



Intelligence in Action™

For an Optimized Enterprise and a Safer World

VERINT®

■ The Actionable Intelligence Opportunity



Enterprise and government have never had more information than they do today — or more difficulty finding the *intelligence they truly need*. That's because the most critical information is often buried in telephone conversations, Internet content, video streams, emails, and a host of other media, outside of traditional business systems. Without the ability to harness this unstructured information, or distill the most relevant and timely intelligence from the overwhelming volumes of information at hand, these organizations make important decisions based on just a fraction of the intelligence they should have.

Verint Intelligence in Action

The Customer. A Fortune 500 financial services company with over 7 million customers, 20,000 service representatives, 97 percent customer satisfaction, and stellar business performance.

The Solution. Verint Impact 360®, which helps this firm extract intelligence from customer interaction recordings for trimming costs, reducing inefficiencies, and building customer loyalty.

“Using Impact 360 Speech Analytics, it took five people just five weeks to discover how to transform our contact center’s low performers into high performers. Without the Verint solution, it might have taken 30 people and a full year to produce similar results.”

– Customer Care Executive

Verint is Powering Actionable Intelligence

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions and value-added services. Our solutions capture and analyze complex, underused information sources to power more informed, timely, and effective business decisions.



Verint helps enterprise and government make sense of the huge volumes of information in voice, video, and unstructured text. Our analytics solutions extract significant information from these largely underused information sources and deliver this intelligence to the people who need it, for more timely, well-informed, and effective action.

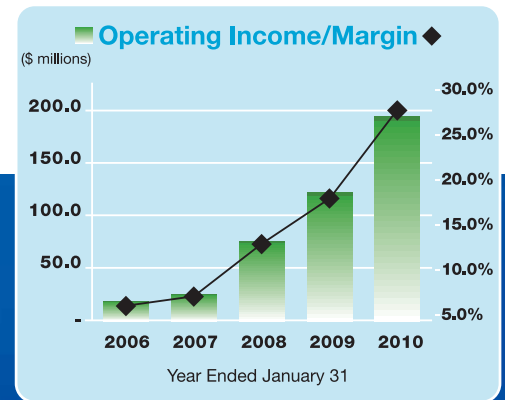
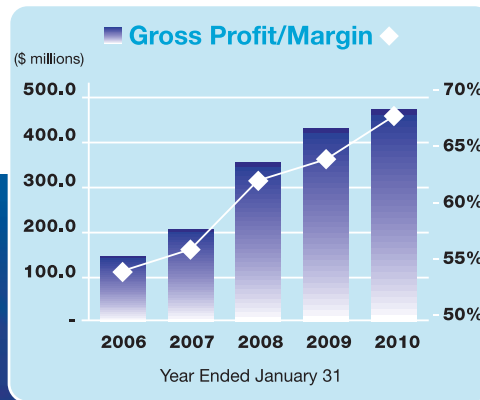
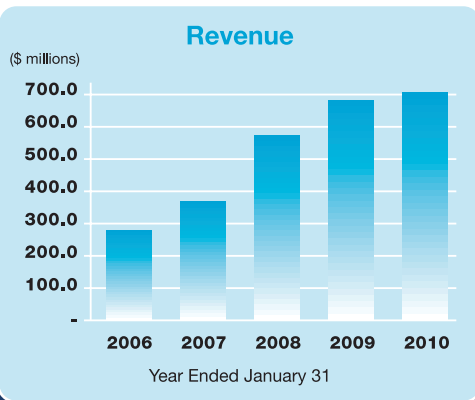
In the enterprise market, our workforce optimization solutions help organizations enhance customer service operations in contact centers, branches, and back-office environments. Our sophisticated analytics distill customer, operational, and market intelligence from customer interactions to increase customer satisfaction, reduce operating costs, identify revenue opportunities, and improve profitability.

In the security intelligence market, our video intelligence, public safety, and communications intelligence and investigative solutions help government and commercial organizations protect people and property and neutralize terrorism and crime. Our solutions integrate information from diverse resources and apply advanced analytics to detect security threats, build evidence, and conduct more productive investigations.

Our scalable, enterprise-class applications, advanced analytics, robust service portfolio, and vertical market expertise have made us a leader in the markets we serve. And they have made Verint a trusted partner in a wide range of industries: financial services, retail, healthcare, telecommunications, law enforcement, government, transportation, utilities, critical infrastructure, and more.

Today, more than 10,000 organizations in 150 countries — including over 85 percent of the Fortune 100 — use Verint solutions to improve enterprise performance and make the world a safer place.

