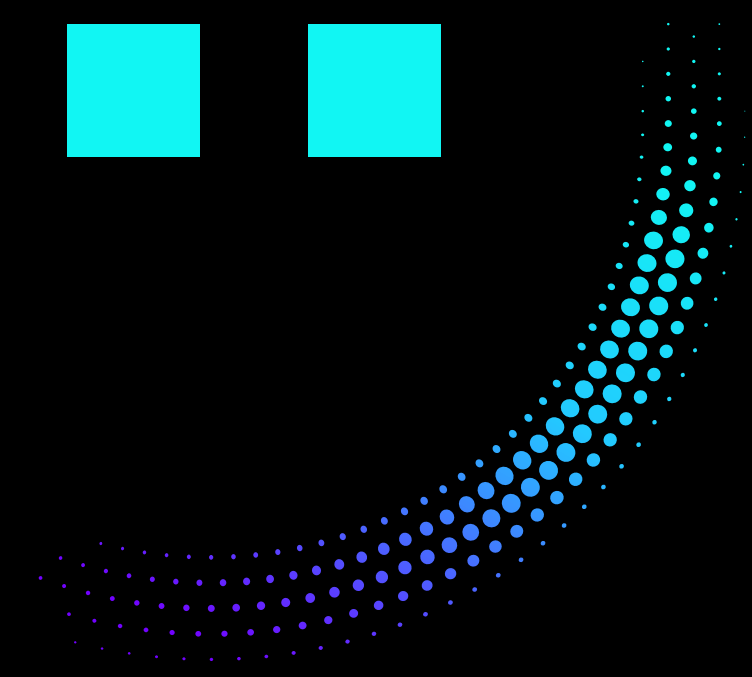


# YOUR JOURNEY TO THE CLOUD STARTS HERE

Make experiences *flow*

## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.





# MIGRATE NOW, WITH **NICE ENGAGE** **RECORDING**

## Elevate Your Service

Consumers today expect uncompromising experiences. For contact centers, this means providing extended communications channels, complying with strict regulations, and meeting demands for exceptional service. To meet customers' expectations in this complex environment requires the most advanced technology for software integrations, upscaling, and maintenance. Looking to improve operational efficiency in their IT processes, the majority of contact centers are exploring the cloud. Around 25% of contact centers have already migrated, and many more are in the process of doing so, enabling them to shift their focus to customer experience and new business initiatives. NICE Engage Cloud Recording offers unmatched flexibility, with a range of solutions that support any contact center operational size, and every migration strategy.

# Unlock the Potential of NICE Engage Cloud Recording on the NICE Cloud

## Keep your operation scalable, elastic, and simple

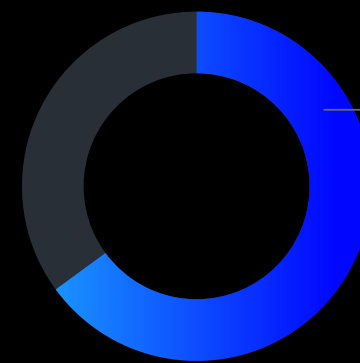
- Skip lengthy software and hardware deployment and get started quickly, with seamless software and security updates.
- Let NICE cloud experts manage it all for you, from infrastructure through management and maintenance.
- Achieve higher uptime with committed SLA.

## Adopt a predictable financial structure with low TCO

- Manage a flexible financial model, converting from CAPEX costs to OPEX.
- Upgrades included in the ongoing cloud services.
- Eliminate upfront capital expenditures with predictable, straightforward pricing.

## Keep up with your customers, expectations

- Implement technology that easily adapts to changing consumer expectations.
- Enjoy all the advantages of a cloud infrastructure, in addition to the benefits of what is currently the leading recording platform on the market:
  - » Multiple recording sources and channels.
  - » Highest standards of encryption and security.
  - » Unmatched resilience and availability.
  - » Certified with strict regulations and standards including SSAE18 SOC2, ISO27001, PCI, HIPAA and more.



**65%+**

More than 65% of enterprises

plan to invest more in cloud initiatives as a strategy to improve their contact center's IT capabilities



**Simplify and take the pressure off your recording and QM migration process.**  
Let us help you develop the cloud migration roadmap that best suits your strategy.