



# NICE Support Services

Obsessed With Keeping Customers Happy

## 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.

[www.nice.com](http://www.nice.com)

# 300 Support Experts Worldwide Have Always Got Your Back

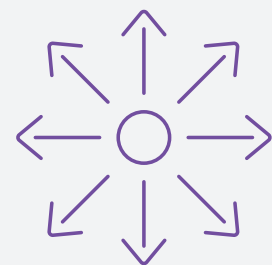
Your company has made a major technology investment and you have every reason to expect the highest system availability and performance. In fact, your business depends on the availability of your systems. When a problem is encountered you need answers fast – regardless of where you are and the time of day. Anything less means lost revenues and a call center swamped by complaints from angry customers.



## Available When You Need Us, Where You Need Us

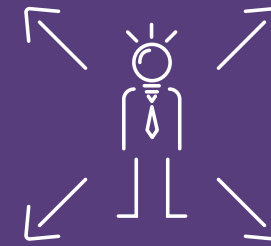
Our global Support organization is built to deliver the level of support you need to ensure optimal results from your NICE solution. Built to efficiently serve our worldwide customer base, the Support group comprises over 300 relentless Customer Support engineers in strategically located hubs, so you always get the fastest possible response.

Our global Support hubs are supplemented by extensive Field Support and On-site Support personnel around the world.



## Helping You Maximize Value From Your NICE Solution

- Consistent Customer experience with 24x7 response option
- Fast resolution of critical incidents for high system availability
- Longer system life span and better serviceability
- Flexible SLAs that fit your business and operational needs
- Industry-leading Customer satisfaction



## Bringing You An Outstanding Customer Experience

NICE is committed to ensuring a consistent and efficient support experience. An intelligent 24x7 Contact Center with advanced capabilities performs global skills matching for each call, so that each request is handled by the most qualified support expert, regardless of your location

More than 1,000 customer requests are processed in our global Support hubs each week. In 2013, more than 90% of all requests were resolved by either the first point of contact or the second tier of support. For more complex issues, NICE Customer Support engages a four tier model with the front line teams supported by Technical specialists in each of our solutions.

“

NICE learned our business, our naming conventions, talked our language, and brought everything together for us on how to utilize NICE solutions. And, they helped us to understand how what we do compares to what you've seen in the industry. You guys have truly done all you can do for me.

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Group Leader, Retail Banking

## You Set The Service Level, We Deliver

We know that when it comes to support, one size doesn't fit all. That's why we offer flexible SLAs that let you choose the right level of support for your specific application and business needs. For example, to support mission-critical operations and business processes, NICE offers stringent SLAs that provide the shortest response times and longest coverage hours.

### Self-Service Customer Portal

We make it easy for you to reach us in various ways. Our Customer Support Portal lets you open and track online Service Requests, view recent Service Requests for the entire organization, create customizable quick links and more. Problem reporting is also supported 24x7 via phone and email.

In addition, phone and remote support is always available during regular business hours with two-hour callback guaranteed. Depending on your SLA, full 24x7 coverage is also available.

### Remote Diagnostics And On-Site Repair

Remote diagnostics is available for solutions equipped with remote capabilities, allowing technicians to perform detailed tests, change configurations and even update software from any of our hubs. For hardware issues and other technical problems that cannot be resolved remotely, NICE dispatches equipment and technicians for on-site repair or replacement to any location worldwide.

### Maintenance Services

We provide product and maintenance releases with the latest software upgrades, patches and fixes to keep your system current with the latest NICE technology. These releases are delivered according to each Customer's specific software package, and can be downloaded from the NICE Software Download Center. This online portal is a personalized and secure online software delivery, update and management service providing Customers with easy and fast access to software orders and updates.