

NICE Investor and Analyst Day

June 6, 2023



NICE | interactions

Safe Harbor

Forward Looking Statements:

This presentation contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. In some cases, forward-looking statements may be identified by words such as “believe,” “expect,” “seek,” “may,” “will,” “intend,” “should,” “project,” “anticipate,” “plan,” and similar expressions. Forward-looking statements are based on the current beliefs, expectations and assumptions of the Company’s management regarding the future of the Company’s business, future plans and strategies, projections, anticipated events and trends, the economy and other future conditions. Examples of forward-looking statements include guidance regarding the Company’s revenue and earnings and the growth of our cloud, analytics and artificial intelligence business. Forward looking statements are inherently subject to significant economic, competitive and other uncertainties and contingencies, many of which are beyond the control of management. The Company cautions that these statements are not guarantees of future performance, and investors should not place undue reliance on them. There are or will be important known and unknown factors and uncertainties that could cause actual results to differ materially from those expressed or implied in the forward-looking statements. These factors, include, but are not limited to, risks associated with changes in economic and business conditions, competition, successful execution of the Company’s growth strategy, success and growth of the Company’s cloud Software-as-a-Service business, difficulties in making additional acquisitions or effectively integrating acquired operations, products, technologies and personnel, the Company’s dependency on third-party cloud computing platform providers, hosting facilities and service partners, rapidly changing technology, cyber security attacks or other security breaches against the Company, privacy concerns and legislation impacting the Company’s business, changes in currency exchange rates and interest rates, the effects of additional tax liabilities resulting from our global operations, the effect of unexpected events or geo-political conditions, such as the COVID-19 pandemic, that may disrupt our business and the global economy and various other factors and uncertainties discussed in our filings with the U.S. Securities and Exchange Commission (the “SEC”). You are encouraged to carefully review the section entitled “Risk Factors” in our latest Annual Report on Form 20-F and our other filings with the SEC for additional information regarding these and other factors and uncertainties that could affect our future performance. The forward-looking statements contained in this presentation speak only as of the date hereof, and the Company undertakes no obligation to update or revise them, whether as a result of new information, future developments or otherwise, except as required by law.

Explanation of Non-GAAP measures

Non-GAAP financial measures are included in this presentation. Non-GAAP financial measures consist of GAAP financial measures adjusted to exclude share-based compensation, amortization of acquired intangible assets, acquisition related expenses, amortization of discount on debt and loss from extinguishment of debt and the tax effect of the Non-GAAP adjustments.

The Company believes that these Non-GAAP financial measures, used in conjunction with the corresponding GAAP measures, provide investors with useful supplemental information about the financial performance of our business. We believe Non-GAAP financial measures are useful to investors as a measure of the ongoing performance of our business. Our management regularly uses our supplemental Non-GAAP financial measures internally to understand, manage and evaluate our business and to make financial, strategic and operating decisions. These Non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Our Non-GAAP financial measures are not meant to be considered in isolation or as a substitute for comparable GAAP measures and should be read only in conjunction with our consolidated financial statements prepared in accordance with GAAP. These Non-GAAP financial measures may differ materially from the Non-GAAP financial measures used by other companies. Reconciliation between results on a GAAP and Non-GAAP basis is provided in a table immediately following the Consolidated Statements of Income. The Company provides guidance only on a Non-GAAP basis. A reconciliation of guidance from a GAAP to Non-GAAP basis is not available due to the unpredictability and uncertainty associated with future events that would be reported in GAAP results and would require adjustments between GAAP and Non-GAAP financial measures, including the impact of future possible business acquisitions. Accordingly, a reconciliation of the guidance based on Non-GAAP financial measures to corresponding GAAP financial measures for future periods is not available without unreasonable effort.

