



NICE INFORM

Stepping up to the challenges of today's multimedia emergency communication centers

Emergency communication centers can now confidently step up to today's public safety challenges thanks to NICE Inform, a revolutionary multimedia incident information management solution from NICE. The first and only solution of its kind, NICE Inform breaks through the interoperability barrier to capture the full spectrum of multimedia interactions. Only NICE Inform can deliver this complete chronological, visual and audible history of an incident in one place.



Incident Information Management Solution

The amount of multimedia information now available to public safety organizations is continuously increasing. Audio, video, photographic, CAD, GIS or other captured desktop screens can be crucial for investigation or evaluation and training. It needs to be captured, reconstructed, organized and stored, and done so accurately, efficiently and securely.

NICE Inform solves this problem by fusing these different types of multimedia information into a common application and interface. It provides structure to unstructured multimedia, seamlessly combining the data for a complete, authentic, chronological audio/visual timeline and 360-degree view.

Emergency Services, can benefit from NICE Inform by saving time, money and resources; improving processes, interoperability and accuracy; and complying with the most stringent legislative and security requirements.

Solution Highlights

- Monitor and verify communications and interactions. Live Monitoring enables Control Center supervisors to rapidly and proactively listen in and instantly review any call.
- Capture telephony, radio, video, screen, radar and VoIP. Record and store all multimedia inputs whilst appending relevant additional electronic content such as pictures, reports, texts, faxes and more, all in one place.
- Search multimedia inputs. Advanced search parameters for all multimedia inputs. Reviewers and investigators can locate an incident and its associated multimedia information with pinpoint accuracy saving time and resources.
- Reconstruct a 360° real-time view. Consolidate multimedia in a single view, exactly as it happened. Provides an authentic, synchronized, incident reconstruction for investigative or training purposes. What people said, saw and did.
- Organize information electronically. Organizes specific and relevant incident and event information by Incident Folder, allowing instant and secure web-based access for authorized users.
- Distribute on DVD or email. Flexible, rapid and secure information sharing. Use the NICE Inform Media Player to encrypt, authenticate and review and replay incident information offline or by external officials. Promotes improved interoperability and cooperation between and within public safety organizations.

Features

- Live Monitor enables supervisors to instantly listen in
- NICE Inform Verify provides a rapid replay function for recent emergency calls
- Simple and Advanced Search queries across multimedia sources
- Synchronized playback of audio and video
- Playback features include: AGC, loop replay, speed control and more
- Investigation tools include:
 - Copy and Paste clipboard functions
 - Volume and balance control per audio channel
 - Annotations in voice and text for any captured multimedia interaction
- Authentication features include:
 - Digital signature
 - Spoken date and time on playback
 - Audio certification added to distributed information
- Distribution is prepared in a single process through an easy-to-follow wizard
- Inform Media Player
 - A stand-alone media player application
 - Non-Inform users can review incidents offline
 - Encrypted, authenticated, secure
- Audit history of every user action
- Supports multiple NICE voice recording platforms (NICELog, HDL+, Trunked Radio, VoIP Logger and NPX)
- Supports NICE Screen Encoder platform for 24X7 screen recording
- Supports NICE Perform R3.5 Screen Recording solution
- Supports Video and audio integration with NiceVision Video Surveillance
- User preferences - powerful configuration of virtually any element of the application
- Automated server resilience with database replication tool
- Integration with EMC® Centera® for increased and enhanced online storage and archiving
- Available in multiple languages: English, French, German, Spanish, Italian and Simplified Chinese (R3.2)
- Comprehensive, content sensitive Help function
- Inform-Lite licensed product version – entry-level version of Inform
- Inform Server Matrix: advanced distributed architecture topology
- Supports phonetic index searching (word and phrase spotting)
- Visualisation of call locations within a ESRI mapping environment
- Integration with NICE Situator providing real-time notification and event management

Benefits

- Saves time on incident reproductions
- Reduces costs
- Consolidates information silos
- Improves processes and operational efficiency
- Enhances performance, training, evaluation and consistency of service
- Reduces physical storage and filing space requirements
- Promotes an environmentally friendly work process
- Enhances interoperability and collaboration between departments and organizations

Software Specification

- Server operating platform: Windows Server 2003 Standard Edition, Windows Server 2008 Standard Edition (32bit)
 - Windows Server 2003 Standard Edition, Windows Server 2008 Standard Edition (32/64bit)
 - Windows 7 Professional 64bit – supported with Inform Lite systems
- Client operating platforms: Windows XP Professional, Windows Server 2003 Standard Edition, Window Vista™, Windows 7 Professional (32/64bit)
- Software version: NICE Inform 4.0
- Database:
 - SQL Server 2000, 2005 Standard Edition, or 2008 Standard/Enterprise (32/64bit) Edition,
 - SQL Server 2008 Express R2 (32/64bit) - supported with Inform Lite systems and when operating on a Windows 7 Professional OS only.NET Framework: Microsoft .NET framework Version 3.5
- Microsoft SNMP Manager as default
- Browser-based application
- NICE Inform operates as an application layer above existing NICE recording platforms
- Active directory support
- Virtualization support

NICE Inform – Synchronized reconstruction of incident multimedia information



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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