



NICE Back Office Suite

Improve the Efficiency and Effectiveness of Your Back Office Operations

INTRODUCTION

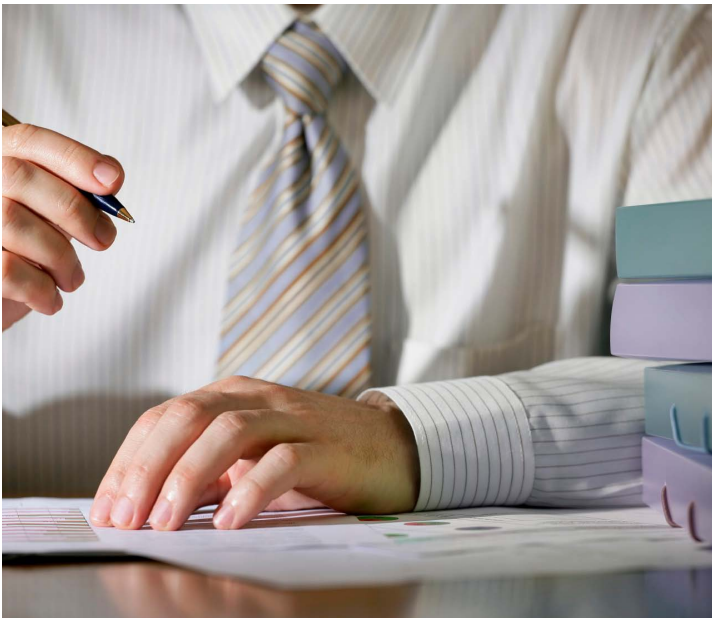
The individuals responsible for processing insurance claims, processing orders or approving loan applications are not typically the people you would associate with providing “customer service.” Yet, these back office workers also have the ability to impact the customer experience. When the back office worker does his job well, customer expectations are met, and sometimes exceeded.

However, when input errors are made, processing guidelines aren't followed or backlogs mount, front office volumes rise, operational costs increase and customer dissatisfaction ensues. As a result, in today's competitive marketplace, your company has to meet, if not exceed, your customers' expectations across all departments, including the back office.

BACK OFFICE CHALLENGES

Back office operations are complex and often have many different departments in various geographical locations, employees that speak different languages, have different skill levels and use many different desktop applications. The completion of processes that span numerous desktop applications and the quantity of manual or paper-based work make it difficult to capture the work throughput and real-time data to manage the workforce effectively. Added to these complexities are the frequent desktop application updates, changing processes and compliance requirements that the back office employees must quickly master.

With the complexity of the back office, management has a challenging job to run an efficient operation and find ways to improve productivity, comply with internal policies and external regulations, reduce errors, improve the customer experience and minimize costs. While these challenges are daunting, we have solutions that can help you achieve your objectives of greater operational efficiency, compliance and quality assurance in the back office.



Improve Operational Efficiency

The NICE Back Office Suite makes it possible to manage back office operations with less effort and greater efficiency, thereby saving the business money and increasing overall customer satisfaction.

- Integrate data from disparate systems
- Automate manual processes
- Increase forecast accuracy
- Gain visibility into resource capacity
- Improve employee performance

Drive Compliance

With the NICE Back Office Suite, it is easier to ensure employee and departmental adherence to both internal and regulatory compliance guidelines.

- Analyze desktop application usage
- Establish pre-defined workflows
- Proactively alert supervisors of potential errors
- Guide employees through complex processes

Enhance Quality Assurance

The NICE Back Office Suite makes it possible to increase customer satisfaction through more effective and consistent quality management of back office processing activities.

- Record, store and playback employee desktop activity
- Configurable, wizard-driven, quality evaluation forms and reporting
- Integrated calibration tools for consistent staff scoring
- Develop and deliver customized coaching packages for prompt feedback and communication of best practices among employees

The capabilities provided by NICE enable you to take action to impact customer satisfaction, organizational performance and optimize customer dynamics throughout all areas of your business. In fact, if you are using NICE SmartCenter solutions in your contact center today, you can easily extend them into your back office environment and benefit from a unified solution.