COMPANY OVERVIEW

Barak Eilam
CEO



NICE | interactions

NICE

25K
Customers

>85%
Fortune
100 Customers

>150
Countries

>7,900
Employees

>2,600
R&D
Professionals

\$2.2B
Revenue

>\$1.5B
Cloud ARR

>\$1.8B
Recurring
Revenue

>\$480M
Cash from
Operations



THE Cloud Leader Powering AI in Three Large Specialized Markets

CUSTOMER ENGAGEMENT

20 Billion
Interactions

FINANCIAL CRIME

67% Of All Financial
Transactions

CRIMINAL JUSTICE

10 Million New
Digital Evidence/Day

GLOBAL PLATFORM LEADER

CXone

X-Sight

EVIDENCENTRAL

AI-IZATION

DIGITALIZATION

CLOUDIFICATION

1M Agents
on CXone

>1,000 New
CXone Logos in LTM

300 Cloud Customers
Billing >\$1M ARR

10X Increase
Digital Platform
Interaction Volume

130%
Digital Revenue
2022 YoY Growth



Morgan Stanley



BROADEST PARTNER ECOSYSTEM

260+ Global
CX Partners

75% of Wins
Involve Partners

200+ Active
DEVone Partners

4x YoY Increase in
CXone Marketplace
Bookings (Q1 2023)



