

EMC-NICE Systems Voice and Screen Recording and Archiving Solution

An integrated central-archiving solution for voice and screen recording—available now—from EMC and NICE

The Big Picture

- Enhanced archiving options enable users to choose between constant and scheduled archiving for optimized network administration
- Using NICE technology, recordings are easily and transparently retrieved and instantly played back by authorized users who need them, wherever they are
- A secure, enterprise-wide repository infrastructure stores audio and video recordings ensuring access to fixed content from any application according to user privileges
- Meets regulatory requirements for the preservation and integrity of audio records, including shredding to U.S. DOD standard
- Rules-based archiving, retention, and deletion methodology enables users to select archiving and length of storage based on the type of storage interaction
- Information stays authentic because an object is stored only once with a digital fingerprint to ensure its genuineness
- Automatic data structuring enables easy scalability because the addition of physical disk space is accomplished without the need for file system and LUN management
- All information objects are mirrored within a local Centera cluster to support automatic recovery from component failures
- Solution is market-proven and deployed in production at leading trading floors and call centers around the world
- Integrated disaster recovery scenarios are supported at application and infrastructure levels

Safely archiving, quickly accessing, and totally protecting fixed content is a necessity rather than a luxury. Government regulations alone present the need for a fixed-content storage archiving solution that meets all of these requirements. For fixed content, such as recorded customer interactions, including voice recordings and screens containing e-mail, Web interactions, and other application windows, the need for this solution is especially important. For example, imagine 500 traders taking multiple calls every day. If a customer dispute arises, the traders need proof of what was said, when, and by whom. For this they need the most efficient recording, retrieval, and storage solution for managing a high volume of transactions. This solution must help them reduce liability while minimizing resources required to verify compliance and resolve customer disputes. This solution is available now from EMC and NICE Systems.

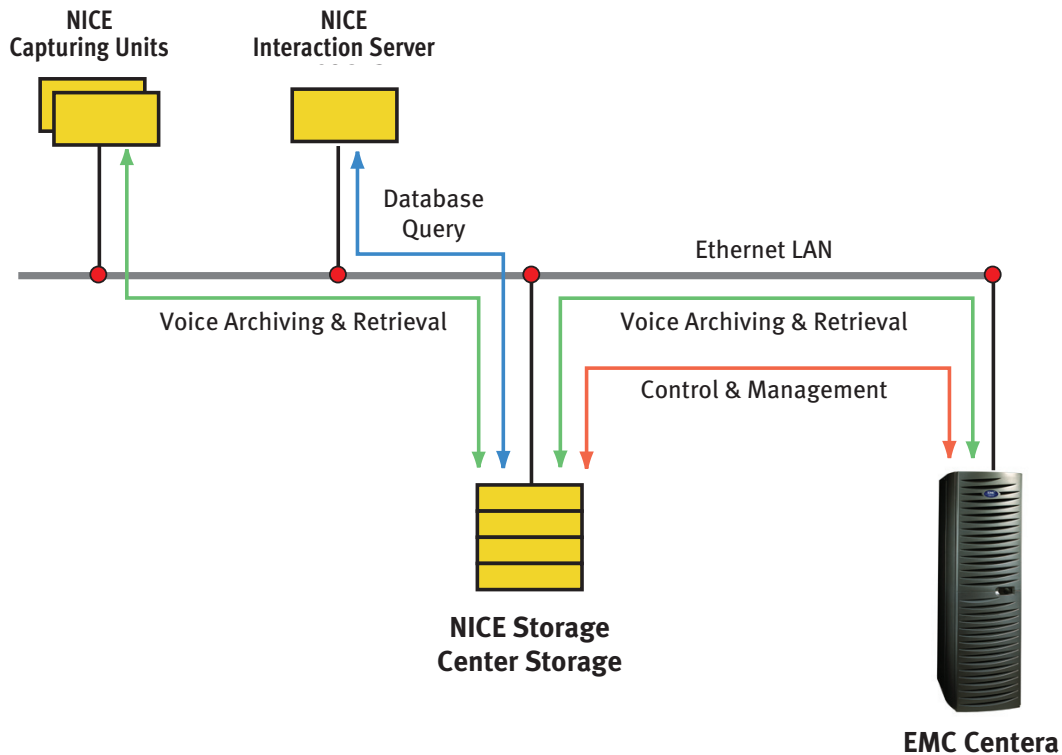
EMC, the leading provider of open, consolidated, and highly available storage solutions, has joined forces with NICE, a worldwide leader of multimedia recording solutions, applications, and related professional services for business interaction management. The end result is a total recording and archiving solution that provides high-volume, efficient, centralized storage of thousands of recorded customer conversations involved with financial trading, insurance, banking, customer service, and other business transactions.

