

NextiraOne and NICE Systems Tackle New Payment Card Data Security Rules for Contact Centre Operators

Real-time Solutions from NICE Systems plus NextiraOne Contact Centre Expertise Ensures Compliancy with (PCI-DSS) Regulations

Paris, 19. July 2011 – NextiraOne, Europe's leading expert in communications services, has today announced that it has put in place the skills required to help customers tackle their payment card data security compliancy issues when operating a contact centre. Working in collaboration with NICE Systems Limited, NextiraOne has integrated NICE's real-time PCI solution into its customer offering for new contact centres and is also offering upgrades to existing contact centre customers to bring them up to the new data security standards.

The solution from NICE leverages its real-time [desktop analytics](#) for automatically pausing and resuming audio and screen recordings containing sensitive information. The result is a recorded interaction that doesn't contain the sensitive information as defined by the PCI DSS, such as the 3 or 4-digit card verification number. Furthermore, the solution enables the multiple stored recordings to be played back seamlessly and in accordance with the original call flow. It is available off-the-shelf with out-of-the-box capabilities that require no customization efforts, ensuring reliable and seamless compliance with complex regulatory requirements. NextiraOne is now fully trained to implement this for new and existing contact centres.

The PCI Security Standards Council is the body that creates standards for payment card data security. Central to this is the PCI Data Security Standard (DSS) which applies to all organisations that hold, process, or exchange credit and debit cardholder information. Non-compliant companies risk losing their ability to process credit card payments and being audited and/or fined. The updated requirement bans the audio recording and storage of sensitive card information such as validation codes and encourages contact centres to implement solutions that prevent the storage of this data.

Guillaume Baraton, European Business Development Director for Contact Centre, said: “We work very closely with our customers to implement solutions that answer all their contact centre needs. Our experts understand the business and regulatory environment in which our customers operate and we make it our business to ensure that our solutions cover new conditions as they are introduced. As a Platinum Partner across Europe, we work extremely closely with NICE to create powerful solutions for our customers as new requirements emerge, including the new compliance solution which we are able to deliver across all 16 countries in Europe where NextiraOne is present.”

Ad Ketalaars, President of NICE EMEA said, “We are pleased to expand the offering we provide our European customers together with NextiraOne, to include real-time solutions for complying with PCI standards. This is another step in the evolution of our long-term partnership with NextiraOne and we look forward to continuing working together to address the strategic needs of our joint customers.”

The PCI Security Standards Council is an open global forum for the ongoing development, enhancement, storage, dissemination and implementation of security standards for account data protection. The PCI Security Standards Council's mission is to enhance payment account data security by driving education and awareness of the PCI Security Standards. The organization was founded by American Express, Discover Financial Services, JCB International, MasterCard Worldwide, and Visa Inc.

About NICE Systems

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time. Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security. NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. www.nice.com.

About NextiraOne Austria GmbH:

NextiraOne is Europe's leading independent expert on convergent Voice and Data Networks (Unified Communications), Business Protection (Security), Mobility, Multimedia Contact Center, Managed Services, Data Center etc.

Tailored to the specific needs and businesses of our customers, NextiraOne designs, realises and manages innovative and reliable communication solutions for every market segment and industry. With a global service presence and direct sales in 16 European countries NextiraOne offers a broad portfolio of certifications and comprehensive experience in products and services. More than 330 sales and services experts represent NextiraOne in Austria.

For further information: www.nextiraone.at

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