

COMPLIANCE CENTER

Smarter recording compliance to gain time and value

As “trust” becomes a customer experience differentiator, and with the focus given to more transparency and privacy, organizations globally are moving towards a “compliant by design” model. From PCI DSS, HIPAA, SEC, MIFID II, or the GDPR, all new regulations require more flexibility and efficiency to detect breach, define policies and carry out audits. Especially if they need to co-exist. To do so, compliance recording activities need to move from a siloed approach to a more holistic methodology that brings all processes into a single umbrella.

Is your organization ready to face new compliance challenges?

The traditional model of segmenting compliance activities for retention policy definition, recording compliance assurance and auditing & investigation is no longer sustainable as it creates siloes, leaving compliance insights dormant and draining the efficiency of your teams. Ultimately, this approach could leave you at risk of breach, liable to hefty fines, and reputational damage.

Compliance Center: one single solution for all your compliance needs

Powered by AIR & Engage, NICE's market leading recording solution, the compliance center brings together all your recording for compliance activities and delivers:

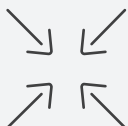


Compliance Spot

Proactive recording compliance assurance

Leverages analytics for real time alerts and thresholding on the health of your compliance activities; i.e.: force deletions, script violations, PCI violations, sales consent,...

Scanning the audit trail to discover insights, the compliance center also notifies users when abnormal behaviors are detected: from mass deletions to encryption changes. In doing so, the compliance center boosts efficiency and reduce time between breaches.



Compliance Act

Self-service evidence and policy management hub

Centralizing all retention and policy management activities into a single repository, you can now see all your execution history, and manage all rules independently, so as to promptly adapt to changes.

As such, you can now take proactive and corrective actions: extracting, deleting, locking interactions directly from the hub, on an ongoing basis, without the need for NICE services.

Ensure your organization is compliant by design



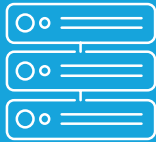
Reduce risks and liabilities

with a single holistic platform through recording, archiving, extracting, deleting, and auditing



Shorten time to response

to compliance breach or risks with dedicated assurance workflow mechanisms



Costs Reduction

with more independence to perform the actions you need



Boost users efficiency

IT, agents, and compliance with end-to-end processes

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

www.nice.com

About Voice Products

Voice Products started in June 1990 and has been selling and servicing products nationwide for voice, video and call recording for over 25 years. More than 4,000 customers in public safety and other industries entrust their customer interaction solutions to Voice Products. Headquartered in Wichita, KS with sales and support offices located strategically throughout the US, Voice Products prides itself on providing the best possible customer experience in order to develop a long-term and beneficial partnership with their clients.

VoiceProducts
VOICE • VIDEO • DATA

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