NICE Engage Platform

Multiple Data Centers Solution:
Supporting Your Centralized Data Centers

High availability data centers centralization

It's not a new story. Budget cuts have become a constant, as is the search to find ways to reduce costs. Data center centralization and consolidation is an effective way to maximize the efficiency of your personnel and IT resources. Yet, it doesn't come without its own set of challenges.

Firstly, you'll need to be able to centralize your IT infrastructure and significantly reduce its footprint outside of the data center. Additionally, centralized architecture carries a considerable risk. System failures in a centralized data center can have a severe impact on the entire organization. The NICE Engage Platform addresses these issues so that you can benefit from a centralized environment without the risks it can bring.

NICE Engage platform solution for multi-data-center environments

NICE Engage Platform reduces the threat of interruption to your business with disaster recovery solutions and tools that ensure the high availability of specific systems.

Solution Highlights

Lowered TCO
With full support for centralization initiatives, the NICE Engage Platform solution for multiple data center environments helps your enterprise gain a lower total cost of ownership (TCO).

Unmatched Scale
NICE Engage Platform allows you to have the entire system on a central data center using resilient Active and Passive recording solutions. Moreover, the system enables unmatched scale, allowing a single system to serve the entire enterprise.

Support for Consolidation and Virtualization
Reducing the number of physical servers and by leveraging centralization of the entire IT infrastructure. NICE supports the leading industry virtualization vendors including VMware (vSphere), Microsoft (Hyper-V) and Citrix (Xen).

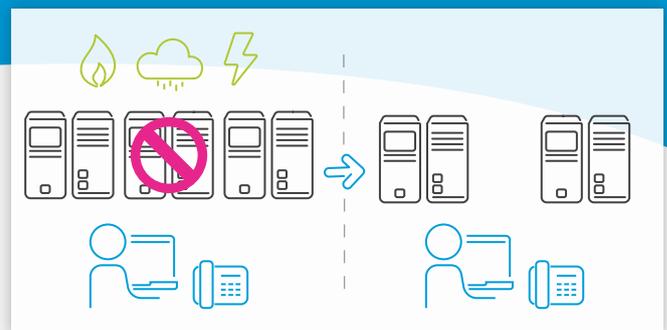### Assured Business Continuity
By addressing a variety of potential failure risks.

Telephony-failure Protection

Component-level Resiliency

Data Center 1

Data Center 2

Supporting enterprise business continuity

When operating in a central data centers environment, failure can severely impact the entire organization. NICE Engage Platform addresses all types of failures when moving to a centralized data centers environment with the following capabilities:

No single point of failure

NICE Engage Platform offers local and inter-site resiliency for all NICE Engage Platform components. Some of those components can be deployed with a multi-site clustering approach (a.k.a. geo–cluster). This supports redundancy across data centers without needing duplicate components in a single data centers. The result is full high availability with a low TCO.

Alignment with third-party telephony vendors

NICE Engage Platform is aligned with resiliency mechanisms of industry leading telephony vendors such as Cisco and Avaya. In Cisco telephony environments, Cisco offers Unified Communications Manager (CUCM) server clustering for redundancy and load balancing. Avaya offers resiliency in a Communication Manager Pair (CM-CM) and Enterprise Survivable Server (ESS). If a failover does occur in one of these telephony environments, NICE Engage Platform will continue to provide full capabilities via the redundant telephony infrastructure.

Single-click disaster recovery

NICE Engage Platform supports end-to-end disaster recovery that is both easy to deploy and use. With the NICE High Availability Manager, a standalone application for multiple data centers environments, IT professionals can perform the failover of the entire data centers with a single click.

Fully aligns with your telephony resiliency mechanisms

No single point of failure

Rapid disaster recovery using a 1-click failover

Scales to support the entire enterprise on a single system

Improve Your Reactions at:
http://www.nice.com/engageplatform/

About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

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