

Verint Systems Overview

Verint® Systems Inc., headquartered in Melville, New York, is a leading global provider of Actionable Intelligence® solutions for an optimized enterprise and a safer world. Today, organizations in more than 150 countries rely on Verint solutions to perform more effectively, build competitive advantage, and enhance the security of people, facilities and infrastructure. Ranked as one of the 100 largest global software and services providers, and among the top 30 U.S.-based enterprise software companies, Verint is powered by 2,500 dedicated professionals in offices across the globe.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions®, part of Verint Systems Inc., is the leader in analytics-driven workforce optimization (WFO) software and services. Our solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience. From contact centers to remote office, branch and back-office operations, our award-winning, next-generation Impact 360® Workforce Optimization suite is the industry's most unified solution set—featuring quality monitoring and call recording, workforce management, speech and data analytics, customer feedback surveys, performance management, eLearning and coaching. Impact 360 helps organizations improve the entire customer service delivery network, powering the right decisions to help drive service excellence and transform organizations into customer-centric enterprises.

Leadership and Innovation

Our market leadership has been validated by industry analysts and research firms, where Verint Witness Actionable Solutions leads in:

- Workforce Optimization market share¹
- Contact Center Workforce Optimization with a Gartner Magic Quadrant “Leader” rating²
- Contact Center Quality Management with a Gartner MarketScope “Strong Positive” rating³
- Contact Center Workforce Management with a Gartner MarketScope “Strong Positive” rating⁴
- Workforce Optimization with Datamonitor's highest technology assessment⁵
- Quality Monitoring shipments market share⁶
- Contact Center Speech Analytics market share⁷
- IP Recording market share⁸

Our Solutions

Our unified, analytics-driven, enterprise-enabled workforce optimization suite is comprised of proven, robust software and services for enterprises and small- and medium-sized businesses (SMBs), as well as the public safety sector. The powerful, next-generation **Impact 360 suite** is comprised of **workforce optimization** solutions that include **quality monitoring and call recording, workforce management, speech and data analytics, customer feedback surveys, performance management, eLearning and coaching.**

Our software solutions are coupled with **Verint Impact Services**—professional services designed to help organizations get the most from their investments. From implementation, technical support and training, to process and change management, performance management and solutions consulting, our experienced professionals understand business practices and operations and are committed to customer success.

¹ Frost & Sullivan, 2008 North America Agent Performance Optimization Markets, September 9, 2008

² Gartner, Magic Quadrant for Contact Center Workforce Optimization, September 26, 2008

³ Gartner, MarketScope for Contact Center Quality Management, September 14, 2007

⁴ Gartner, MarketScope for Contact Center Workforce Management, July 16, 2007

⁵ Datamonitor, Decision Matrix: Selecting a Workforce Optimization Vendor, November 2008

⁶ Tern Systems, 2008 Voice/Data Recording Markets, Products, Suppliers, August 13, 2008

⁷ DMG Consulting, 2008 Speech Analytics Market Report, August 2008

⁸ DMG Consulting, 2008 Quality Management/Liability Recording Market Share Report, June 2008

Impact 360 helps enable more efficient operations, creating more loyal customers and driving more profitable business outcomes. Our solutions help organizations enhance the customer experience by providing visibility into a company's entire customer service lifecycle—from recording interactions, to capturing desktop activities for quality and compliance requirements; from strategic and resource planning and goal setting, to scheduling and deploying the right staff, with the right skills, at the right time; from capturing structured and unstructured analytical data, to turning that information into sophisticated, actionable intelligence that reveals trends, opportunities, issues and their root causes; from leveraging surveys that capture customer feedback and perspectives, to evaluating the people, processes and products that impact customer experiences; and from applying scorecards and key performance indicators (KPIs) to gauge performance against goals, to honing personnel skills and knowledge to meet contact center and enterprise objectives through coaching, training and development.

The Impact 360 suite is designed to help today's customer-centric enterprises meet and exceed their sales, service and operations goals across the organization—from the contact center, to branch and remote offices, to back-office operations departments. With Verint Witness Actionable Solutions, organizations of all sizes can enhance the performance of every touch point along the customer service value chain.

Global Customers

More than 70 percent of the Fortune 100 are Verint Witness Actionable Solutions customers. Our solutions are used by eight of the top 10 U.S. banks, four of the top five Canadian banks and three of the top five Australian banks. Verint software and services have been deployed across industries and around the globe—including the automotive, banking/financial services, general business, government, healthcare, hospitality, insurance, outsourcing, public safety, publishing, retail, telecommunications, travel and utility sectors.

Partners

Verint Witness Actionable Solutions has strategic relationships with the industry's foremost leaders and innovators. OEM partners include Avaya, BT TRS (part of BT Global Financial Services) and Nortel. System integrator, strategy consultant, distributor, reseller and service provider partners include a range of global and regional organizations, such as Accenture, IBM and Verizon; Fidelity Information Systems; BT, Cable & Wireless, Cisco, Cross Telecom, Datapoint, Dimension Data, NACR, Siemens and Westcon.

Senior Management

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Nancy Treaster	Senior Vice President & General Manager
John Bourne	Senior Vice President, Global Alliances & Channels
Darryl Demos	Senior Vice President & General Manager—Enterprise Solutions Group
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