

Verint Technology Managed Services

Verint® Technology Managed Services™ can enhance your IT processes and staff, helping to improve the performance and availability of your Verint solutions.

Designed to help you continuously enhance the stability and health of your Verint solutions, Verint Technology Managed Services provide a service director who is responsible for program delivery and serves as your single point of contact. This expert is supported by our multidisciplinary team of professionals experienced in managing our end-to-end suite of customer engagement optimization solutions in complex and multi-site IT environments.

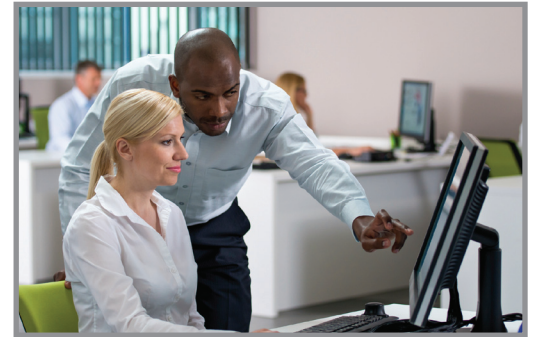
Benefit from Proven Processes

Verint Technology Managed Services processes and procedures are based on Information Technology Infrastructure Library (ITIL) standards and include:

- **Program Management** — Your Verint service director works with you to define and document how we will manage key solution/system areas, including risk, compliance with standards, and system availability.
- **Capacity Reporting** — We analyze and report the capacity resources required by your Verint systems in the short to long term.
- **Change Management** — We work with your change control team to plan for proactive updates or reactive patch installation, including impact assessments and rollback plans.

Your Verint service director works with our extended team of experts to help you reduce the risks associated with system changes.

- **System Sentry Monitoring** — With your team, we activate a technical environment analysis and notification service for your Verint solution. This service can help us proactively identify and resolve issues to help maximize system availability.



With Verint Technology Managed Services, you can implement a sustainable program of rigorous engagement and data collection, coupled with analysis by our experts, to receive actionable recommendations.



Key Benefits

- Helps reduce the risk of downtime and business disruption.
- Offers robust governance that can yield cost savings through increased system availability.
- Provides your IT organization with increased flexibility to manage your Verint solutions.

- **Case Management** — Your Verint service director will actively manage the lifecycle of incidents to help maximize system reliability. Services may include:
 - Rapid incident response
 - Root cause analysis
 - Trend analysis in recurring issues
- **Continual Service Improvement** — Verint Technology Managed Services provide continual review of operational data and other high-impact factors to help you constantly improve system performance and availability.

- **Executive Reviews** — Your Verint service director will host scheduled executive reviews covering performance data and improvement recommendations.

Benefit from World-Class Consultants


Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.


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