

Sunset Announcement for Wordnet® Series 3 Voice Recorder and Applications

Overview

As part of its continual process of product development and improvement, NICE has announced the end of sale (EOS) of the Wordnet Series 3 product and its associated applications. NICE is continuing to honor its sunset policy, offering customers ongoing support for the product in accordance with that policy – see details below.

Key Dates

End Of Sale Announcement	- January 15 th 2005 – product withdrawn from GA
End of Software Development	- December 1 st 2006
End of Expansion (Last upgrade Order)	- December 31 st 2006
End of Support Date	- March 1 st 2010

Wordnet Series 3 End of Sale

Wordnet Series 3 is no longer available for sale.

What Is Affected?

- **Wordnet Series 3 – Recording Platform**
- **Wordnet Web Replay Application**
- **Wordnet Alarms Server Application**
- **Investigator (with Wordnet)**
- **New System Sales**
- **Wordnet Replay to Phone Server**
- **Wordnet Label Printing Application**
- **Wordnet Series 3 Upgrade Kits**
- **RecorderLink / Sara**
- **Additional Capacity Upgrades**

NOTE: sales of spares, such as line cards, processor cards etc. are unaffected by the End Of Sale Date and will continue to be made available in accordance with the NICE sunset policy until the End of Support Date.

NOTE: Scenario Replay is NOT affected by this announcement and will continue to be available for sales into Wordnet Series 3 or NiceLog / Nice Call Focus sites.

What Does End Of Software Development Mean?

The final date on which NICE will cease to provide code fixes and changes, and third party software certifications for a product or version. If a fault resulting from a software defect should arise after this date, NICE will propose alternative solutions or remedial work to resolve problems up to the End of Support Date. Any such problems will be managed on a case by case basis

What Does End of Expansion (Last upgrade Order) Mean?

NICE will continue to sell certain licenses and product expansions / enhancements to customers already utilizing this product, up to this date. This means that current customers and channel partners have until **December 31st 2006** to enhance current installations. Channel partners and distributors should use this time to manage the withdrawal of the product.

What Does End Of Support Mean?

The End of Support Date for Wordnet Series 3 is **March 1st, 2010**. This means that spares and modules for the product will continue to be available until the End of Support Date, enabling ongoing system support for the installed configuration up to that date.

Following the End of Support Date NICE will no longer offer support for third parties or direct customers as part of our standard NASP or contractual agreements.

Contractual Commitments

Where NICE has made specific contractual commitments with respect to support and/or spares availability such commitments will, of course, be honored.

Migration to NiceLog®

NiceLog offers all the recording capability of Wordnet plus advanced applications and storage options. NICE recommends moving to NiceLog as soon as possible to ensure customers are offered the latest supported solutions and impact on support is minimized. NICE has created Public Safety bundles to make quotation and ordering of NiceLog easier.

Note: NICE has developed a range of sales materials and propositions to help sell operational solutions to different areas of the public safety market, enabling us to differentiate and win more business – see collateral for details

Capability Summary

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

Capability	Wordnet Series 3	NiceLog	Benefit
Operating System	Windows 2000 Pro	Windows 2003 appliance ed.	Standards based, secure & supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	150GB = 25,000ch/hrs	200GB = 48,000ch/hrs	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB)	Yes	Yes	More offline archive options to suit your preference within the recorder. Less media, changes, and maintenance reducing cost of ownership
DDS (13GB)	No	Yes	
VXA (33GB)	Yes	No	
AIT (60GB)	No	Yes	
Compression	PCM, ADPCM 32, ADPCM 16, GSM	PCM, ADPCM 32, ADPCM 16, G729a, G723	Increased storage capacity, lower bandwidth requirement, and improved quality of audio, optimizing online storage, network utilization and utilization of network storage
Internal RAID 1 HDD (Mirrored HDD)	Yes	Yes	Large capacity, resilient, reliable online storage within the box
Internal RAID 5 HDD	No	Yes	Huge capacity, fully resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	Yes	Storage Center	Intelligently managed network-based storage & retention of data
NAS - Storage	Yes	Yes (Storage Center)	Intelligently managed network-based storage and retention of data

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SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	No	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	Yes	Yes	Fast, powerful disclosure of evidence
Instant Replay – ‘New’ Last Message Replay	No	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	No	Yes	Market-leading quality management solutions fully integrated with recording system
Multimedia Recording and Evidence Distribution – NICE Inform (in development)	No	Yes	Complete reconstruction of incidents involving audio, video, CAD, GIS, and other media types.

Product Management

Adam Smith