



NICE Perform eXpress

Managing an organization with multiple sites entails many challenges. In today's economic environment the main challenge is reducing total cost of ownership (TCO) while simultaneously deploying technological solutions which are similar to the headquarters. Research indicates that enterprises will invest at the branch level to comply with external and internal regulations for minimizing their exposure to risk and improving their bottom line. NICE Perform eXpress meets these requirements and offers small to medium sites affordable enterprise-grade solution tailored to their, offering improved TCO reduction.

Insight from Interactions™

NICE | MASTER™
DISTRIBUTOR

ALAVA 
TELECOM
+ Servicios + Eficacia + Tranquilidad

NICE Perform eXpress

Small to medium sites are becoming more and more common in the labor market. Recent studies show that 90% of recent hires are in small to medium sites. As a result, managers are seeking technological solutions to address the unique needs of compliance recording in those sites which are already implemented in large corporations but are too costly for a small to medium site.

With NICE Perform eXpress small to medium businesses can benefit from NICE's sophisticated recording applications for large corporations. An off-the shelf, COTS-based platform, NICE Perform eXpress provides organizations an affordable enterprise-grade solution, which enables businesses to comply with new regulations and new business needs.

Based on the NICE Perform® state-of-the-art architecture, NICE Perform eXpress ensures liability recording and regulatory compliance. NICE Perform eXpress is the perfect solution to address individual business requirements. The solution is designed to meet the recording and playback needs of small to medium sized organizations.

The solution can be provided as a standalone or be fully integrated with NICE Perform®, which allows organizations to perfectly tailor their solution based on their need. For multi-site environments, the solution enables centralized administration and storage capabilities providing customers an easy to use deployment and administration compliance suite.

- A highly cost effective solution, NICE Perform eXpress ensures total cost of ownership (TCO) reduction through:
- Single box, COTS-based platform, all-in-one solution
- Centralized administration, storage
- Rapid deployment and installation
- Small footprint
- Capability to run as virtual machine.



Figure 1: Centralized Administrated Sites Deployment

How to Deploy NICE Perform eXpress?

NICE Perform eXpress is a robust solution that can be deployed in either one of the following manners:

1. Centralized Administrated Sites

For centralized administrated sites, NICE Perform eXpress operates independently within the organization while it is configured and maintained from a central site. The solution's update packs are distributed from a central location offering organizations the opportunity to deploy a number of NICE Perform eXpress solutions in their sites while enjoying a unified administration for all them and thus reducing the solution total cost of ownership.

2. "Hub & Spoke"

NICE Perform eXpress is ideal for organizations with a data center and branch environment but would like to manage them from a single location. In "Hub & Spoke", the NICE Perform eXpress solutions are deployed at the branches and can be integrated with a centralized NICE Perform® solution residing at the data center. Migrating data from the NICE Perform eXpress in the branches into a centralized NICE Perform system will deliver value added NICE Perform® functionality.

3. Standalone Solution

Each NICE Perform eXpress provides its services to its local site independent of the other NICE Perform eXpress solutions deployed in other parts of the organization. A single storage server may be used by all NICE Perform eXpress systems in the organization but each system manages its own archived interactions. The standalone NICE Perform eXpress is installed and controlled locally. The standalone solution is beneficial for small to medium scale organizations with independent sites.



Figure 2: NICE Perform eXpress Applications

How does the NICE Perform eXpress work?

Installation and Configuration

NICE Perform eXpress can be easily and quickly deployed in just a few hours using a simple and intuitive installation and configuration process. Furthermore, no additional deployment procedures are required for the web-based user application that is on the desktop.

To ensure TCO reduction NICE Perform eXpress provides the flexibility to install and configure the solution by various methods based on organizational requirements. The system can be installed and configured either from a central location or from the local site.

The installation process can be performed on the COTS-based platforms at a central location and then shipped to the appropriate site. Alternatively, the process can be done remotely from a central location or at the individual site level. When several NICE Perform eXpress systems are configured, it is possible to provide a common configuration for all the systems simultaneously and then finalize the configuration of each system either remotely or locally.

Recording

NICE Perform eXpress provides an all-in-one solution for liability recording in TDM and VoIP environments. Its recording resilient voice capturing layer is able to either capture analog extensions, digital extensions and TDM trunks or passively sniff VoIP packets. Both environments can co-exist on the same platform.

The NICE Perform eXpress platform is CTI agnostic by providing a suitable recording solution for environments without external CTI. The solution utilizes integral TDM/VoIP decoders, like D-Channel decoding, to extract call metadata from the signals between the PBX and the agent's phone.

NICE Perform eXpress is compatible with a large variety of industry leading CTI interfaces which provide real-time call metadata. Once a CTI failure occurs on the main CTI interface,

the solution resorts to automatic failover on a redundant mechanism utilizing line signaling decoders.

