NICE · CXone

SmartConnect SD-WAN

Speed, reliability, and affordability from a direct private voice connection

As part of the NICE CXone Voice-as-a-Service (VaaS) suite, SmartConnect SD-WAN provides intelligent and dynamic policy-based voice routing that centralizes and simplifies network management. By monitoring voice traffic and performance data, you can make real-time routing decisions and prioritize traffic based on QoS settings. Centralized control functions enable a highly secure and responsive network that provides consistent performance and in-depth visibility into all voice network activity and security events, significantly reducing network resources and costs associated with traditional IT network management.

SECURELY CONNECT USERS TO CXONE

Boost voice performance and improve connection quality.

- Leverage any combination of transport services to interface with CXone—including MPLS, LTE and broadband internet services.
- Route voice traffic across the WAN with a software-driven method, instead of simply using TCP/IP addresses and ACLs.
- Increase CXone performance for a better user experience.
- Boost business productivity with simplified network management.
- Reduce IT costs with centralized control functions.

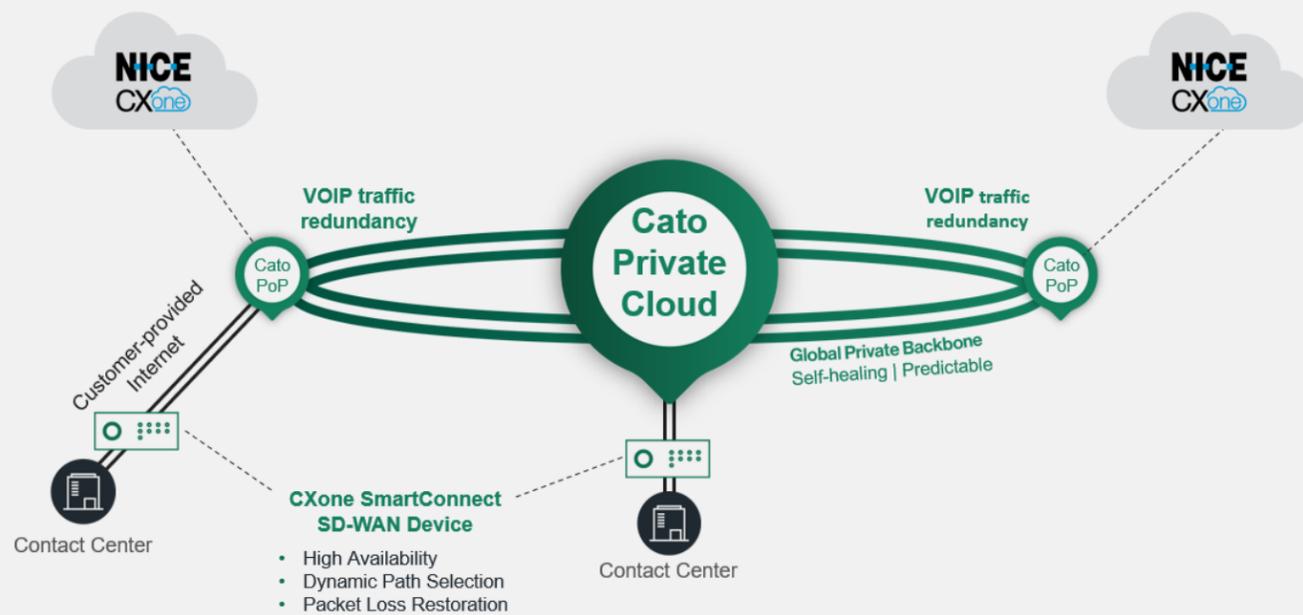## A CLOUD-FRIENDLY, VIRTUAL WAN

Leave the de-centralized management of on-premises hardware behind.

- Reduce WAN operational expenses through centralized orchestration of performance, application, and security policies.
- Fully support applications hosted in on-premises data centers, public or private clouds, and SaaS solutions.
- Apply advanced security data inspection services in the cloud.
- Improve performance and productivity by eliminating voice traffic backhauling from back offices to a hub.
- Free your IT staff to perform mission-critical tasks and reduce human error risk with Zero-Touch Provisioning (ZTP).

FEATURES

- Dedicated connection to the cloud via private network
- Reliable solution for traditional VoIP issues over the public internet
- Fast deployment with easy set-up and support access
- Network redundancy that ensures reliability and reduces downtime risk
- In-depth visibility into all voice network activity and security events for significantly reduced network resources and costs
- Holistic solution that bridges the gap between network performance, quick turn-ups and a competitive price point

CXone SmartConnect SD-WAN

A NETWORK YOU CAN BET YOUR BUSINESS ON

Take full control over the transportation of your voice in the cloud.

- Partially augment or completely replace more expensive private WAN transport services, such as MPLS.

- Create a routing mix of ISPs that virtually eliminates downtime.

- Gain full control over QoS settings, prioritizing the voice traffic that matters most to your business.

- Build higher performing WANs using lower cost and more readily available internet access.

To deliver our SmartConnect SD-WAN solution, NICE is partnering with Cato Networks**, the world's first Secure Access Service Edge (SASE) platform, that converges SD-WAN, network security, and Zero Trust Network Access (ZTNA) into a global, cloud-native service.**

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform— and elevate—every customer interaction.

www.nice.com

Waterfront Corporate Center III
221 River St, 10th & 11th Floors
Hoboken, New Jersey 07030

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NICE
Make experiences *flow*