



City of San Jose Police Department to Implement NICE Security Solution, NICE Inform, for its Communications Center

Ra'anana, Israel, May 14, 2009 - NICE Systems (NASDAQ: NICE), the global provider of advanced solutions that enable organizations to extract Insight from Interactions to drive performance, today announced that the Police Department for the City of San Jose, the tenth most populous U.S. city and the third largest city in the State of California, has decided to implement NICE Inform and other NICE solutions to enhance handling of critical calls at its communications center. The center handles approximately one million emergency and non-emergency calls each year. All of those calls, and the Department's radio communications, will be captured, retained, reviewed and analyzed using NICE solutions.

The San Jose Police Department has a reputation for achieving results through technological innovation. San Jose was among the first big cities in the U.S. to make use of electronic citations. San Jose also broke new ground as the first American city to make 911 calls available in near real-time online. Now, with NICE Inform, San Jose will be able to rely on the new technology from NICE to efficiently handle high volumes of evidence reproduction requests and ensure call quality.

San Jose's records custodians receive dozens of evidence reproduction requests a day – from District Attorneys and other interested parties. The NICE Inform multimedia incident information management solution will enable the San Jose Police Department to seamlessly reconstruct incidents from 911, dispatch and radio recordings, and other multimedia information. The reconstructions can then be securely organized and stored in electronic incident folders for future reference. San Jose's NICE solution also features parallel recorders and multiple storage devices for dual recording of critical emergency communications, and NICE's quality management application which will be integral to San Jose's innovative quality assurance program.

"NICE is proud to announce its new relationship with the City of San Jose Police Department," said Chris Wooten, President of the Security Division in NICE Americas. "The NICE solutions will help the San Jose Police Department enhance their incident investigations, evidence reproductions and quality assurance processes to help improve safety and security for the citizens of San Jose."

NICE Inform is the world's first full-spectrum multimedia incident information management solution for the security market. It provides ground-breaking capabilities for effectively managing incident information from various sources, including audio, video, text and data, streamlining information-sharing, investigations and evidence delivery. The capabilities of NICE Inform also enable agencies and command and control centers to move beyond simply capturing voice communications to centrally capturing and managing many different types of multimedia information central to investigations, such as video, mug shots, affidavits and incident reports. The unique comprehensive capabilities of NICE Inform can be tailored to the specific needs of command and control centers for first responders and homeland security, transportation, government, and private sector organizations, and deliver improved collaboration and operational efficiency to enhance safety and security.

NICE Systems will be demonstrating NICE Inform and other NICE public safety solutions in booth #108 at the upcoming NENA 2009 Conference and Tradeshow taking place June 6 through June 11, 2009 in Fort Worth, Texas.

About the San Jose Police Department

The San Jose Police Department (SJPd) protects the streets of San Jose, California and keeps San Jose one of the safest large cities in the United States. The City of San Jose is the tenth most populous U.S. city and the third largest city in the State of California. The SJPd employs more than 1,300 sworn officers in 4 Bureaus comprised of 11 divisions with more than 67 specialized Units and assignments. One of those specialized Units – The San Jose Police Communications Unit – employs 133 Public Safety Radio Dispatchers (PSRD) and Public Safety Communications Specialists (PSCS). The Communications Unit handles close to one million emergency and non-emergency calls a year. Learn more about the City of San Jose Police Department at www.sjpd.org.

About NICE Systems

NICE Systems is the leading provider of Insight from Interactions solutions and value-added services, powered by the convergence of advanced analytics of unstructured multimedia content and transactional data – from telephony, web, email, radio, video, and other data sources. 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 more than 150 countries, including over 85 of the Fortune 100 companies. More information is available at www.nice.com.

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