

The NICE logo is positioned in the upper right quadrant of the page. It consists of the word "NICE" in a bold, black, sans-serif font, with a registered trademark symbol (®) to its upper right. The background of the entire page is a dark blue gradient with a pattern of binary code (0s and 1s) in various shades of blue and white, some of which are blurred to create a sense of depth and motion.

# NICE IN EMERGENCY COMMUNICATIONS 1

Helping Emergency Communications Centers  
Continuously Improve Operations

# UNDERSTANDING AND EVALUATING Emergency Communications

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## DIGITAL INITIATIVES MAKE EMERGENCY COMMUNICATIONS MORE COMPLICATED

Digitization has paved the way for widespread adoption of mobile phones, and later, smart phones. Citizens are reporting incidents at any time, from any where – sending photos, videos and texts from their smart phones.

The **increased variety, volume and value of information** coming into emergency communications centers (have made emergency communication more complicated.

**NG9-1-1 & FirstNet** will accelerate this trend by accepting information directly from smart devices as well as people. And new advances in technology – things we haven't even thought of yet – will continue to enhance and complicate emergency communications well into the future.

## NICE INFORM HELPS EMERGENCY COMMUNICATIONS CENTERS CONTINUOUSLY IMPROVE OPERATIONS

# NICE® Inform



NICE Inform was introduced in 2007 to meet these needs. Since then, it has been continuously enhanced so that today NICE Inform is the industry-leading digital evidence management solution for emergency communications centers.

Inform provides a single complete, true record and reconstruction of the interactions between citizens, emergency communications centers and first responders around an incident.

It gives emergency communications centers better insight into how to improve their service to citizens, leading to a higher level of public confidence in the centers.

By capturing, managing, synchronizing and putting into context an increasing volume and variety of multi-channel interactions, NICE Inform details who knew what when, and the actions they took as a result, in a format that can be easily and securely shared and understood by others.

All these interactions need to be **CAPTURED, MANAGED, SYNCHRONIZED** and put into context to understand and evaluate the decisions and actions of emergency communications centers and first responders.

# NICE Inform Stands Out

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With over three thousand deployments in public safety, critical facilities and transportation organizations globally and 15 years of radio over IP recording experience, NICE Inform is **the industry-leading digital evidence management (DEM)** solution for emergency communications centers (also known as Public Safety Access Points (PSAPs) and 911/112/999/000 centers).

**Multi-channel capture and reconstruction** provides a single complete, true record and reconstruction of the interactions between citizens, 911 centers and first responders around an incident. It details who knew what, when, and what actions they took as a result that can be easily and securely shared and understood by others. Isolated information is captured, and put into context from multiple channels including telephony, radio, VoIP, CCTV, screen recording, CAD, location information, and text-to-911.

NICE Inform has the most reliable and robust **radio over IP (RoIP)** capability – it has been developed, tested and deployed jointly with Motorola over the last fifteen years. Thanks to our joint roadmap with Motorola, NICE Inform is the most feature-rich solution and its customers can be confident that it will always work with their Motorola radio systems.

**INDUSTRY LEADER #1**  
with Large Installed Base

**MOTOROLA RELATIONSHIP**



  
**ANALYTICS**

  
**Multi-Channel CAPTURE AND RECONSTRUCTION**

  
**ORGANIZATION & DISTRIBUTION**

**Analytics** helps uncover insights in captured content that might otherwise remain hidden, by enabling search for identified spoken words and automatically categorizing calls based on them. Using innovative technology designed specifically for public safety communications, Inform's analytics facilitates lead detection, monitors and identifies gaps in protocol compliance and highlights problematic calls for additional review.

**Organization and distribution** ensures accurate, traceable fulfillment of record requests by arranging collected content, including third party files, in central, secure folders with instant web-based access for authorized reviewers and distributing the folders to external stakeholders in a tamperproof format.

NICE Inform's **quality assurance** application, specifically designed for public safety, enables evaluation of everything from a single interaction to complex incidents involving multiple channels, interactions and people. This holistic approach results in better insight into how to improve existing procedures, leading to a higher level of public confidence in the centers.

NICE delivers **industry-leading service** with proven methods, procedures and processes derived from years of experience supporting thousands of public safety customers worldwide.



**PUBLIC SAFETY-SPECIFIC**  
Performance  
Evaluation



**MULTI-AGENCY**  
SYSTEM SHARING



Industry-  
Leading  
**SERVICE**

## ABOUT NICE PUBLIC SAFETY

NICE public safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 police departments worldwide rely on NICE solutions for digital policing.

## ABOUT NICE SYSTEMS

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE solutions help the world's largest organizations deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions. [www.nice.com](http://www.nice.com).

For more information please email NICE at [PSInfo@NICE.com](mailto:PSInfo@NICE.com)

**Inform Matrix** lets multiple agencies share radio or call-taking systems using a hosted configuration, helping them stretch their budgets. It provides secure sharing of selected Inform recording resources with other, trusted agencies while retaining local control. This enables multi-agency incident reconstruction, saving time and providing clarity for the most complex multi-jurisdictional incidents.

## POLICE DEPARTMENTS WORLDWIDE RELY ON NICE DIGITAL POLICING SOLUTIONS

Over three thousand police departments around the world rely on NICE digital policing solutions. Even more, twenty-five thousand customers trust NICE Systems to solve their information management challenges.

Learn more at <http://www.digital-policing.com>

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