MOTOROLA SOLUTIONS AND NICE

A Relationship Built on Success

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A RELATIONSHIP BUILT ON SUCCESS

Successful business relationships are defined by results and consistent track records. There's no better example of this than the Motorola Solutions - NICE partnership. It's a proven partnership that has generated more than 800 successful customer deployments globally. Since the sale of our first co-developed, integrated radio recording solution (based on SmartZone and SmartNet radio systems) in 2000, the Motorola-NICE partnership has continued to evolve and thrive. Cementing this relationship is our exclusive engineering partnership which has yielded sixteen Motorola Systems Integration Tested (SIT)-certified solutions over the past fifteen years.

Motorola and NICE also partnered to build the world's first IP-based radio recording solution in 2005. Today, there are thousands of ASTRO IP and Dimetra certified recording solutions successfully deployed at Public Safety, Transportation and Critical Infrastructure sites in every corner of the world.

Collectively, these, and earlier generations of our integrated recording solutions have captured more than 250 million hours of radio transmissions, from tens of thousands of recording channels – making them the most time-tested, trusted, and proven Motorola radio recording solutions available.
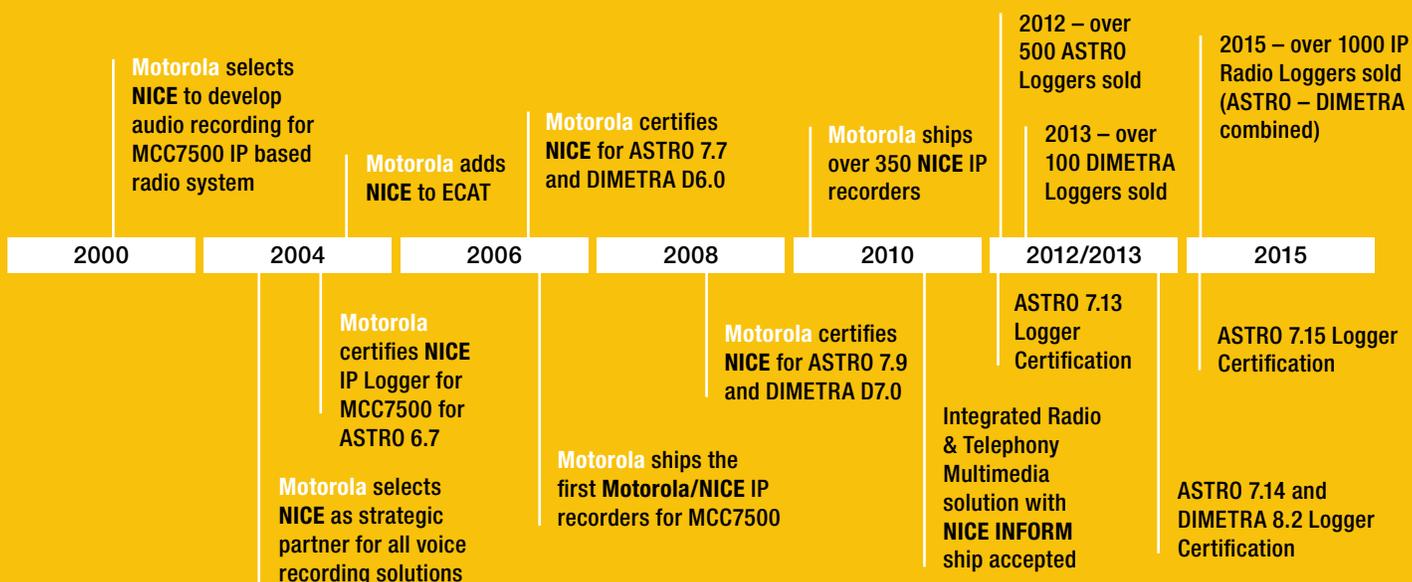
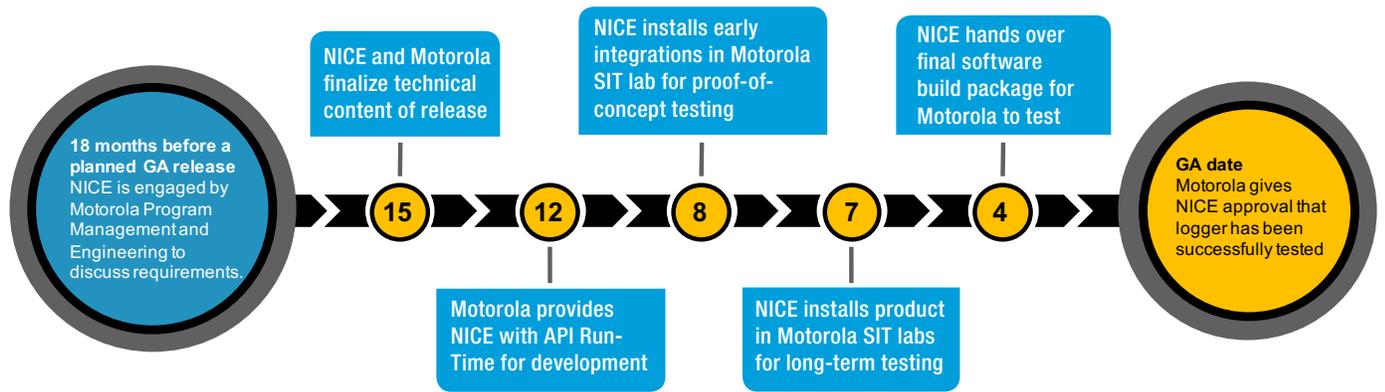## THE UNIQUE MOTOROLA - NICE DEVELOPMENT PARTNERSHIP

