



## 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 an affordable enterprise-grade solution to reduce TCO.

Insight from Interactions™

**NICE**®

## 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.

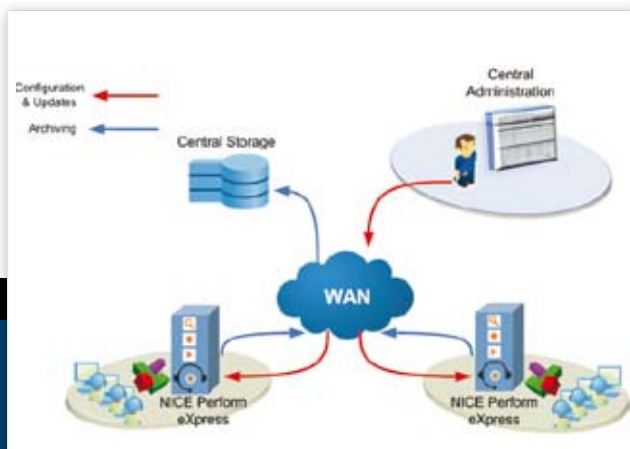
With NICE Perform eXpress small to medium sites can benefit from NICE's advanced recording applications for large corporations. An off-the-shelf, COTS-based platform, NICE Perform eXpress provides organizations an affordable enterprise-grade solution, which enables businesses to comply with new regulations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

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 needs. 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 low total cost of ownership (TCO) through:

- A single box, COTS-based platform, all-in-one solution
- Centralized administration, storage
- Rapid deployment and installation
- Small footprint
- Capability to run as virtual machine



Centrally Administered Site Deployment

## How to Deploy NICE Perform eXpress?

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

### 1. 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 independent sites.

### 2. Centrally Administered Sites

For centrally administered 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 unified administration for all them thus reducing TCO.

### 3. "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 NICE Perform eXpress in the branches to a centralized NICE Perform system will deliver value added NICE Perform® functionality.



NICE Perform eXpress Application

## 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 low TCO, 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 the local site.

The installation process can be performed on the commercial off-the-shelf-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. 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 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 recorded audio conversation. Recordings can be archived at a local or 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 in 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.

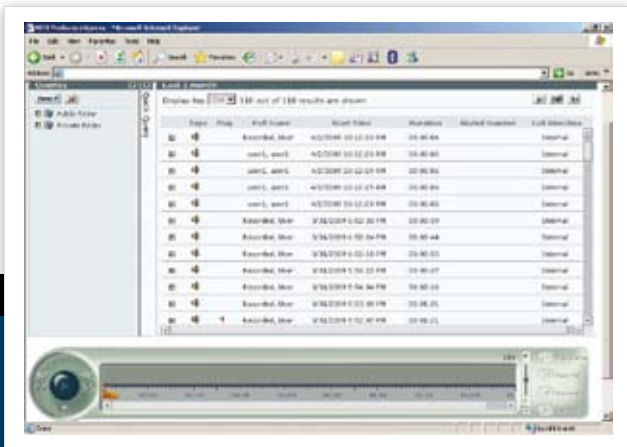
### User Applications

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 the 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.



NICE Perform eXpress Application

**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>.

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