



# NICE BUSINESS CONSULTING

Achieve Your Business Targets  
and Accelerate ROI

# MAXIMIZE BUSINESS RESULTS FROM YOUR NICE SOLUTION

In today's business world, the success of your technology investment is measured in dollars and cents. Your new solution needs to produce tangible business results – and the sooner the better. Great technology is a start, but you need more than that to deliver sustainable business value. By embedding the right business processes and workflows within your day-to-day operations, you'll be able to flawlessly execute your customer strategy, achieve business objectives and knock your ROI off the charts.

## MAXIMIZE BUSINESS RESULTS FROM YOUR NICE SOLUTION



NICE Business Consulting offers a set of expert service packages and tailored offerings that help you establish a working solution that meets and exceeds your business targets.

Our experts perform an in-depth assessment of your business, enabling us to map our technology solutions to your business goals. From the planning stages, our business consultants work with you to define customer 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, we turn your operational data into actionable business insight that can be used to continuously improve your processes.

Our award-winning Business Consulting services help you realize the full potential of your NICE solution:

- Fast ROI from your technology investment
- Effective execution of your customer strategy
- Smooth rollout and swift user adoption
- Optimized business processes that deliver sustainable value
- Post-implementation follow-up to ensure continuous improvement

## EXPERTS IN YOUR BUSINESS

Our team comprises Six Sigma certified experts who have over 100 years of cumulative experience in implementing tailored solutions in enterprises across vertical markets and industries. Whether establishing a new business process, enhancing the customer experience, identifying the best way to leverage technology to streamline operations, or determining how to lower overall costs, our business consultants have both the domain and product expertise to ensure optimal execution of your customer strategy. Our business experts use their analytical skills to assist you in extracting more value from available operational data. We apply this knowledge to address your specific business and operational challenges so you can achieve measurable bottom-line results.

Operation Director, US leading Bank:

"NICE's Business Consulting Services became an integral part of our team. That connection helped us better understand our business and determine the strengths and weaknesses of our performance management processes. The partnership and NICE's willingness to go the extra mile resulted in identifying business needs and meeting those needs through the NICE business solution.

## BEST PRACTICES AND PROVEN METHODOLOGY

Based on hundreds of successful implementations, our Business Consulting team has developed proven methodologies, tools and best practices for extracting sustainable value from NICE solutions. Our Business Consulting service is based on a holistic, multi-disciplinary approach that brings together business, operations and technical expertise. The goal is to improve your business operations by leveraging and integrating NICE solutions and products into your daily practices. We work with you throughout the business lifecycle to plan and execute the business process implementation, apply best practices, and optimize the operational NICE solution to maximize your ROI over time.



### ACHIEVE BUSINESS OBJECTIVES



- Actionable Insights
- Holistic view of your organization

### FASTER ROI



- Tailored Best practices
- Industry, Vertical and Subject Matter Expertise

### ON GOING BENEFITS



- Improved Process
- Access to knowledge base

## YOUR TRUSTED ADVISOR FOR THE LONG HAUL

From the outset of the project, we make it our business to know your business. Our business consultants work hand-in-hand with your key business stakeholders and your end users, so we can tailor the solution deployment to your distinctive business needs and operations. Once your solution is up and running, we follow-up with ongoing optimization activities, including measuring ROI against industry benchmarks, identifying new opportunities, evaluating solution expansion options and developing the Value Realization Scorecard. All of these post-implementation activities are designed to ensure continuous improvement of your NICE solution.



## ABOUT NICE SYSTEMS

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

## About NICE Services

NICE Services (NGS) is a professional services, support and training organization singularly focused on maximizing the business value of our customers' investments in NICE technology. A rich set of expert services enhances the capabilities of NICE solutions, giving customers the knowledge, tools and best practices to meet and exceed business objectives. Our customer-centric service portfolio includes award-winning business consulting, professional implementationservices, proactive maintenance, comprehensive training and 24x7 support.

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