Innovation and Value



Financial information is non-GAAP and excludes certain non-cash and non-recurring items.

Over the past five years, Verint has grown in scale and profitability, while continuing to focus on product innovation, high-ROI solutions, and excellence in customer service.

Our revenue grew significantly from approximately \$279 million to nearly \$704 million, with operating margins in excess of 20 percent. Today, Verint is one of the largest, most successful companies delivering Actionable Intelligence solutions for capturing and analyzing structured and unstructured information, such as voice, video, and data.

Behind this success is our customer-centric culture founded on innovation, powered by 2,600 dedicated professionals, and focused on delivering best-in-class solutions and services to Verint customers and partners worldwide. Nearly one third of our employees are dedicated to R&D, and we have produced over 500 patents and patent applications. We believe that our commitment to innovation has been key to this success and will continue to drive our success in the future.

Verint at a Glance

Founded: 1994

Headquarters: Melville, New York, with offices around the globe

Our Team: 2,600

Customers: More than 10,000 in over 150 countries, including over 85 percent of the Fortune 100

Markets:

- Enterprise Workforce Optimization
- Security Intelligence

Symbol: VRNT on the NASDAQ Stock Market

Revenue: \$703.6 million¹

Recognition:

- Global Software 500²
- Leader's Quadrant, Gartner Magic Quadrant³
- Short List, Ovum Decision Matrix⁴

Website: www.verint.com

¹ For the year ended January 31, 2010.

² *Software Magazine*, Fall 2010.

³ Gartner, *Magic Quadrant for Contact Center Workforce Optimization*, October 2010.

⁴ Ovum, *Decision Matrix: Selecting a Speech Analytics Vendor*, July 2010.

Real-World Solutions with Excellent Business Value

Verint solutions are designed by professionals who are knowledgeable about our customers' industries, committed to their success, and dedicated to delivering value.

Our solutions help enterprises of all sizes improve customer service to enhance efficiency, profitability, and competitive advantage. They help banks, retailers, and other enterprises comply with regulations and reduce risk and loss. Our solutions help government and public authorities secure airports and seaports, public works and power plants, transportation networks and national borders. And they help law enforcement and government agencies reduce crime, enhance homeland security, improve emergency response, and collaborate more effectively.

More than just sophisticated technology, Verint solutions address the real-world information challenges faced by our customers.



We are dedicated to providing our customers with high-value solutions and services and to helping them realize ongoing return from their Verint investments.

Driven by Innovation

Recognized by industry analysts and organizations worldwide, Verint innovation helps our customers keep pace with evolving technologies and complex objectives. Our advanced analytics are illustrative of the innovation that is integral to every Verint solution.

Verint speech and text analytics can distill customer and performance intelligence from phone calls, blogs, emails, and social media to help our customers operate more effectively and build competitive advantage. Our video analytics provide both security and business intelligence, such as our retail traffic analytics, which help retailers not only protect their facilities, customers, and staff, but also derive greater value from them. And our data fusion and communication intelligence analytics help law enforcement and government agencies unearth security threats and build evidence.

These are just a few of the ways that Verint innovation drives value for our customers.

Powered by a Customer-Centric Culture and Our Commitment to Value

Verint is a customer-centric organization, powered by our commitment to deliver rapid ROI and excellent long-term value.

We interact regularly with our customers through our Customer Advisory Council, annual *Driving Innovation*[™] user conference, and other Verint channels, as well as through prominent industry organizations and events. We incorporate feedback from our customers in our product development processes, and we provide extensive service and support offerings to help our customers maximize the functionality of their Verint solutions and realize greater ongoing return on investment.

We also maintain hundreds of partnerships worldwide to provide our customers with comprehensive, cost-effective business solutions through local sales, service, and support. Many industry technology leaders work with us to integrate our respective offerings and deliver innovative solutions that meet our customers' changing business requirements and objectives.



Verint Enterprise Workforce Optimization Solutions

More cost-effective operations, more loyal customers, and more profitable business outcomes

“ Impact 360 is helping us maintain our leadership in customer service while managing cost and optimizing the way in which we conduct business.”

ING Australia



Customer service has become more strategic than ever, especially for organizations whose sales and service transactions take place primarily in contact centers. These customer interactions can provide rich insights about workforce efficiency, the customer experience, and important business trends. Yet, many organizations miss opportunities to leverage this intelligence, lacking the technology to make sense of the vast information available to them.

Verint Intelligence in Action

The Customer. A leading, US-based cable television, high-speed Internet, and digital voice service provider, with 23 million customers and 100,000 employees, including 20,000 customer service agents and 100 call centers.

