



NICE INFORM-LITE

VOICE RECORDING AND INCIDENT RECONSTRUCTION

Emergency Services Organizations, Transportation Control Centers and Utility organizations can all benefit from the NICE Inform-Lite application by saving time, money and resources; mitigating risk and liability; improving processes, interoperability and accuracy; and complying with the most stringent legislative and security requirements.

The NICE Inform-Lite application provides simple control of advanced recording technology, so all users can access the information they need for analysis, investigation, or evidence – quickly and simply.

SOLUTION HIGHLIGHTS

- **Monitor** and verify communications and interactions. Live Monitoring enables emergency communication center supervisors to rapidly and pro-actively listen-in and instantly review any call. Inform Verify enables Control Centre call takers to instantly review their calls.
- **Capture** telephony, radio and VoIP communications. Record and store all inputs in one place.
- **Search** - simple yet extremely powerful search capabilities that reduce search times dramatically and minimize the use of valuable resources. Users can filter out and narrow down results to find the right transmissions with the minimum amount of effort.
- **Reconstruct** real-time view. Provides an authentic, synchronized, incident reconstruction for investigative or training purposes.

FEATURES

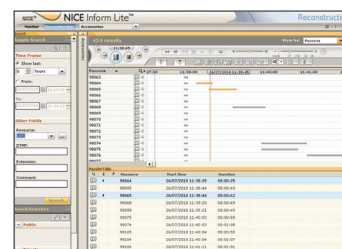
- Live Monitor for supervisors to instantly and unobtrusively 'listen in'
- NICE Inform Verify allowing call takers instant recent call replay functions
- 'Simple' and 'Advanced' Search queries across sources
- Playback features include: AGC, loop replay, speed control and more
- Annotations in voice and text for any captured interaction
- Spoken date and time on playback to support authentication
- Audit history of every user action
- User preferences - powerful configuration of virtually any element of the application
- Comprehensive, content sensitive 'Help' function

BENEFITS

- Saves time on incident reproductions
- Reduces costs
- Consolidates information silos
- Improves processes and operational efficiency
- Enhances performance, training and evaluation
- Reduces physical storage and filing space requirements
- Promotes a more environmentally friendly working process

SOFTWARE SPECIFICATION

- **Server Operating platform:** Windows Server 2003 Standard Edition, Windows Server 2008 Standard Edition
- **Client Operating platforms:** Windows XP Professional, Windows Server 2003 Standard Edition and Window Vista™, Windows 7
- **Software version:** NICE Inform V3.2
- **Database:** SQL server 2000, 2005 Standard Edition or 2008 Standard Edition, 2008 Express (when operating on a Windows 7 OS).
- **NET Framework:** Microsoft .NET framework Version 3.5
- **Microsoft SNMP Manager** as default
- **Browser based application**
- NICE Inform-Lite operates as an application layer above NICE recording platforms



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