Archiving and Backup

Embedded storage management in each NICE Perform eXpress system is responsible for archiving the audio conversation recorded. Recordings can be archived at a local storage area or a remote central storage area. NICE Perform eXpress is capable of working with Enterprise Storage Management (ESM) devices (e.g.- EMC2 Centera or IBM Tivoli).

In addition to archiving the audio conversation into a local or remote storage area, NICE Perform eXpress is capable of backing up the recorded audio into tape devices that are physically attached to the NICE Perform eXpress platform.

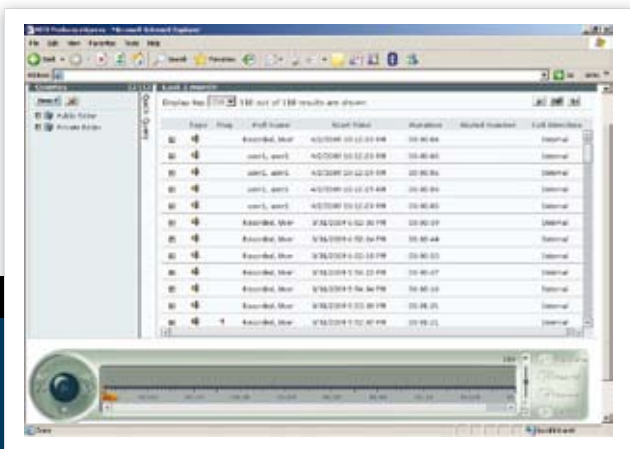
User Applications

NICE Perform eXpress offers a variety of easy to use web-based user applications, in different languages, that provide value added services above the recording infrastructure. The applications can be customized for the different entities in organization

Users are able to use the advanced playback authorization flow in order to query and playback their own calls. Managers can query and playback their employee calls. Administrators have the required permissions for system administration, are able to manage the users in the system, and can reconfigure or monitor the different system components. They can monitor the current activity in real-time on a specific channel or audit the actions performed by the various users on the system using the Audit Trail application.

Why NICE?

NICE solutions for the financial sector, serve more than 85 of the Fortune 100 companies, the world's top 10 banks, thousands of financial institutions, and most of the trading floors around the world. NICE provides a wide range of leading solutions for recording, monitoring and managing interactions. The solutions contain advanced compliance technology that helps banks and others financial institutions reduce the inevitable risk involved in protecting and defending financial information. NICE's leadership position and extensive experience in the financial market provides customers with peace-of-mind and investment protection.



ABOUT NICE NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions solutions and value-added services, powered by the convergence of advanced analytics of unstructured multimedia content and transactional data – from telephony, web, email, radio, video, and other data sources. NICE's solutions address the needs of the enterprise and security markets, enabling organizations to operate in an insightful and proactive manner, and take immediate action to improve business and operational performance and ensure safety and security. NICE has over 24,000 customers in more than 150 countries, including over 85 of the Fortune 100 companies. More information is available at <http://www.nice.com>.

Alava Ingenieros Telecom (Madrid)

Edificio Antalia.
C/Albasanz 16. 28037 Madrid, España.
Tel: 91 567 97 00. Fax: 91 570 26 61. alava@alava-ing.es

Teléfono de asistencia Técnica: 902 884 668

Alava Ingenieros Telecom (Barcelona)

Torre Mapfre-Vila Olímpica.
C/Marina 16, Planta 19-C. 08005 Barcelona, España.
Tel: 93 459 42 50. Fax: 93 459 42 62. alava@alava-ing.es

www.alavatelecom.es

360° View, Alpha, ACTIMIZE, Actimize logo, Customer Feedback, Dispatcher Assessment, Encorder, eNiceLink, Executive Connect, Executive Insight, FAST, FAST alpha Blue, FAST alpha Silver, FAST Video Security, Freedom, Freedom Connect, IEX, Interaction Capture Unit, Insight from Interactions, Investigator, Last Message Replay, Mirra, My Universe, NICE, NICE logo, NICE Analyzer, NiceCall, NiceCall Focus, NiceCLS, NICE Inform, NICE Learning, NiceLog, NICE Perform, NiceScreen, NICE SmartCenter, NICE Storage Center, NiceTrack, NiceUniverse, NiceUniverse Compact, NiceVision, NiceVision Alto, NiceVision Analytics, NiceVision ControlCenter, NiceVision Digital, NiceVision Harmony, NiceVision Mobile, NiceVision Net, NiceVision NVSAT, NiceVision Pro, Performix, Playback Organizer, Renaissance, Scenario Replay, ScreenSense, Tienna, TotalNet, TotalView, Universe, Wordnet are trademarks and/or registered trademarks of NICE Systems Ltd. All other trademarks are the property of their respective owners.