The Solution. Impact 360 Workforce Optimization and Verint's Strategic Consulting Group, which teamed with one company division to standardize on best practices for reducing operating costs and maximizing customer service resources.

“As a result of our collaboration with Verint, our division has achieved the lowest cost per call company wide, and the approach we developed is slated to become our company's national standard.”

– Contact Center Executive

“After implementing Verint Speech Analytics, we saved nearly 600 accounts — about \$1.7 million in revenue — in the first three months alone.”

Elavon

“Verint’s speech analytics solution has allowed us to truly leverage the voice of the customer to develop smarter governance models for capturing, validating and pursuing opportunities, as well as quickly identifying and remediating the root issues causing customers to call.”

Rogers Communications



Unified, Analytics Driven, Enterprise Enabled

Impact 360® from Verint Witness Actionable Solutions® is a unified suite of enterprise workforce optimization solutions for contact centers, branches, and back-office operations. This robust suite provides unprecedented visibility into performance, operations, and customer intelligence across the enterprise. Impact 360 is used by organizations of all sizes in such industries as insurance, banking and brokerage, telecommunications, media, retail, and hospitality.

Verint Impact Servicessm complements this suite, with professional services that help our customers maximize the value they receive from their Impact 360 solutions.

In Contact Centers

Impact 360 features voice recording and quality monitoring, workforce management, speech, data, and text analytics, customer surveys, desktop and process analytics, performance management, and eLearning and coaching. Our Customer Interaction Analytics™ provide a more holistic view of workforce efficiency and the customer experience. These speech, data, and text analytics and customer feedback surveys automatically detect patterns and trends that can significantly impact business.

In Branch, Remote, and Back-Office Operations

While workforce optimization solutions have traditionally been deployed in contact centers, customer service employees work in other areas of the enterprise, as well. Verint Impact 360 solutions for branch, remote, and back-office operations provide these locations with the same type of performance measurement and improvement.

These robust workforce optimization suites feature forecasting and scheduling, strategic planning, employee performance management, eLearning, desktop and process analytics, and other software and services.

Global Leader in Workforce Optimization Solutions and Services

Our award-winning Impact 360 portfolio helps optimize the entire customer service delivery network, driving service excellence and transforming organizations into customer-centric enterprises.

Today, Verint is the worldwide leader in enterprise workforce optimization solutions and high-impact services, recognized by industry analysts and organizations — as well as our thousands of customers — around the globe.



Verint Security Intelligence Solutions

More proactive
security, more
productive
investigations, and
better decisions
in critical situations

“With the Nextiva IP video solution, we will be able to make informed decisions within a matter of seconds.”

Global Real Estate and Facilities Vice President, EMC



Criminal and terrorist activity present formidable challenges for government and commercial organizations.

Overwhelming volumes of information from diverse sources — including today’s complex communication networks — make it difficult to rapidly detect security threats, optimize emergency response, conduct investigations, and build evidence. Organizations that seek a more proactive approach to security require the power and versatility of IP-based technologies, integrated analytics, and scalable solutions that can readily integrate with enterprise infrastructures.

Verint Intelligence in Action

The Customer. A Fortune 500 company — one of the largest energy providers in the United States — with a growing network of operating companies and nearly 4 million customers.

The Solution. Verint Nextiva, which streamlines management of the company’s geographically dispersed video operations and enables more proactive security.

“When suspicious activity occurs, Nextiva automatically alerts our team and sends video and instructions on how to respond, in line with our security policies.”

– Security Executive

“Verint is an undoubted leader in various segments of the video surveillance market, including critical infrastructure, education and corporate enterprise, transportation, retail, banking, and a host of other industries. The company’s solutions are essential tools to the security operations of multiple school districts, higher education institutions, critical infrastructure installations, and some of the largest retailers in the world.”

Frost & Sullivan



Protect People and Property, Neutralize Terror and Crime

Verint security intelligence solutions are vital to efforts to protect people and property and neutralize terror and crime. Our innovative, analytics-driven solutions help law enforcement and government agencies identify, investigate, and counteract security threats and enhance public safety. They also help enterprises in a wide range of industries secure their facilities, protect valuable assets, reduce liability, and increase operational efficiency.

A wide range of service and support options complements these solutions, providing our customers and partners with expert guidance, robust implementations, and superior return on their Verint investments.

