

Sunset Plan Reminder of Wordnet Series 2 Voice Recorder and Applications

Overview

This Marketing note is to remind Nice channels and customers of the status of Wordnet Series 2 and its associated applications.

Nice announced the end-of-sale (EOS) date in January 2003 for the Wordnet Series 2 recorder and set EOS as December 22nd 2003.

Key Dates

Last Order Date	- December 22 nd , 2003
End of Sale Date	- December 22 nd , 2003
End of Shipment Date	- February 20 th , 2004
End of Support Date	- May 31 st , 2006

What Does End Of Support Mean?

The End of Support Date for Wordnet Series 2 has been set to May 31st, 2006. This means that spares and modules for the Wordnet Series 2 will be continue to be available until the End of Support Date, enabling ongoing system expansion and support up to that date. Provision of all spares is under a best endeavors policy meaning, all spares and accessories for the Wordnet Series 2 are subject to availability and alternative parts may be offered from time to time where obsolescence prevents supply of the original parts. This **excludes** sales of new systems, where an alternative platform must be used. Please note this announcement does NOT include the RecorderLink, SARA, Investigator or bus Acquisition applications, which continue to be available for use with Wordnet Series 3.

What Is Affected?

- **Wordnet Series 2 – New System Sales**
- **Wordnet Workstation**
- **Desktop Console**
- **Wordnet Auto Answer Module**
- **Wordnet Series 2 ISDN Basic Rate Card**
- **Wordnet Series 2 RADAR Recording & Replay**

Support Arrangements

Support for Wordnet Series 2 will cease as from 31st May 2006 for all NICE channels and end users, unless NICE has made specific contractual agreements with individual customers that extend this date. If in doubt please contact your NICE representative and we can confirm specific dates and any contractual agreements.

What Are The Options?

1. **Upgrade to Wordnet Series 3** – Cost effective upgrade offering advanced storage and replay capabilities – Improve efficiency & save money!
 - Wordnet Series 3 offers many technological advances of Series 2, but retains the footprint, recording interfaces and architecture of the Series 2. This means an upgrade is very quick and simple and has no impact on the customers infrastructure or cabling
 - The Series 3 upgrade kits are a very cost effective method of upgrading the system, costing a fraction of the cost of a new system
 - The upgrade can be done onsite, quickly with no impact on cabling and infrastructure
 - See price book for upgrade kit details and pricing
 - See Wordnet Series 3 Launch pack for upgrade compatibility & considerations

2. **Migrate to NiceLog** – Technology upgrade offering advanced storage and integration capability with future advancements in analytics, quality management, and playback workflow and authorization solutions
- NiceLog offers advanced technical capabilities and solutions for all markets, with dedicated applications to specifically suite the needs of each market. Powerful integrations make this the most powerful, market dominant platform available
 - A buyback program will be available to provide a commercial incentive for customers and channels to replace Wordnet Series 2 product with NiceLog – speak to your sales manager for further details

For Further Information please contact your local NICE representative

Capability Summary

Below is a brief comparison between NiceLog, Wordnet Series 3 and Wordnet Series 2. For full details please refer to specific product collateral and documentation

Capability	Wordnet Series 2	Wordnet Series 3	NiceLog
Operating System	OS/2	Windows 2000 Pro	Windows 2000 Pro / 2003
Mixed Telephony Recording	Yes	Yes	Yes
Internal HDD Capacity	18GB = 2500ch/hrs	74GB = 12,400ch/hrs 150GB = 25,000ch/hrs	200GB = 48,000ch/hrs (@G729a Compression)
Archive Options : DVD (4.7GB)	Yes	Yes	Yes
DDS (13GB)	Yes	No	Yes
VXA (33GB)	No	Yes	No
AIT (60GB)	No	No	Yes
Compression	PCM, ADPCM 32, ADPCM 16, GSM	PCM, ADPCM 32, ADPCM 16, GSM	PCM, ADPCM 32, ADPCM 16, G729a
Internal Raid 1 HDD (Mirrored HDD)	Yes	Yes	Yes
Internal Raid 5 HDD	No	No	Yes
Direct Attached Storage (External Raid 5)	No	Yes	No
NAS - Storage	No	Yes	Yes (with Storage Center)
SAN - Storage	No	No	Yes (with Storage Center)
Media Management	No	No	Yes
Evidence Disclosure - Scenario Replay	No	Yes	
Instant Replay – Last Message Replay (NEW release due Q4 2004)	No	No	Yes
Quality Management - NICE Universe	No	No	Yes
Quality Measurement - Dispatcher Assessment	No	Yes	Yes
Financial Trading - Playback Organiser	No	No	Yes