NICE
Actimize

Managed Services
Let us do the
heavy lifting

NICE Actimize

IT resources at financial institutions are charged with maintaining endless systems to support the financial crime program. Adding new solutions means additional strain on IT resources with implementation and maintenance activities, all while managing other day-to-day duties and tight budgets.
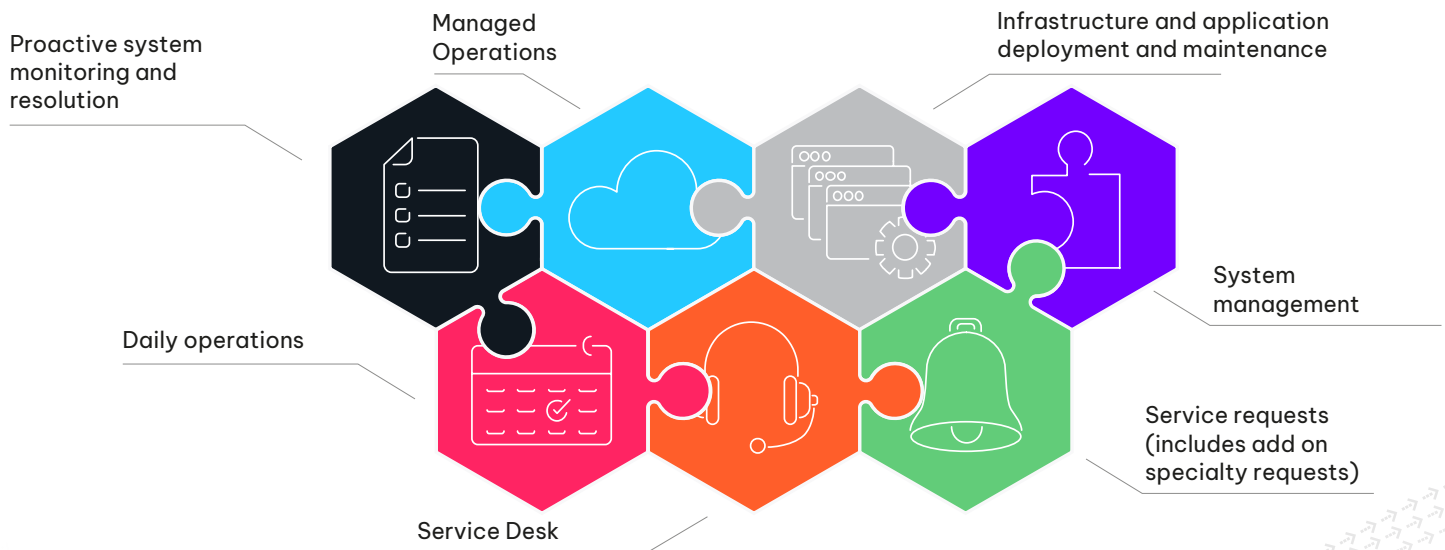
To shift this burden, NICE Actimize Managed Services is here to help. The Managed Services offering provides support with running, monitoring and maintaining the Actimize platform and solutions. Whether deploying solutions on their own provisioned environment or the Actimize cloud, clients can maximize the value of their investment and keep future costs in check with help from NICE Actimize expert consultants.

Proven Industry Leadership

Clients look to NICE Actimize for leadership and guidance in the financial crime and compliance world. For decades, we've provided the knowledge and tools clients need to gain confidence in their solutions and methodologies. We know our technology best, understand market trends and have longstanding relationships with regulators.

With Managed Services, clients can experience:

- **Maximize solution value from day one**

- **Reduced total cost of ownership**

- **Flexibility to tackle internal projects**

- **Reduced burden to build and educate internal teams on Actimize solutions**

- **Optimal oversight of the Actimize infrastructure**

- **Reduced time for incident analysis, triage and restoration of services**

Proactive system monitoring and resolution

Managed Operations

Infrastructure and application deployment and maintenance

Daily operations

System management

Service Desk

Service requests (includes add on specialty requests)

→ **Get Started Now**

NICE Actimize

Proactive system monitoring and resolution

Our consultants provide increased visibility by identifying issues and monitoring system health. This includes infrastructure and application monitoring, security scans, and daily and monthly system reports.

Managed operations support

During the implementation process, Actimize consultants will create an operations guide unique to your environment, including procedures and recovery processes. Consultants also provide onboarding support as well as change management procedure.

Infrastructure and application deployment and maintenance

A dedicated Managed Services engineer will provide support during onboarding and implementation, including complying with security standards, provisioning health checks and system monitoring, maintenance procedures and inventory management.

System patches and upgrades

This includes infrastructure, software and security patches, as well as Actimize application patches. Our experts can also provide change control management and deploy minor upgrades.

Service requests

Depending on your needs, the Actimize operations team can provide 24x7 on-call support for all operations issues, as well as system administration and manual data extracts.

Service desk

Our consultants can provide incident analysis and triage for user and business issues and the restoration of services.

Daily operations

Scheduled and non-scheduled tasks cover health check reports, system alerts from monitoring tools, maintenance procedures, backup and recovery, as well as incident management.

Total cost of ownership

Through a combination of batch optimization, rule tuning, upgrades, bulk alert closure and production support, reduce your total cost of ownership. One client achieved an overall reduction of 57 percent in the total cost of maintaining and operating their AML environment.

Solution expertise from day one and beyond

With Managed Services, clients gain freedom and flexibility to tackle a large number of projects. Now, clients can reduce the time to build and educate an internal team so they can make an impact faster.

Our consultants help enhance client support service and operations levels by providing proactive and innovative ideas to continue to enhance solutions.

All of this helps organizations gain maximum value from their investment, minimizing extraneous tasks and leading to faster impact.

→ **Get Started Now**

NICE Actimize

Know more. Risk less.

About NICE Actimize

NICE Actimize is the largest and broadest provider of financial crime, risk and compliance solutions for regional and global financial institutions, as well as government regulators. Consistently ranked as number one in the space, NICE Actimize experts apply innovative technology to protect institutions and safeguard consumers' and investors' assets by identifying financial crime, preventing fraud and providing regulatory compliance. The company provides real-time, cross-channel fraud prevention, anti-money laundering detection, and trading surveillance solutions that address such concerns as payment fraud, cybercrime, sanctions monitoring, market abuse, customer due diligence and insider trading.

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