Over the years, NICE and Motorola have partnered to create robust recording solutions for many generations of Motorola SmartZone, Dimetra and ASTRO P25 radio platforms. Working with Motorola through the co-development and SIT-certification process so many times has afforded NICE the unique competitive advantage of having extensive knowledge and understanding of Motorola's radio systems. In fact, through these iterative processes, NICE has accumulated over 120 man years of combined development experience on Motorola radio systems – which is unparalleled in the industry and the reason our recording systems are the most reliable and feature-rich in the world.

NICE: IN LOCKSTEP WITH MOTOROLA'S M-GATE PROCESS

NICE is in lockstep with Motorola's rigorous internal M-Gate (soon to be D-Stream) development process, which starts a full 18 months before any planned release of a new version of a Motorola radio system. During this process, Motorola and NICE collaborate closely to certify the recorder works flawlessly in conjunction with the new radio system release.

Security of voice and data communications is paramount, especially for Public Safety agencies and critical infrastructure environments. Because NICE participates in the M-Gate process, Motorola customers can have complete confidence that the certified NICE logging solution adheres to the same strict Information Assurance and security standards they've come to expect from Motorola radio systems.

2000	2004	2006	2008	2010	2012/2013	2015
Motorola selects **NICE** to develop audio recording for MCC7500 IP based radio system	**Motorola** adds **NICE** to ECAT	**Motorola** certifies **NICE** for ASTRO 7.7 and DIMETRA D6.0	**Motorola** ships over 350 **NICE** IP recorders		2012 – over 500 ASTRO Loggers sold / 2013 – over 100 DIMETRA Loggers sold	2015 – over 1000 IP Radio Loggers sold (ASTRO – DIMETRA combined)
	Motorola certifies **NICE** IP Logger for MCC7500 for ASTRO 6.7		**Motorola** certifies **NICE** for ASTRO 7.9 and DIMETRA D7.0		ASTRO 7.13 Logger Certification	ASTRO 7.15 Logger Certification
	Motorola selects **NICE** as strategic partner for all voice recording solutions	**Motorola** ships the first **Motorola/NICE** IP recorders for MCC7500			Integrated Radio & Telephony Multimedia solution with **NICE INFORM** ship accepted	ASTRO 7.14 and DIMETRA 8.2 Logger Certification

Timeline

18 months before a planned GA release NICE is engaged by Motorola Program Management and Engineering to discuss requirements.

15 — NICE and Motorola finalize technical content of release

12 — Motorola provides NICE with API Run-Time for development

8 — NICE installs early integrations in Motorola SIT lab for proof-of-concept testing

7 — NICE installs product in Motorola SIT labs for long-term testing

4 — NICE hands over final software build package for Motorola to test

GA date Motorola gives NICE approval that logger has been successfully tested

THE NICE TECHNOLOGICAL ADVANTAGE

Unlike competitive solutions, the MCC 7500 IP logging recorder was purpose built as a seamless, dedicated solution for the Motorola MCC 7500 IP Dispatch Console. This means the NICE IP radio loggers are an integral part of the ASTRO 25 Motorola radio network. They sit on the same network as the Motorola AIS (Archiving Interface Server), and are connected through a single network switch on the radio network for maximum reliability. The radio network is highly secure to minimize risk from external threats; and since the recording system sits on the radio network, it's secure as well. Finally, being a part of the radio network also enables the NICE recorders to be supported remotely, in the same efficient and effective manner as the Motorola radio system.

