

Record, analyze and archive your mission-critical communications for clear compliance and business-driving insight with a certified solution from Hitachi Data Systems and NICE Systems.

DATASHEET

Hitachi Content Platform and NICE AIR & Engage

New Solution Ensures Secure Archiving and Insight-Generating Analysis

Whether for corporate governance, e-discovery or complying with government regulations, many of today's business interactions must be archived and quickly retrievable over an extended period of time. To meet these needs, implementing a comprehensive solution for recording and analyzing these mission-critical communications is a priority for today's organizations.

Captured interactions represent mission-critical data. Yet storage needs are as varied as they are vital. While some organizations must archive interactions for risk management purposes, others must store the interactions for quality purposes or for an exact period of time due to liability concerns.

Together, Hitachi Content Platform (HCP) with NICE Engage and the Advanced Interaction Recorder (AIR) provide a solution with a comprehensive set of capabilities that answer distinct archiving needs. The Hitachi and NICE solution allow your business to reliably and securely archive recorded data with hardware "write once, read many" (WORM) capabilities and hardware-enforced retention policies.

Record and Analyze

NICE AIR & Engage allow you to record and analyze interactions for comprehensive compliance, intelligent quality management and generation of business insights. NICE AIR & Engage work together to create a scalable, secure and robust platform that make it easy to record and manage interaction data from multiple channels and data sources in a single place. The platform provides comprehensive omni-channel interaction recording. Designed for flexibility, it easily adapts to your call center's unique operational requirements. In this single platform, you'll have support for thousands of concurrent IP streams, to capture, record, archive or forward streams in real time, record and archive.

Support Scalable, Secure Archiving

Hitachi Content Platform works with the Hitachi Data Ingestor (HDI) gateway in an approach that is unlike traditional NAS solutions: Both HCP and HDI are architected as parts of a scalable, active-archive solution. To ensure archive longevity and preservation, potentially across generations of storage and server hardware, this solution's proactive authentication policies continually validate the digital signature of content. This authentication ensures that content does not change over time. At core IT data centers, HCP ensures protection,

security, reliable access, preservation, compliance, adherence to policies, and myriad other capabilities that simplify management and automate

complex processes. With HDI at the edge sending data from remote call center to the centralized data center's core infrastructure, call center operations can reduce dependence on local storage at the edge. In doing so, operational costs previously incurred by complexity of management, backup, archiving and compliance are significantly reduced.



Combined Strengths of HDS and NICE

Combined, Hitachi Data Ingestor and Hitachi Content Platform propel the general concept of object storage forward. They help rein in the cost of distributed call centers and bring cloud within reach. When combined, HDI and HCP with NICE AIR & Engage provide the highest levels of scalability to grow with an enterprise. The solution answers capture, recording and risk mitigation needs over long periods of time.

About Hitachi Data Systems

Every business must improve cost-efficiency, time to market, customer experience, and revenue. Digital transformation promises these gains through better

management of your business's data, the common ground among business and IT leaders. No one knows data like Hitachi Data Systems. We help the world's largest organizations with one thing – data. Our integrated strategy and portfolio enables digital transformation through data, helping enterprises to manage, govern, mobilize and analyze data to uncover insights for better outcomes. Use what you have today and define your data-centric roadmap towards digital transformation. Hitachi Data Systems is your partner for digital transformation today and tomorrow.

About NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

SOLUTION HIGHLIGHTS

Features

- Business-driven archiving: user-defined, business-driven rules for archiving.
- Selective retention and deletion: automatic rules-based retention and deletion.
- Multisite and multisystem support: supports multiple capturing units and multiple sites over the cloud.
- Scheduled data transfer: scheduling engine for off-hours processing.
- Superior data protection: WORM, object authentication, encryption, remote replication and RAID.
- Highest levels of scalability: billions of transactions.

Benefits

- Work with a certified NICE and Hitachi Data Systems integration solution that supports comprehensive and complete archiving.
- Leverage a common Hitachi Content Platform for archiving all data types, including email, file, database and the recorded interactions.
- Achieve improved storage return on investment.

HDS at a Glance

Digital transformation improves enterprises' cost-efficiency, time to market, customer experience, and revenue through better data management. Hitachi Data Systems uses data to power the digital enterprise.



Corporate Headquarters
2845 Lafayette Street
Santa Clara, CA 95050-2639 USA
www.HDS.com | community.HDS.com

Regional Contact Information
Americas: +1 866 374 5822 or info@hds.com
Europe, Middle East and Africa: +44 (0) 1753 618000 or info.emea@hds.com
Asia Pacific: +852 3189 7900 or hds.marketing.apac@hds.com

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