EMC Centera content-addressed storage

EMC[®] Centera[®] content-addressed storage delivers fast, affordable online access to fixed-content assets. The content-addressing methodology results in a globally unique, location-independent identifier for a piece of content. An object is stored only once, ensuring its authenticity and reducing the consumption of valuable disk space. The architecture of Centera is based on redundant arrays of independent nodes (RAIN)—offering petabyte scalability. To add capacity, just plug in another node; Centera auto-discovers and configures the new capacity as it is installed. In addition, when you need to add storage or upgrade the technology, just plug in additional Centera capacity. The system automatically recognizes that additional storage has been installed—it's just that easy.

Centera offers business continuity protection, ensuring that vital research and documents are always available. All information objects are mirrored within a Centera cluster to support automatic recovery for business continuance. Centera also constantly self-monitors to detect and repair faults. It helps ensure information accessibility by automatically reconfiguring itself and replicating objects as necessary. Centera is an ideal storage architecture for the growing fixed-content market.

Centera Compliance Edition Plus offers additional features. Retention enforcement enables compliance officers to set hardened retention periods on electronic records. Enhanced disposition, or shredding, ensures that deleted data cannot be recovered using disk-scanning tools. Application access security permits systems operators to establish access security and authorized activities at the application or server level and ensures the privacy of sensitive records.



NICE Storage Center

NICE Storage Center™ provides archive management capabilities with quick access to recordings and low total cost of ownership, by leveraging existing storage infrastructures. The integration of NICE Storage Center with EMC Centera provides robust archiving and easy access to all recordings from a central location. It delivers full service recovery and a safe method to limit an organization's overall liability. And this solution fully integrates with the customer's environment, making use of available storage resources and protecting the investments made in existing storage infrastructures. Furthermore, efficient audio compressions are offered for reducing the storage volume.

NICE Storage Center is a storage management solution for voice and screen recording. The Storage Center server stores the desired interaction's audio and/or screen recording on an enterprise storage infrastructure (like Centera) for long-term archiving. Selective archiving and selective retention capabilities enable users to optimize the archiving according to business policy requirements.

Included in NICE Storage Center is an administration application that enables users to set the system configuration and various storage rules, and an engine that implements the storage rules, enabling retrieval of the calls. It adapts to the customer's preferred storage technology to provide an integrated solution. It integrates with the Centera content-address storage solution, as well as with the EMC SAN storage solutions that utilize Symmetrix® and CLARiiON® systems.

Since interaction-recording systems are considered critical by most customers, NICE Storage Center provides redundancy options. In case of a failure, a hot-standby Storage Center server will kick in to continue to handle the archive management tasks.

About EMC

EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions. EMC creates complete information environments that are reliable, efficient, and secure. The result is information that reveals its hidden potential, that's fit and ready to use. EMC works with organizations around the world, in every industry, and of every size, from startups to the Fortune Global 500. Our customers include banks and other financial services firms, manufacturers, healthcare and life sciences organizations, Internet service and telecommunications providers, airlines and transportation companies, educational institutions, and public-sector agencies. With EMC, information illuminates what's possible and moves the world forward. Learn more at www.EMC.com.

About NICE Systems

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions solutions and value-added services, powered by advanced analytics of unstructured multimedia content—from telephony, web, radio, and video communications. 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 100 countries, including over 85 of the Fortune 100 companies. For more information, visit www.nice.com.



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