

NICE Branch Offering

In a today's tough economic environment and highly competitive market, organizations face stricter regulations driven by top regulatory bodies as well as increased pressure to reduce overall IT costs- from the data center to the branch level.

Research indicates that financial enterprises will invest at the branch level to comply with external and internal regulations, mitigate risk and improve their bottom line. To achieve these goals, it is essential to deploy advanced technologies that reduce the overall investment at the branch level, minimize risk, improve business performance and enhance customer satisfaction.

By using cutting edge technologies that connect the branches to a main data center, IT presence and investment at the branch level can be significantly reduced. In addition, branch offices can easily and cost effectively take advantage of the data center's advanced applications to analyze branch activity, improve operational efficiency and deliver a positive customer experience. NICE Interaction Management at the data center combined with NICE Perform eXpress deliver an optimal solution.

BUSINESS BENEFITS

NICE Perform eXpress at the branches connected to NICE Interaction Management at the data center delivers the following benefits:

- Reduces branch exposure to risk using advanced NICE SmartCenter applications at the data center
- Centralizes all branch operations
- Eliminates the need for IT personnel at the branch
- Enables quick and easy deployment
- Lets branches operate locally using NICE Perform eXpress applications during WAN failures
- Centralizes monitoring and maintenance

HOW CAN NICE'S BRANCH OFFERING ENSURE HIGH CUSTOMER SATISFACTION AND BUSINESS PERFORMANCE AT A LOW COST?

- Easy call recording platform to mitigate risk and address compliance solution records in the branch
- Essential branch information can be moved to the data center
- Advanced NICE SmartCenter applications to improve business performance and customer satisfaction
- Easily configurable and can monitor the entire system from the data center

NICE PERFORM EXPRESS AT THE BRANCH

An essential capability for a branch solution is robust recording at the branch that will not suffer from WAN failures. Users at the branch can continue to search and playback interactions for compliance and risk management purposes even when the WAN is down.

NICE Perform eXpress offers a wealth of value added capabilities including:

- Support for up to 200 recording channels in VoIP, TDM and hybrid networks to optimize investment in existing IT networks
- D-channel line signaling support to include advanced telephony data in a non-CTI environment
- Easy and rapid deployment reducing IT personnel-related costs
- Small footprint to lower facility costs with a thin client browser-based web application
- Support for compliance requirements such as retention, liability and recording redundancy
- Support for multiple languages

CONNECTING BRANCHES TO THE DATA CENTER

NICE Perform eXpress at the branches exports data to the centralized NICE Interaction Management system residing in the data center. Also at the data center, branch recordings are stored in a storage area while interaction metadata and user information are duplicated to the NICE Interaction Management database.

This architecture enables users at the data center to use NICE SmartCenter advanced applications to search, playback and analyze branch activity remotely. Any operation at the branch is done using the data center's servers for maximum performance and simplicity. Utilizing advanced NICE SmartCenter applications such as NICE Quality Management and NICE Interaction Analytics to analyze branches remotely, can improve both business performance and customer satisfaction. By maximizing resources and methodologies at the data center instead of at each branch, organizations can improve branch operations more efficiently and cost effectively.

Configuring the branches and connecting them to the data center is simple and easy. The NICE Perform eXpress Central Administration application, located in the data center, configures all NICE Perform eXpress systems and connects the branches to NICE Interaction Management with minimum configuration changes at the data center. It dramatically reduces the need for IT presence at the branches and shortens the overall deployment process.

MONITORING SYSTEM PERFORMANCE AT BRANCHES AND THE DATA CENTER

Monitoring the data center and all branches using one tool is essential. NICE Sentinel can connect to NICE Interaction Management and the NICE Perform eXpress Central Administration application to monitor both the data center and all the branches.

ABOUT NICE

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time.

Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security.

NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. 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.com