Security & Reliability

Safeguard your business operations with industry-leading security practices, rigorous compliance standards, and full transparency into how we protect your data.

Why enterprises trust NiCE

- NiCE provides a team of experts that scope and conduct internal reviews to ensure compliance standards are upheld and meet the needs of organizations.
- NiCE adopts a meet-and-exceed approach to compliance, including PCI Level I and II, CPNI, SOC II, GDPR, SOX, HIPAA and CSA STAR Level 1.
- NiCE is FedRAMP Authorized at the Moderate Impact Level, and has the most FedRAMP Authorized applications among CX solutions.
- NiCE CXone guarantees a 99.99% uptime platform SLA.

Defend critical data

Security and data privacy empower enterprise organizations and their customer experience teams to build lasting customer relationships through uninterrupted service delivery and trusted protection of sensitive information. At NICE, multi-layered security practices enable teams to deliver exceptional customer experiences with confidence, while maintaining seamless compliance with regulations. To learn more, visit NiCE Security and Data Privacy →

Rely on 99.99% uptime

The architecture and controls employed by NiCE CXone form the foundation for a robust 99.99% availability service level agreement (SLA), backed by financial assurances. With this level of reliability, you can:

- Safeguard against call or session losses caused by contact center infrastructure failures.
- Protect vital company data through consistent backups and flexible data storage options.
- Leverage redundancies and failover strategies without disruptions to your business.

NiCE CXone's telecom and connectivity products are available in 200+ countries through its global, meshed network. To learn more, visit NiCE Reliability and Platform Uptime →

AI governance and responsible AI

NiCE is committed to human-centric AI, transforming the world through innovative, purpose-built solutions that automate engagements and enable proactive, safe, and intelligent actions. Our AI empowers individuals and organizations to innovate and operate efficiently, from initial interaction to final resolution, while prioritizing trust, safety, and transparency.

NiCE's responsible AI framework spans governance, privacy, security, and implementation, with accountability and risk mitigation embedded into every stage of the AI lifecycle. To learn more visit NiCE AI Governance →

Security-driven compliance

NiCE continually invests in staying aligned with evolving regulatory requirements and compliance standards to support our enterprise customers. From global and industry-specific compliance that helps meet regulatory obligations to aligning with recognized security and control frameworks that streamline compliance efforts, the NiCE security, compliance, and cloud operations team has got it covered. For more details and a full list of our compliance and security attestations and certifications, visit NiCE Compliance and Certifications →
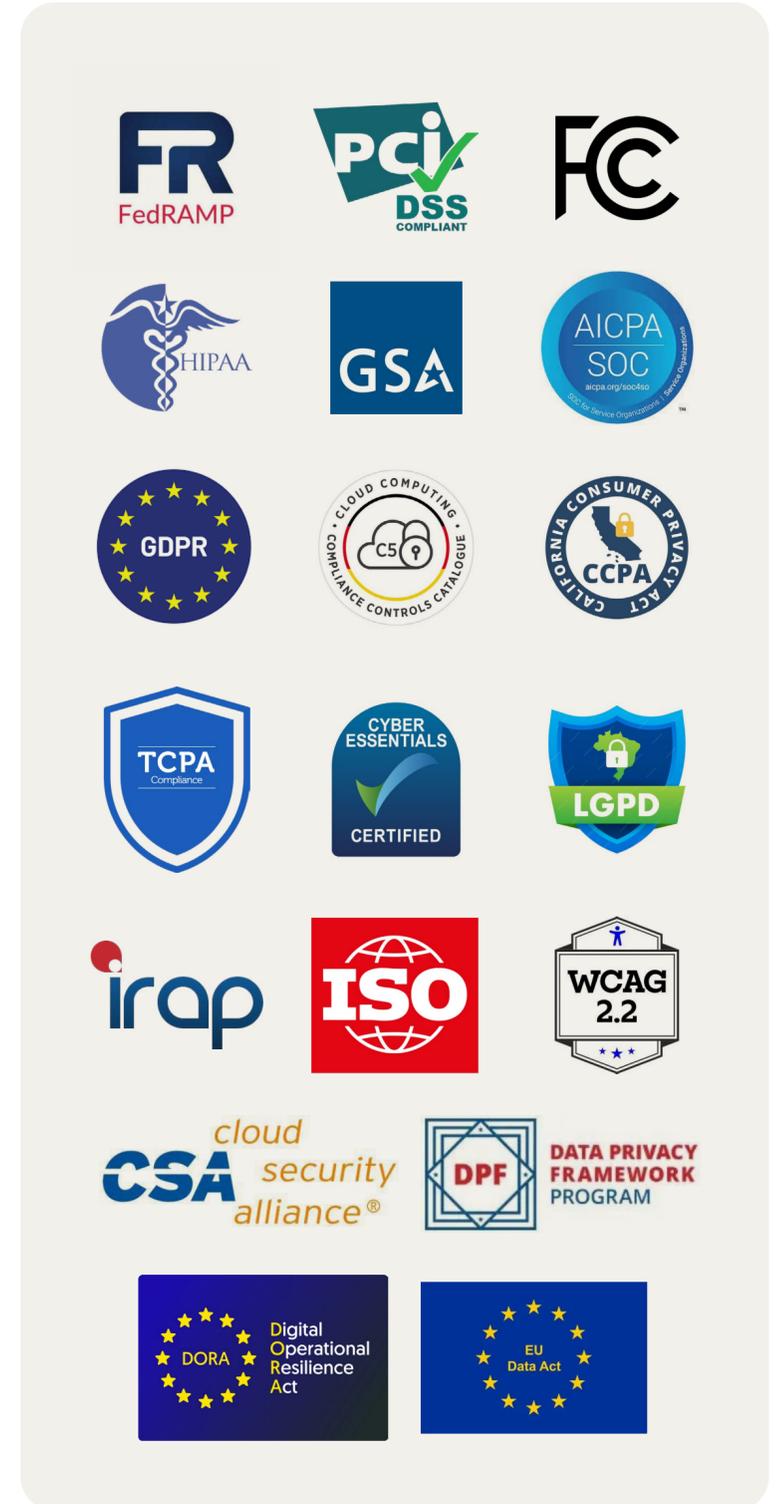
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NiCE CXone Security and Compliance model

Network Security
- Firewalls & IDS/IPS
- DMZ for Internet Facing Application servers
- Regular scans & threat tracking
- AWS security & more

Compliance & Certifications
- SOC 2 Type II
- GDPR
- FedRAMP
- CPNI
- HIPAA
- PCI DSS
- ISO 27001 & more

Storage Practices
- File integrity monitoring
- Strong encryption
- Key management
- Database redundancy & replication
- Encrypted AWS storage & more

Monitoring & Management
- 24/7/365 NOC & CSOC
- Monthly & emergency patch management
- RBAC & risk management process
- Secondary operational site & more

Application Design
- Secure code development
- QA, unit & regression testing
- Redundant & fault tolerant design
- MFA, FIM, SSO & more

Physical Security
- Redundant equipment & network design
- Geographically diverse data centers
- 24/7/365 multi-layer security access
- Emergency generators & more

The NiCE CXone Security and Compliance model details the security measures used within the CXone infrastructure, ranging from physical security to network monitoring layers.

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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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Contact us