WHERE OTHER SOLUTIONS FALL SHORT

NICE's engineering partnership with Motorola affords NICE the unique competitive advantages of tight co-development, testing, and co-existence on the Motorola network. In contrast, to develop their solutions, other recording solution providers must resort to licensing the recording API (Application Programming Interface) from Motorola, and building their solutions in a standalone manner. By their inherent design, these solutions reside outside of the Motorola network, making them less secure and more susceptible to recording loss. By design, all audio and metadata must pass through network routers and firewalls before it can be recorded, and this adds many layers of complexity and potential points of failure. If a router or firewall is configured incorrectly or not operational for any reason, recordings will be lost. These design limitations are problematic for mission critical recording applications where audio must be captured one hundred percent of the time.

UNPARALLELED SUPPORT

In mission critical environments, downtime is not an option. To speed response to mission critical recording issues, NICE and Motorola have partnered to deploy a dedicated NICE Tier 2 support team in Motorola's System Support Center (SSC). Motorola radio support technicians sit side-by-side with NICE recording support experts, working together to quickly diagnose and resolve problems. NICE is the only recording vendor with a presence in the Motorola SSC.

This exclusive support arrangement with Motorola enables NICE engineers in the SSC to remotely and securely access customer recording systems to troubleshoot and fix problems. This significantly decreases downtime and enhances recording system resiliency. A whopping 92% of support cases are handled in this manner.

- Over 800 global customers jointly deployed by NICE and Motorola

- Over 100,000 channels of P25 recording deployed and more to come!

- Over 250 million hours of Radio Over IP recording and counting!

- NICE's Tier 2 support is located at the Motorola System Support Center and has remote access to site for faster response

VALUE-ADD: ADDITIONAL NICE BENEFITS FOR MISSION CRITICAL ENVIRONMENTS

Our tight development partnership gives NICE an edge in creating next generation solutions that not only complement Motorola's sophisticated radio systems, but deliver real value as well. In addition to offering the highest levels of security, reliability and uptime for mission critical recording applications, the NICE IP logging solution provides other unique benefits.

- Resiliency: As the only solution fully integrated into the Motorola radio network, NICE recorders are monitored through the Motorola NMO (Network Monitoring Operation). This ensures a fast response to recording system issues because System Support Center (SSC) engineers receive alerts and can begin troubleshooting problems, often before customers are even aware issues exist.

- Distributed Architecture: Radio and 911 communications are recorded on separate devices, minimizing any potential for recording loss. This distributed architecture also provides maximum flexibility for multi-site deployments which are common with Motorola customers.

Feature	Benefit	NICE	Other companies
API tested	• Basic functionality verified	✔	✔
Seamlessly integrated into Motorola network	• Security, performance, reliability	✔	✘
SIT tested / Motorola certified	• Assured product quality	✔	✘
Matrix architecture	• Reduced cost by sharing radio recording infrastructure • Increased flexibility	✔	✘
Motorola SUA and SUA II	• Assured upgrade path for Motorola customers	✔	✘
Staging	• Integrated solution thoroughly tested prior to customer delivery	✔	✘
Embedded T2 support & Motorola NMO monitoring	• Unparalleled support responsiveness • Faster response time • Less downtime/reduced risk of recording loss	✔	✘
Motorola quality review	• Continuous improvement • Improved customer satisfaction	✔	✘
On ECAT price pages	• Ease of ordering for Motorola	✔	✘

QUALITY FOCUS

Motorola's strict attention to quality is one of the reasons that Motorola's radio systems are among the most reliable in the world. As a strategic partner of Motorola, NICE is held to the same exacting standards.

On a weekly and monthly basis, NICE submits to a rigorous Motorola quality examination to ensure it is meeting Motorola's quality standards across all aspects of its business (products, support and services). This thorough ongoing examination is the foundation of a continuous improvement process designed to enhance customer satisfaction.

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NICE®

ABOUT NICE PUBLIC SAFETY SOLUTIONS

NICE public safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of incidents. NICE Inform, the industry-leading digital evidence management (DEM) solution gives emergency communications leaders better insight into how to continuously improve their operations. NICE Investigate is the first open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 police departments worldwide rely on NICE solutions for digital policing.

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