



NICE INFORM FOR ATC

Incident Information Management Solution

GETTING THE RIGHT INSIGHTS TO THE RIGHT PEOPLE AT THE RIGHT TIME

INCIDENT INFORMATION MANAGEMENT SOLUTION

Field-proven at over 1,300 ATC centers including dozens of the world's busiest airports, NICE's solutions reliably record all types of voice communications between aircraft, ATC operations and ground personnel. The NICE Inform Incident Information Management Solution seamlessly interfaces with a myriad of ATC systems to capture and fuse voice, radar, CCTV video and other data so you get a synchronous view and 360-degree visibility into incidents. Uncover hidden facts faster and improve your investigations and training.

A TRUSTED SOLUTIONS PROVIDER FOR AIR TRAFFIC CONTROL

NICE Air Traffic Control (ATC) solutions are installed and operating in over 1,300 ATC Centres and airports worldwide, including the world's 30 busiest airports.

NICE has a long standing history and commitment to its customers within the ATC market, we understand the necessity for high quality, reliability and integrity for all parts of the recording and incident management solution - applications, software, hardware, platforms, infrastructure and service.

ADVANCED ATC INCIDENT MANAGEMENT WITH NICE INFORM

To meet the unique needs and challenges faced by ATC, NICE has developed the NICE Inform™ Incident Information Management Solution. Fully integrated with the existing NICE digital voice and video recording systems, NICE Inform enables rapid and thorough investigation to review any incident for investigative or training purposes.



CAPTURE

Radio, Telephony, Radar CCTV, VoIP, texts, emails, flight plans and screen images

SEARCH

Channels, Talk Groups, for all multimedia inputs

RECONSTRUCT

The 360° view of an incident exactly as it happened

ORGANISE

Electronic folders to compile incident specific information for investigations or training

DISTRIBUTE

Secure, authenticated, audited incident or training material on DVD or email.

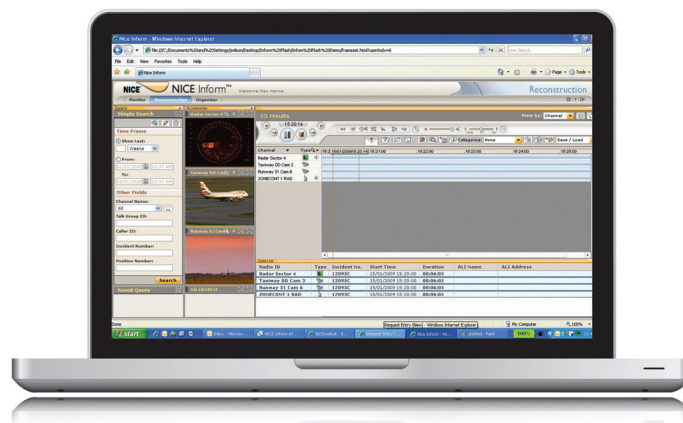
Simplifying the processes of Capture, Search, Reconstruction, Organisation and Distribution, NICE Inform allows the, authorised User, immediate access to the data, allowing it to be synchronised and replayed exactly as it happened. The recorded multimedia, whether it be air-to-ground radio, video, telephony, appended flight plans, photos, radar screen captures and more, can then be reviewed, tagged and organised in a secured incident folder, then quarantined for a specific retention period. Moreover, NICE Inform facilitates secure incident information sharing within and among airport and aviation associations and can dramatically accelerate air traffic investigations.

NICE INFORM – SYNCHRONIZED RECONSTRUCTION OF INCIDENT MULTIMEDIA INFORMATION



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
- Synchronised 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 Video 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 on-line storage and archiving
- Available in multiple languages: English, French, German, Spanish, Italian and Simplified Chinese
- Comprehensive, content sensitive Help function
- Inform-Lite licensed product version – entry-level version of Inform



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 between departments and organisations

SOFTWARE SPECIFICATION

- Server operating platform: Windows Server 2003 Standard Edition, Windows Server 2008 Standard Edition (32bit)
- Client operating platforms: Windows XP Professional, Windows Server 2003 Standard Edition, Window Vista™, Windows 7 Professional (32bit)
- Software version: NICE Inform V3.2
- Database: SQL server 2000, 2005 Standard Edition, or 2008 Standard Edition, 2008 Express (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



ABOUT NICE SYSTEMS

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com

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