CRITICAL CAPABILITIES FOR BACK OFFICE OPERATIONS

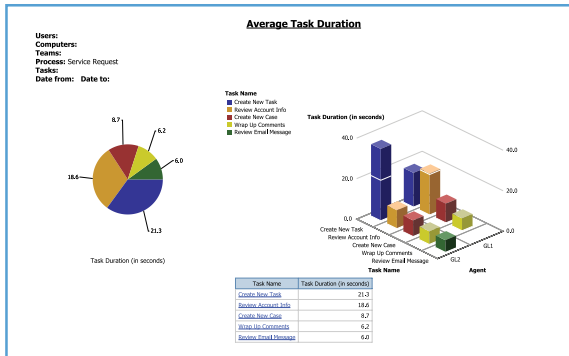
Until now, what has been missing in back office operations is a set of critical capabilities to help managers meet their business objectives while maximizing the efficiency and effectiveness of the entire enterprise.

REAL-TIME ACTIVITY MONITORING

NICE Real-Time Activity Monitoring provides real-time insight into back office desktop activities and employee performance, thereby enhancing decision making and management's ability to impact processing as it takes place. In addition, Real-Time Activity Monitoring acts as a rich data source for workforce and performance management in environments that do not have desktop data capture.

Key capabilities include:

- Desktop process and application monitoring
- Real-time supervisor alerts, dashboards and KPIs
- Business data collection
- Real-time reporting

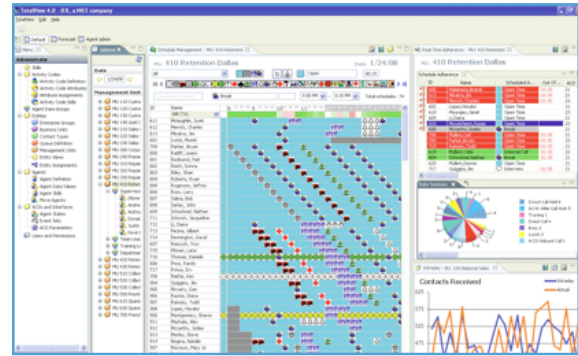


WORKFORCE MANAGEMENT

NICE IEX Workforce Management promotes operational efficiency by improving forecast accuracy and capacity planning for dedicated back office task handling as well blended front/back office environments. Enterprise level change management tools enable users to view and manage intraday resource capacity and ensure results.

Key capabilities include:

- Long and short-term forecasting and capacity planning
- Employee scheduling and 'what-if' analysis
- Real-time and Intra-day change management
- Historical adherence and reporting
- Employee self-service and performance management



REAL-TIME PROCESS OPTIMIZATION

NICE Real-Time Process Optimization improves back office employee effectiveness and quality by reducing errors and re-work. Process automation streamlines repetitive tasks, reduces average processing times and helps to ensure compliance to internal and governmental regulations.

Key capabilities include:

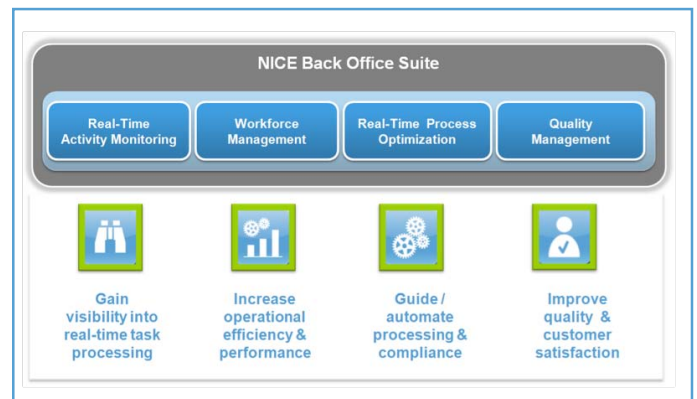
- Real-time decisioning
- Contextual employee guidance
- Process automation
- UI consolidation
- Real-time process compliance

QUALITY MANAGEMENT

NICE Back Office Quality Management enables organizations to meet service goals, increase efficiencies of back office quality processes and drive changes in employee behavior, for better customer service, through learning and development.

Key capabilities include:

- Employee scorecards
- Integrated employee coaching tools
- Wizard-driven employee evaluation tools
- Unified, personalized portal for business users, supervisors and employees



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.

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