

## **NICE Enterprise 8.9 Sunset Announcement**

NICE is announcing the Sunset of the NICE 8.9 family of products effective August 1, 2009 for all Enterprise customers. For more information regarding the availability of NICE Security solutions, please refer to MN 1194.

NICE Perform Release 1 was first introduced over four years ago as the new generation of interaction management solutions replacing the 8.x family of products. Since then, NICE introduced three major releases that were successfully deployed at over 1,000 sites, gained market leadership and won top recognition by industry analysts.

NICE Perform provides significant advantages over the 8.9 systems including low total cost of ownership (TCO) and advanced solutions for enterprise-grade recording, regulatory compliance, business continuity, security, quality management and interaction analytics. Refer to Appendix A for a brief description of NICE Perform highlights.

For regulatory compliance customers (with up to 200 recording channels), we recommend migrating to NICE Perform eXpress, a NICE enterprise grade, cost effective solution supporting multiple telephony environments on a single COTS server. Refer to Appendix B for a brief description of NICE Perform eXpress highlights.

As part of NICE's commitment to customer and partner success as well as continuous product innovation, NICE will assist customers with a smooth migration to NICE Perform. The company offers compelling upgrade plans, investment protection through software-only upgrades, easy data migration and reduced system down time.

In accordance with the standard NICE Sunset Policy (as referenced in Marketing Note 1120), NICE 8.9 will follow these sunset milestones:

- **January 31, 2010<sup>(1)(2)(3)(4)</sup>- End-of-sale date:** The final date when a new installation of NICE 8.9 will be available for sale.
- **July 31, 2010- End-of-expansion date:** The final date when NICE 8.9 can be expanded within the same product version at an existing installation.
- **July 31, 2011- End-of-development date:** The final date when NICE will cease to provide code fixes, changes and third-party software certifications for NICE 8.9.
- **July 31, 2014- End-of-support date:** The final date when NICE will cease to support NICE 8.9 including technical support, on-site support, help desk support, training and spare parts.

**Comments:**

- (1) In some parts of Asia-Pacific (including Japan and Korea), NICE will extend the end-of-sale date to July 31, 2010 for legal reasons*
- (2) For NICE Security solutions which include some 8.9 components, refer to MN 1194*
- (3) NICE 8.9 support for new versions of major telephony switches and CTI will only apply to versions announced as generally available (GA) before the Sunset Plan end-of-expansion date (July 31, 2010). For more details, refer to the New Version Support section of the NICE 8.9 Integration Description Document.*
- (4) A Marketing Note about the NiceCall Focus III sunset will be communicated separately at a later date.*

For any additional information, contact your NICE Sales Representative.

***For additional announcements, updates and information please go to [www.extranice.com](http://www.extranice.com).***

## **Appendix A– NICE Perform Highlights**

### **Enterprise Grade Recording Solutions**

- Low TCO– centralized capabilities, support for multi-sites, data centers and branch environments
- Comprehensive VoIP solutions portfolio including SIP trunk recording and SBC integrations
- Multi-tier architecture with built-in scalability for growing capacity needs
- Virtualization support
- Open architecture

### **Compliance and Risk Management**

- Unique regulatory compliance and risk management solution
- Advanced playback workflow
- Audio analytics to enable investigations and proactive monitoring

### **Business Continuity Capabilities**

- Resiliency and redundancy of all main system components
- Application server, interaction centers and database clustering

### **Data and System Security**

- Compliance with the latest industry regulations (e.g.- compliance with PCI standard, HIPAA)
- End-to-end media encryption, secured user authentication, Active Directory integration
- Multi-tenancy support

### **Interaction Analytics**

- Packaged business solutions for First Call Resolution, Customer Experience, Collections Optimization and Average Handle Time
- Automatic call categorization and trends
- Automatic root cause analysis

### **Quality Management**

- Automated business-driven Quality Optimization solution with pre-defined business KPIs
- Advanced QM applications including customer feedback, coaching, reporter, form designer
- Precision monitoring approach using selective recording and unique multi-dimensional analytics
- Centralized Data Mart and reporting
- Full web-based application

**Appendix B– NICE Perform eXpress Highlights**

In addition to providing a cost effective, easy-to-use call recording solution, NICE Perform eXpress offers for small to medium-sized sites and branches the following value added enterprise grade capabilities:

- Single box, standard commercial server, all-in-one solution
- Support for TDM (including D-Channel recording), VoIP and hybrid telephony environments
- Open, non-proprietary architecture
- Centralized configuration, storage and monitoring
- Rapid deployment and installation
- Fully integrated with NICE Perform enabling hub-and-spoke architecture
- Highly secured data encryption
- Virtualization Support
- Ease-of-use, intuitive web-based applications enabling call recording, archiving and playback