NICE®

NICE
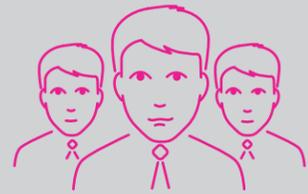# Professional
Services

Get It Done Right Every Time

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

Your "Go To" Team
For A Smooth Implementation

Implementing business-critical technology solutions is always a challenge. The list of tasks is endless –design, installation, customization/localization, integration with third party systems - and the timetables all too short. Moreover, dealing with new systems requires specialized skills and resources. Wouldn't life be simpler if you had a team of implementation experts on call with the knowledge and skills to get your NICE solution delivered on time and on budget?

NICE Professional Services can help you plan, design, install, configure and test NICE solutions for your operational environment.

Translate Your Vision Into A Working Solution

Our certified and experienced professionals have in-depth knowledge of NICE technologies and implementation processes. In addition, our understanding of the surrounding third-party technologies (e.g., servers, desktop, network, telephony, storage, security) ensures seamless integration within your operational environment. We use a time-tested delivery approach and methodology covering configuration and project management. This approach is fine-tuned to your operations and overall business requirements, so you can:

- Ensure on time, on budget and on spec solution delivery
- Reduce setup costs through smooth implementation
- Achieve quicker ROI and time-to-value from your solution
- Minimize risk of uncontrolled project costs, delays and unexpected outcomes

Unmatched Implementation Expertise

Our Professional Services team consists of hundreds of implementation experts worldwide that specialize in configuration, process implementation and project management. Over the past 25 years, we have implemented the full range of NICE solutions on-time and on-budget in thousands of projects. Based on our extensive experience in application and process implementation, we give you the right combination of technical knowledge, business expertise and best-practice methodologies to make sure your NICE solution is aligned with your organization's business processes.

> "
> 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

Time-Tested Implementation Methodology

A teamwork-based delivery approach, tailored to your operations and business needs, covers the full project cycle:

- Initiation: Assign NICE Project Manager, conduct project assessment, validate requirements and confirm key dates.
- Planning: Prepare detailed project plan, finalize scope and deliverables, validate design of solution, implementation and business processes, schedule resources, and ensure all deliverables are aligned with your business requirements.
- Execution: Hardware and software installation, configuration, testing and coordination of training and / or business consulting activities.
- Monitor and Control: Project status, performance tracking and risk reporting is documented and shared with all stakeholders on a regular basis. Status is tracked using the approved project plan as a baseline to measure actual project performance.
- Closure: Formal project review with your team, including site report documenting system installation and configuration, to confirm that project is complete. Systematic transition and handover to your production team and NICE Support who will assume responsibility for day-to-day management for end-users and administrators.

Initiation	Plan	Execution / Control And Monitor	Closure

Project Management- Don't Reinvent The Wheel

With our Project Management services, you benefit from the collective expertise we've gained through dozens of similar projects worldwide. NICE Project Managers know the touch-points, dependencies and resources required. They are aware of the obstacles and pitfalls that can cause needless delays. Based on their experience in environments like yours, they use processes and practices that ensure flawless on-time delivery.

Working directly with your in-house project management team, the NICE Project Manager controls all project activities and makes sure your solution works exactly as expected from day one. Project management is based on Project Management Institute (PMI) principles and best practices, modified for your unique requirements.