



# NICE PARTNERSHIP



## Partnership Overview

In 1992, BEI started our relationship with Racal Recorders, a leading voice recording solution provider specializing in the Public Safety and Security markets. With BEI's reputation in New England as a strong telecommunication peripherals provider, BEI quickly became a respected recording application solution provider.

In January 2001, Racal Recorders was acquired by Thales Heim Data Systems, Inc., a large defense contracting company. Thales formed a new division to market and support, their new acquired products. This division was named Thales Contact Solutions.

In November 2002, industry leading NICE Systems acquired Thales Contact Solutions and began to integrate the best of technologies of both product lines.

In June 2005, NICE Systems acquired Dictaphone's Communications Recording Systems (CRS) division.

In February 2011, NICE Systems Cybertech International, further advancing their leadership position in market share in contact centers, financial trading and the public safety industries.

Combining the best of technologies, NICE continues to enhance hardware platforms and combines these proven platforms with industry leading, next generation applications to enhance all industry needs.

In Late 2022, NICE introduces NICE Evidence Central and its product portfolio of offerings to Law Enforcement & Justice.

Through all this BEI continued its success with the sales and service of its recording platforms and related applications. BEI today has grown to become the largest independently owned and operated Voice Recording Solutions provider from Maine to Maryland, including all of New England. BEI provides our customers with factory authorized sales and service, from our certified staff working at and dispatched our Connecticut Headquarters or Massachusetts, Pennsylvania & New Jersey Branch Locations.

## NICE Corporate Overview

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 for the enterprise and public safety and security markets. Advanced interaction analytics are performed on unstructured multimedia content - from telephony, web, radio and video communications. NICE has over 7,500+ employees, 25,000 organizations in 150 countries, 3,000 specifically in Public Safety.

## Areas of Business

NICE's Insight from Interactions solutions are used throughout the contact center and enterprise sector, and in public safety and security organizations.

## The Public Safety and Security Sector

NICE's next generation security solutions empower security personnel to detect, prevent and respond to threats in real-time, and to investigate and reconstruct criminal and security cases.

NICE also provides proven incident monitoring and reconstruction solutions for communication systems that enable public safety professionals and First Responders to increase the effectiveness and accuracy of incident inquiry.

## The Contact Center and Enterprise Sector

NICE is the market leader in providing fast and efficient solutions for the capture, storage, retrieval and analysis of customer interactions for the enterprise sector, including contact centers, financial trading floors and facilities organizations, which operate in TDM, hybrid and VoIP environments.

**After 47 Years...Voice, Data & Experience!**

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