

NICE Situator

Situation Management solution

NICE Situator is a Situation Management software platform that enables situation planning, response and analysis for the security, safety and emergency markets where the risk of human error can lead to financial loss, injury, and damage to public image. NICE Situator integrates and correlates information from multiple and diverse systems across the enterprise and coordinates the response actions ensuring that everyone in the operational chain knows what is happening and what to do.

Transform Insight Into Action

Growing expectations for continuously improving, cost-effective security have dramatically increased the scope of new technologies and information in the security control room. Now, along with the already stressful duty of managing security, control room personnel also need to manage multiple security systems while complying with expanding regulations and policies.

With the modular, customizable NICE Situator, the COTS Situation Management software solution from NICE, you can reduce the risk of human error, improve security response, protect existing security investments and reduce operating costs by converging all of your security cameras, sensors and devices, communication systems, data sources and operating procedures into a single unified platform.

NICE Situator enables synchronized operation and task automation which enhance your ability to prepare for, detect, respond to, and debrief quickly and effectively all routine and emergency security situations. For commercial, critical infrastructure and Homeland Security markets, NICE Situator sets the pace for the future of Situation Management.

Integration & Correlation

NICE Situator's generic gateways and open architecture make it fast and easy to integrate existing and future security devices and systems including access control, video systems, perimeter intrusion sensors, location tracking (RFID, GPS), panic buttons, environmental sensors, communication devices and many other systems and data sources into one unified platform.

Alerts from integrated devices can be correlated in real time using pre-defined rules to create incidents that justify attention. Additionally, NICE Situator 'connects the dots' by correlating seemingly unrelated alerts and sends a single incident to the operator.

NICE Situator presents a Common Operating Picture (COP), with real-time alerts and information from all integrated systems in an intuitive multi-layered Geographical Information System (GIS)-based display. Using any number of aerial photos, maps, floor plans, CAD drawings or 3D models you can continuously monitor and interact with all systems, people and assets thus providing comprehensive situational awareness.

Adaptive Response Actions

Everyone knows how incidents begin. But it is often impossible to know how they will end. Using the advanced, yet easy-to-use NICE Situator Planning and workflow tools, security administrators can develop even the most complex response workflows for routine and emergency situations. The exception management principles inherent in NICE Situator make it possible to design modular response workflows that can adapt automatically or on-demand as situations develop.

Pre-planned NICE Situator response workflows are activated both automatically and on demand in NICE Situator Control Room and by field personnel using the NICE Situator Mobile Application running on PDAs and other mobile devices. Automatic tasks and response workflows can be scheduled or activated by event-driven rules triggered by alerts from virtually any type of security, safety and facility management device monitored by NICE Situator.

Response workflows can include responding to a question whose answer determines the logic flow of tasks. Decisions can be made automatically, according to pre-defined rules that use real-time data from sensors and dynamic data sources, or on-demand when more human authorization is required. Response workflows can be defined to automatically assign additional tasks to personnel and to simultaneously send multiple notifications to many different people using different communication methods. Tasks can also send commands to devices, cameras and other equipment and systems and automatically adapt to changing alert levels. For tasks and notifications that are not handled properly within a pre-defined timeframe, escalation policies ensure that they are either dynamically or manually reassigned to alternate people or other resources.

Control room personnel and management can monitor and control response and recovery status in the NICE Situator Incident Log where active, queued and completed tasks are displayed with a common workflow and a common language that everyone can understand and follow.

All activity that is managed through NICE Situator is also logged by the system, reducing paperwork and enabling comprehensive "big picture" debriefing, analysis and reporting.

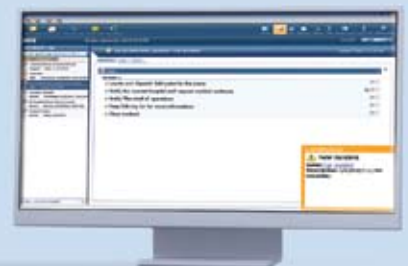
WHAT IS
HAPPENING



WHERE IT'S
HAPPENING

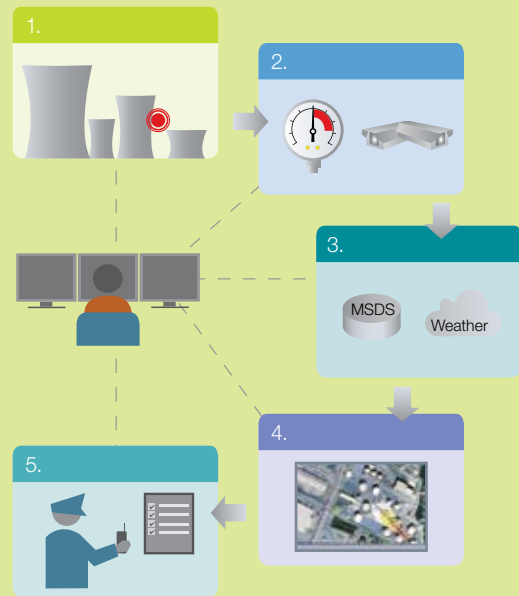


HOW TO
RESPOND



SAMPLE SCENARIO

1. Gas sensor sends alert to Situator
2. Situator checks for pressure changes and pops up relevant video feeds to verify the alert
3. Situator accesses relevant information sources
4. Situator correlates data with rate of pressure change and environmental information and displays GIS plume model
5. Situator locates and sends task assignments to people best equipped to respond. Using mobile devices, Situator procedure asks responders: "Initiate Evacuations?" If responder answers "Yes" Situator activates evacuation procedures and displays relevant GIS layers



Through NICE Situator, information is shared across the organization and with external agencies, providing the right information to the right people at the right time.

Situation Management Lifecycle

NICE Situator provides tools that significantly accelerate response, improve efficiency and reduce operating costs in every phase of the Situation Management lifecycle:

PLAN - With the NICE Situator Planning Tool you can quickly and easily plan even the most complicated procedures for routine and emergency situations. Actionable plans powered by NICE Situator include rule-based task activation with event-triggered and time-triggered activation, sensor commands, automatic notifications, resource assignment and escalation policies.

ACT - The NICE Situator Control Room and Mobile application provide real-time unified activity monitoring and control for all connected devices and systems. With NICE Situator, you can also deploy and monitor the status of pre-planned procedures and send multimedia messages using all types of communication systems.

IMPROVE - The NICE Situator Simulation and Analysis tools enable detailed incident reporting and debriefing with time-coded playback of events. Using the Control Room application, planners can simulate alarms and events for realistic training exercises and to help find gaps in existing procedures.

NICE Situator Benefits

By streamlining the analysis of situation data and the corresponding responses, NICE Situator brings significant benefits to the organization - raising overall enterprise security. It meets the unique security needs of any organization regardless of size and complexity. Specifically, Situation Management solutions:

Accelerate response time

- On-time expert knowledge
- Transform plans into actionable tasks
- Free control room personnel to focus on more critical tasks

Lower operational costs

- Reduce administrative overhead
- Reduce resource utilization
- Improve continuity of operations
- Reduce false alarms

Minimize the human error

- Rule-driven response automation
- Real decision support

Continuously improve preparedness

- Comprehensive training and simulations
- Customized reporting and debriefing
- Advanced analysis tools

ABOUT NICE

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time. Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security. NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. www.nice.com.

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