Sovereign Clouds

Your data. Your borders. Your control.

For governments and other organizations with the strictest data security requirements, sovereign clouds are a critical component of technology infrastructure. These specialized cloud environments ensure that data is stored, managed, and accessed entirely within a specific region, complying with local regulations for data security. Typically, anyone that interacts with the data must be a citizen of the country or region.

Global reach, local control

Built on a secure, shared but isolated cloud environment, Sovereign clouds enable customers to meet strict government, industry, and company specific compliance requirements. In the EU region, operations align with GDPR and standards like BSI-C5, while Australian deployments adhere to frameworks such as IRAP, defined by the Commonwealth of Australia. Encryption, access controls, and customer-defined security policies ensure that personally identifiable information (PII) is always protected. Additionally, customer invoicing and data processing activities are performed entirely within the selected sovereign region.

Sovereign clouds extend beyond infrastructure, including regional services, localized support, and language localization. All NICE employees handling PII data are located within the customer's selected region, ensuring trust and compliance

Your data. Your borders. Your control.

- Cleared personnel
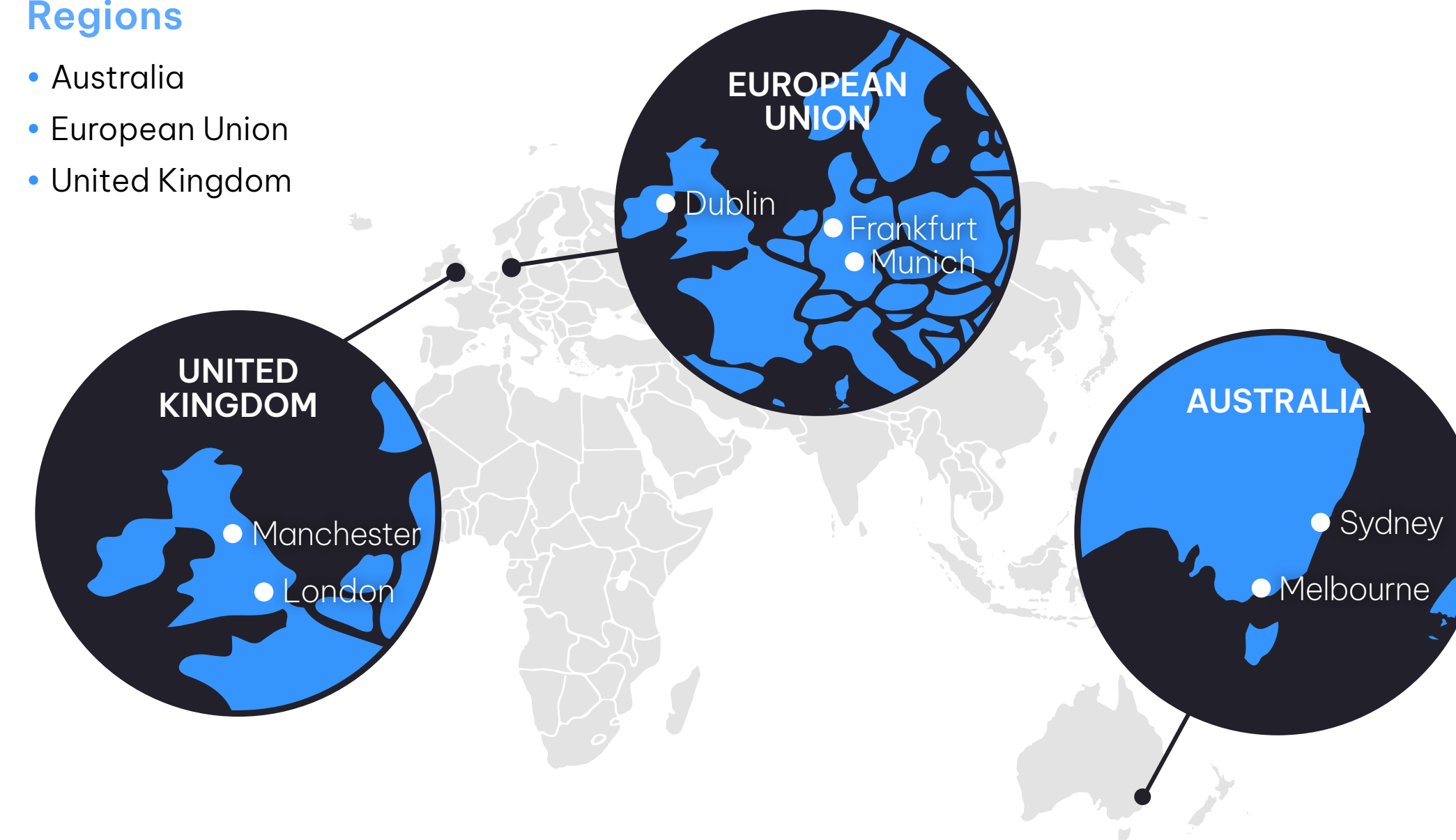- Data stays local
- Strict access control
- Elevated compliance

Regions

- Australia
- European Union
- United Kingdom

EUROPEAN UNION
- Dublin
- Frankfurt
- Munich

UNITED KINGDOM
- Manchester
- London

AUSTRALIA
- Sydney
- Melbourne

Benefits

- Personal and sensitive data is stored, processed, and backed up entirely within your chosen region
- Built to meet region-specific privacy, security, and regulatory requirements — including GDPR, Australian Privacy Act, and more
- Strict access controls ensure only authorized users in-region can view or manage your data
- Proven security frameworks to protect your data, aligned to your industry and local governance needs

NiCE CXone

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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