



# Application Managed Services

Dedicated NICE Actimize Application Support



## Meeting the Challenge

IT organizations are overwhelmed with the seemingly never-ending pipeline of work they manage. NICE Actimize has the experience to accommodate sudden and necessary demands without disrupting overall operations. We can lessen the burden so clients can shift attention to business matters.

Our mission is to help clients feel the highest level of satisfaction by getting the most out of their financial crime management investment. Our Application Managed Services offering meets the challenge so you know your solutions are in good hands.

### Operational Services

- Batch processes
- Daily maintenance
- Patches/upgrades
- Monitoring system reports

### System Maintenance

- Augmented Level 1 team by providing onsite Level 2 support and Level 3 liaison

### Project Implementation Support

- Support solution delivery in upper environments (UAT, DR, Production)
- Support project go-live and handover to operational teams

### Ad hoc requests

- Data extraction
- Investigation into issues/features

Imagine the satisfaction in knowing your financial crime solutions are in good hands

NICE Actimize has been an industry leader for decades

- We know financial crime
- We proactively pursue efficiencies
- We are the experts

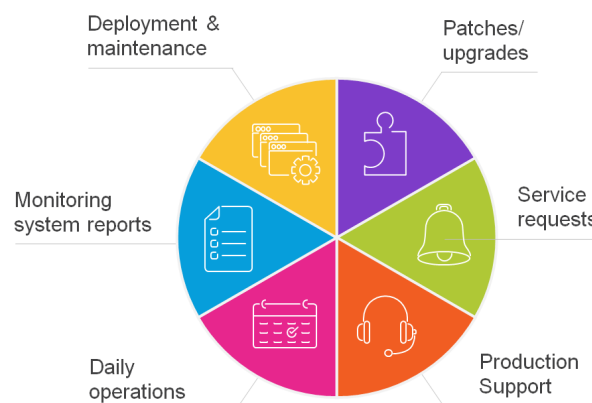
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Clients look to NICE Actimize for leadership and guidance in the financial crime and compliance world. For decades, we've been providing the knowledge and the tools clients need to gain confidence in their solutions and methodologies. We know the technology, where markets are going and have longstanding relationships with regulators.

With NICE Actimize Managed Services on board to deploy, operate and maintain applications, greater value is realized in your:

- Areas of competitive focus
  - Actimize Managed Services lets organizations focus on core business objectives
- Cost reduction
  - Drives down cost associated with building and maintaining operating environment
- Mitigate project delivery failure
  - Proactive guidance and management
- Product implementation and post production support
  - Increasing chances of a successful project deployment and user adoption
- Continued solution optimization
  - Keeping the solution current, healthy and optimized

### Tailored services to meet your needs



Solution satisfaction on day one and beyond.

Our experience shows that clients benefit greatly by having a managed service available. Application Managed Service professionals have specific expertise and skills required to create and grow a successful program and is equipped and ready to go on day one.

With Application Managed Services, clients gain freedom and flexibility to tackle a large number of projects. Because of this, the burden and waiting period to build and educate an internal team to become ready to make an impact has been reduced.

Lastly, clients find comfort knowing the Application Managed Services resources have up to the minute peer and industry access to best practices. We help to enhance client support service and operations levels by providing proactive and innovative ideas to continue to evolve and enhance solutions.

All of this helps organizations to leverage maximum value from their investment and minimizing your extraneous tasks because you have comfort in knowing you are in good hands.

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