Video Intelligence Solutions™

Verint Nextiva® is a comprehensive IP video portfolio, with video management software, video analytics, encoders and decoders, industry-leading wireless devices, high-definition IP cameras, networked digital video recorders for fixed and mobile applications, and vertical market suites for retail, financial services, enterprise, and critical infrastructure. Nextiva streamlines management of large, geographically dispersed

video operations and can significantly simplify video system deployment, maintenance, and migration to IP.

Communications Intelligence and Investigative Solutions

Verint Communications Intelligence and Investigative Solutions™ help law enforcement, homeland security, intelligence, and other government agencies collect, correlate, and analyze information from a wide variety of sources to neutralize criminal and terrorist threats. Designed to be compliant with ETSI, CALEA, and other international standards and regulations, this solution portfolio features communications interception, communications service provider compliance, mobile location analytics, data fusion, and investigation management.

Public Safety Solutions

Built on Verint’s proven public safety and workforce optimization technologies, our Public Safety software includes recording, intelligent audio and video retrieval, quality assurance, speech analytics, performance scorecards, call taker training, forecasting and scheduling, and citizen surveys. This powerful suite helps Public Safety Answering Points, command and control centers, and emergency communications centers comply with best practices and government mandates and perform more efficiently.



Verint Corporate Responsibility

Creating value
for our customers,
partners, employees,
and shareholders

At Verint, we are committed to conducting our business in an ethical manner and to creating value for all of our stakeholders: customers and shareholders, employees and partners, the communities in which we work and the global community at large. This commitment and our core company values — *integrity, transparency, innovation, humility, and passion* — provide the foundation on which Verint's corporate responsibility program is built.



We are committed to ethical conduct and good corporate citizenship. Verint believes that enduring business success is inextricably linked to ethical business conduct and good corporate citizenship. We have established a Verint Code of Conduct and corporate governance infrastructure to promote ethical business practices.

We recruit top talent and encourage our employees to make the most of their skills. At Verint, we never lose sight of the people who make our success possible. We are dedicated to attracting and retaining the best talent in the business for the benefit of our customers. We strive to provide our employees with a productive, ethical, and safe working environment with avenues for personal and professional growth. And we interact with each other, as well as with our customers and partners, according to the highest ethical standards.

We protect our planet with environmental sustainability and community involvement programs. We strive to protect and sustain the environment in all of our activities and have achieved

global ISO 14001:2004 certification. We are equally committed to the communities in which our business operates and have established a Next Generation program to assist in addressing children's needs worldwide.

We strive for quality in all that we do. We are committed to the success of our company, customers, and partners. Our global quality management program facilitates the continuous improvement of our processes and offerings, and Verint is globally ISO 9001:2008 certified. Verint is also globally ISO 27001:2007 certified. We recognize that information is an increasingly valuable asset, and we strive to protect the information under our control from intentional and unintentional misuse. We also work to ensure that our key business processes and customer services will continue to function, even in the event of emergency or disaster.

We are committed to continually enhancing our corporate responsibility program to meet the challenges of evolving markets, emerging technologies, and a changing world.

Learn more at www.verint.com/corporate-responsibility.

Intelligence in Action: Leadership and Recognition

Verint is widely recognized as a leader in enterprise workforce optimization and security intelligence solutions. Industry analysts and research firms — AMR Research, DMG Consulting, Forrester Research, Frost & Sullivan, Gartner, Ovum, Saddletree Research, Ventana Research, and others — consistently cite Verint for market leadership, vision, and execution.

Industry organizations around the globe recognize Verint, as well, with a wide array of awards and citations.



“The ability of a WFO [workforce optimization] solution to improve operational efficiency and, at the same time, drive interaction effectiveness is a key win for contact centers under pressure to deliver a positive customer experience and potentially increase revenue, without relaxing efficiency goals.”¹ – Gartner



“As governments implement video and other monitoring technologies, this will increase their desire and need for a unified view of all information being collected.”² – Gartner



¹ Gartner, *Magic Quadrant for Contact Center Workforce Optimization*, October 27, 2010.

² Gartner, *Predicts 2010: Information Management, Governance and Security Issues Will Challenge Governments*, December 4, 2009.



POWERING ACTIONABLE INTELLIGENCE®

www.verint.com

Americas

Verint Global Headquarters
+1 631-962-9600

330 South Service Road
Melville, New York 11747
USA

Europe, Middle East, & Africa

Verint EMEA Headquarters
+44 (0)1932 839500

241 Brooklands Road
Weybridge, Surrey KT13 0RH
United Kingdom

Asia Pacific

Verint APAC Headquarters
+852 2797 5678

Suite 715-716 Level 7, Core F
Cyberport 3
100 Cyberport Road
Hong Kong

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