

## **Mirra IV Sunset Announcement**

NICE is announcing the Sunset of all versions of the Mirra IV recording solution, as of October 15, 2010.

The NICE Perform eXpress (NPX) was recently released to the Public Safety and Security market as part of the new generation of Public Safety and Security audio recording solutions and the intention is that NPX recording solution will ultimately supersede the Mirra IV family of products. NICE Perform eXpress is based on proven technology from the NICE Perform recording platform which has been successfully deployed to multiple sites in the Public Safety and Security market, as well as thousands of sites in the Enterprise market, winning widespread approval by customers and top industry analysts.

NICE Perform eXpress provides significant advantages over the Mirra IV recording solution, including low total cost of ownership (TCO), advanced solutions for enterprise-grade recording, CTI / D-Channel integration with a wide variety of telephony environments, up to 200 recording channels, multiple recording formats (VOIP, Digital/Analog Extensions, E1/T1/BT Trunks) and archiving to local, remote and enterprise storage, all within a single COTS server, as well as the ability to scale up the solution using NICE Inform™ and NICE Inform Lite™.

In accordance with the standard NICE Sunset Policy, Mirra IV will follow these sunset milestones:

- **April 15, 2011 – End-of-sale date:** The final date when new installations of Mirra IV will be available for sale.
- **October 15, 2011 – End-of-expansion date:** The final date when Mirra IV can be expanded within the same product version at an existing installation.
- **October 15, 2012 – End-of-development date:** The final date when NICE will cease to provide code fixes, changes and third-party software certifications for Mirra IV.
- **October 15, 2015 – End-of-support date:** The final date when NICE will cease to support Mirra IV including technical support, on-site support, training and spare parts.

Please refer to MN1222 - NICE Public Safety Applications Sunset Dates Update, for the latest information on sunset dates for other NICE Public Safety products. For further information on NICE Perform eXpress, please refer to 'MN1221 – NPX 2.1 GA in PS Marketing Note'. For any other additional information, contact your NICE Sales Representative.

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