



# 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

NICE Actimize has been an industry leader for decades and works with 10 of the top 10 U.S. banks.

### Recent accolades include:

- Waters Rankings: Best AML Compliance Solution Provider, five years in a row
- Fund Technology & Wall Street Letter Awards: Best Compliance Solutions, five years in a row
- Chartis RiskTech Rankings®: Financial Crime Winner, four years in a row

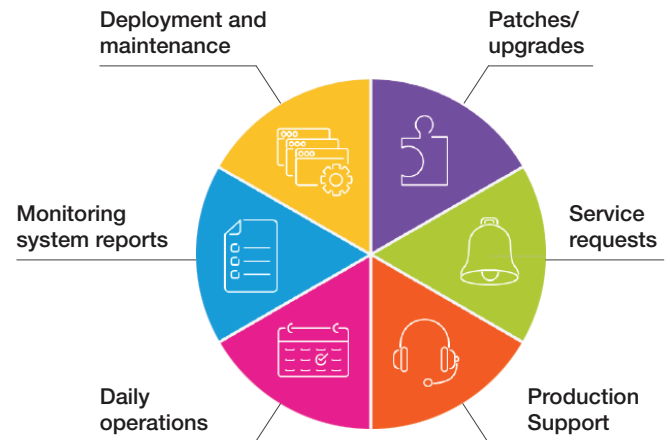
[Get in touch with sales](#) to learn more.

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 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 greater value in your:

- Areas of competitive focus
  - NICE 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. Now, clients can reduce the time to build and educate an internal team so they can make an impact faster.

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, minimizing extraneous tasks and leading to faster impact.

[Get in touch with sales to learn more.](#)