and even performance and compensation



Delivery

NICE is consistently top in its ability to execute. In the DMG WFM report our customers gave us perfect scores on satisfaction, service and responsiveness. We deliver.

What is Cloud?

Cloud computing has long been defined as a style of computing in which scalable and elastic IT-enabled capabilities are delivered as a service using internet technologies.

Two of clouds much touted benefits are lowering cost and increasing agility. Cloud allows for solutions allow for companies to have flexible deployment options and build an optimal user experience, while keeping up-to-date with the most secure and advanced technologies.



Why Cloud?



Added Flexibility

- Instantly meet needs for added bandwidth
 - 65% of respondents to an Information Week survey said the “ability to quickly meet business demands” is a compelling reason to move to cloud
- Hybrid deployment optional
- Work from anywhere - allow employees to sync up from anywhere and increase employee satisfaction along with collaboration
- React swiftly to disaster or daily changes
- Elasticity to expand or shrink footprint as needed



Increased Efficiency

- Rapid deployment versus the month a traditional roll out takes
- Deliver faster results, at a lower cost, with shortened IT time
- Automatic updates, and latest product roll outs included
- Access to all of NICE's WFM best practices with increased...
- Grow without disrupting service



Best Value Option

- Shortened time to 'live' means you see value sooner
- Reduced total cost of ownership
- Secure (Disaster recovery, firewalls, DMZ Zone, Tier architecture)
- Built for high up-time



Bonus Benefit

Cloud is more environmentally conscious... the move to cloud instead of on premise can result in 30% less energy consumption



Why Cloud with NICE?

When you choose to deploy NICE WFM in the cloud you get...

- NICE's dedicated technical support
- System Administration
- Integration and deployment with other NICE solutions
- Monitoring and recovery
- Service requests and SLA reporting
- Performance tuning to ensure your WFM is functioning at peak
- Hardware, network, security, back-up, and disaster recovery

Cloud deployed WFM has a positive business impact...

Eliminate Your Capital Expenses	Reduce the Cost of Ops and Infrastructure	Shorten Time-to-Value
Servers, networking, Databases, operating systems, 3rd party SW licenses, security, storage and more	Facilities, IT personal, energy, SW maintenance, backups, monitoring, system utilization and more.	Time to 'live' system, responsive support and troubleshooting and best practice partnership
 Up to 20% of 3 Year SaaS Investment	 Up to 10% of 3 Year SaaS Investment	 Up to 15% of 3 Year SaaS Investment