



NICE RECORDING

Advanced Audio Recording Platform
for Public Safety Organizations

GETTING THE RIGHT INSIGHTS TO THE RIGHT PEOPLE AT THE RIGHT TIME



ADVANCED AUDIO RECORDING THAT CAPTURES IT ALL

NICE Recording was specifically designed to meet the needs of the Public Safety environment. The solution is an easy to deploy, feature rich audio recording platform that addresses the rigors and requirements of your communication center. It captures all forms of audio – VoIP, analog and digital telephony – a critical necessity. With support for a wide range of PBX platforms, extensions and IP switches, NICE Recording lets you cost effectively transition into tomorrow's PSAP today.

READY FOR NG9-1-1 AND THE FUTURE

In line with today's needs and with support for SIP-based VoIP recording, NICE Recording is NG9-1-1-ready. And when combined with the NICE Inform application suite, your PSAP will have a complete NG9-1-1 solution. This complete solution is featured at all NENA Industry Collaboration Events (ICE) as part of the transition planning to NG9-1-1, ensuring you have a future-proof platform designed to comply with i3 standards.

Depending on the size of your organization and its requirements, NICE Recording is packaged with the NICE Inform application to facilitate your audio recording needs:

- **Inform Essential** - entry-level solution designed for the small- to mid-sized PSAP that currently has basic audio recording needs and plan to include multimedia management and other capabilities in the future. Inform Essential is completely scalable and can be easily upgraded at any time to Inform Professional.
- **Inform Professional** - developed for the mid- to large-sized PSAP and includes high-end capabilities such as multimedia management, resiliency and more.



NICE RECORDING SOLUTION HIGHLIGHTS

With intuitive configuration and administration, you'll be able to capture, store, manage and replay calls the same day as installation. Moreover, the solution is flexible and cost effective, delivering TDM, VoIP and radio recording. You'll also gain:

- **Support for transitional NG9-1-1 networks** – with SIP trunk logging.
- **Advanced call finder** – D-channel support for extension side TDM phones enables you to quickly find calls based on caller ID and other information such as call duration; marked calls; date and time; user name; CLI/dialed numbers; notes fields; channel; call direction and more.
- **Powerful reply capability** - support for instant replay through NICE Inform Verify and NICE Inform Monitor-RCR.
- **Highest security levels** – provided with AES Rijndael 256-bit encryption; MD5 fingerprinting, and other features.
- **Reduced costs** – with D-channel that allows you to log popular phone systems without needing expensive CTI connections.
- **Compatibility** – via support for Windows Server 2008 64 bit and 32 bit on COTS server chassis.

THE FUNCTIONALITY YOU NEED

Recording alone is simply not enough. You need to be able to quickly find calls, have flexible recording and storing options, integrate with other systems, and have the ability to easily share your information when relevant. And it all needs to be done cost effectively. NICE Recording provides you with these benefits and many more:

- **Extreme Resiliency** – multiple redundancy options are available with NICE Recording and supported by NICE Inform that include various components of the system with either 2N or N+1 redundancy configuration, giving you the flexibility to fortify redundancy based on your agency's need.
- **Optional selective call deletion** – allowing you to automatically delete based on retention; schedule deletion for marked calls; retain call data even if audio is deleted.
- **Wide range of storage and archiving possibilities** – you'll be able to select the option you need for cost savings and efficiency with local storage to standard HDD; choice of 10 compression algorithms; archive to SAN/NAS and RDX; central storage to SAN/NAS, EMC Centera, NetApp Snaplock; in addition to flexible scheduled archiving capabilities.





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. www.nice.com

CONTACTS

Global International HQ, Israel

T +972 9 775 3777

F +972 9 743 4282

Americas, North America

T +1 201 964 2600

F +1 201 964 2610

EMEA, Europe & Middle East

T +44 0 1489 771 200

F +44 0 1489 771 665

Asia Pacific, Singapore Office

T +65 6222 5123

F +65 6222 5459

The full list of NICE marks are the trademarks or registered trademarks of Nice Systems Ltd.
For the full list of NICE trademarks, visit www.nice.com/nice-trademarks.
All other marks used are the property of their respective proprietors.

DATE 5/2013 • P/N BR-31445

CONTENTS OF THIS DOCUMENT ARE COPYRIGHT © 2013.



nice.com