Technology
Solution
Distributors



Solution
Partners



Communication
Service Providers



Global System
Integrators



Technology
Partners



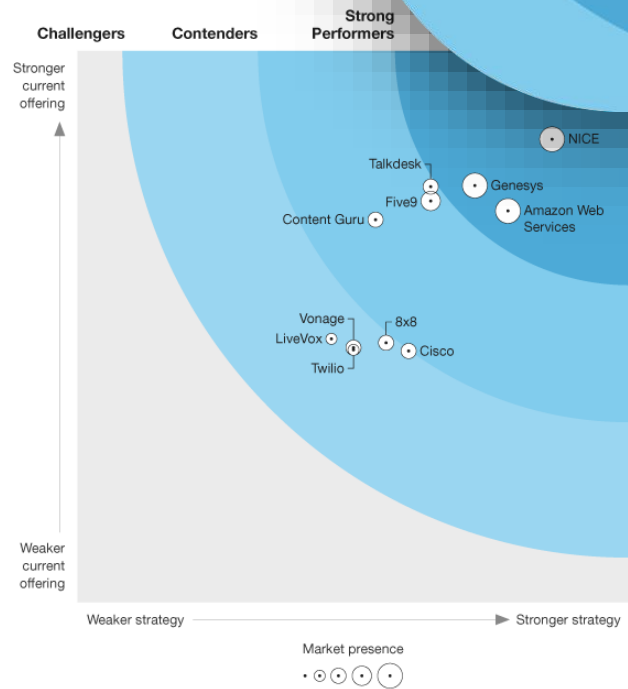
Services
Partners



Marketplace
Partners

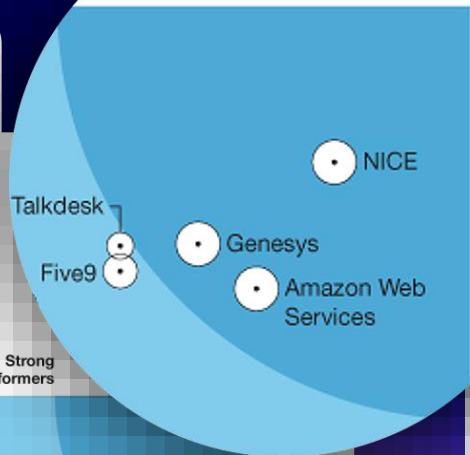
CCaaS

THE FORRESTER WAVE™
Contact Center As A Service
Q1 2023



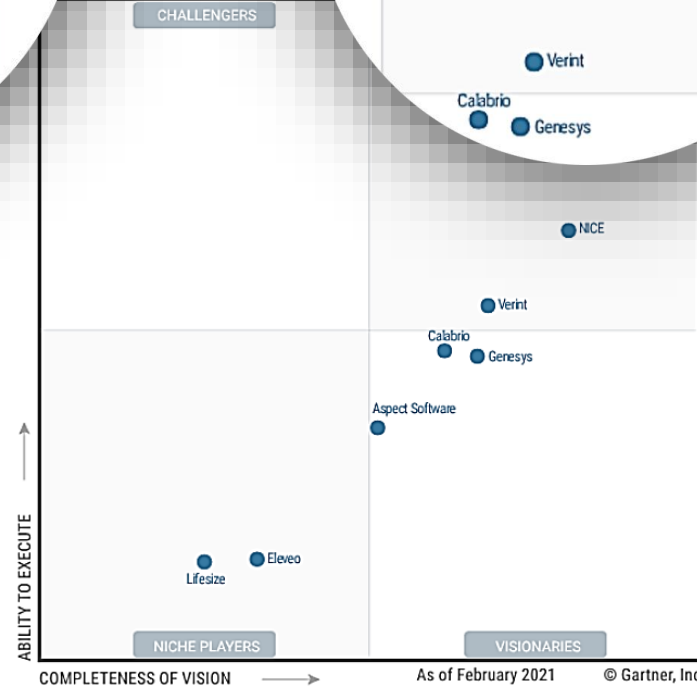
FORRESTER®

Leaders



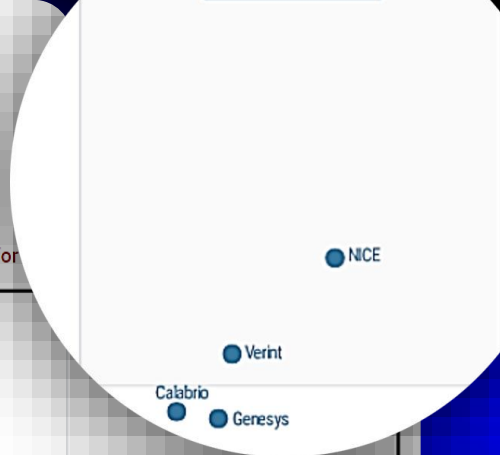
WEM

Figure 1: Magic Quadrant for WEM



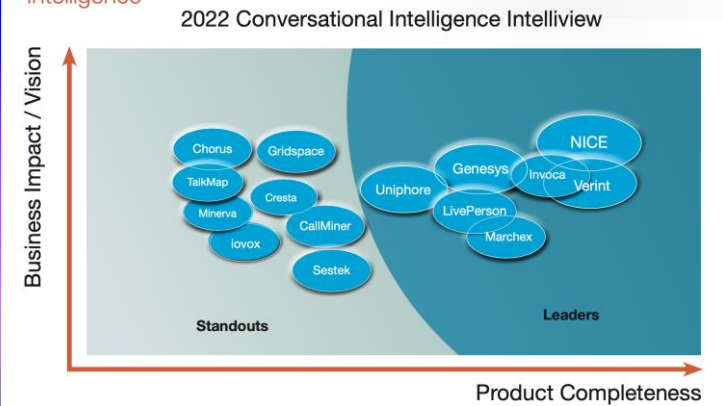
Gartner®

Leaders

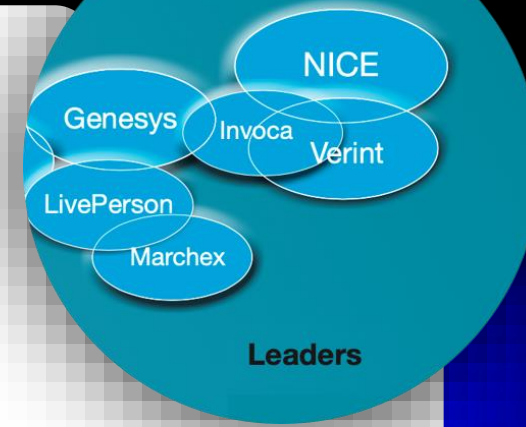


AI

Figure 5: 2022 Leaders & Standouts for Conversational Intelligence



opusresearch



THE Leader in all CX Categories

The NICE Journey

2021 - 2022

AI EXPANSION

- Enlighten AI Growth
- \$2B Total Revenue
- Doubling Digital Revenue

2017 - 2018

CLOUDIFICATION & PLATFORMIZATION

- CXone launch
- \$1.5B Total Revenue
- inContact acquisition

2014 – 2015

CEMENTING LEADERSHIP

- Significant profitability expansion
+450 bp in Operating Margin
- WEM leadership

2023 and beyond

BRINGING IT ALL TOGETHER

2019 - 2020

DIGITAL EXPANSION

- Expanding to 35+ digital channels
- Significant self-service solutions expansion

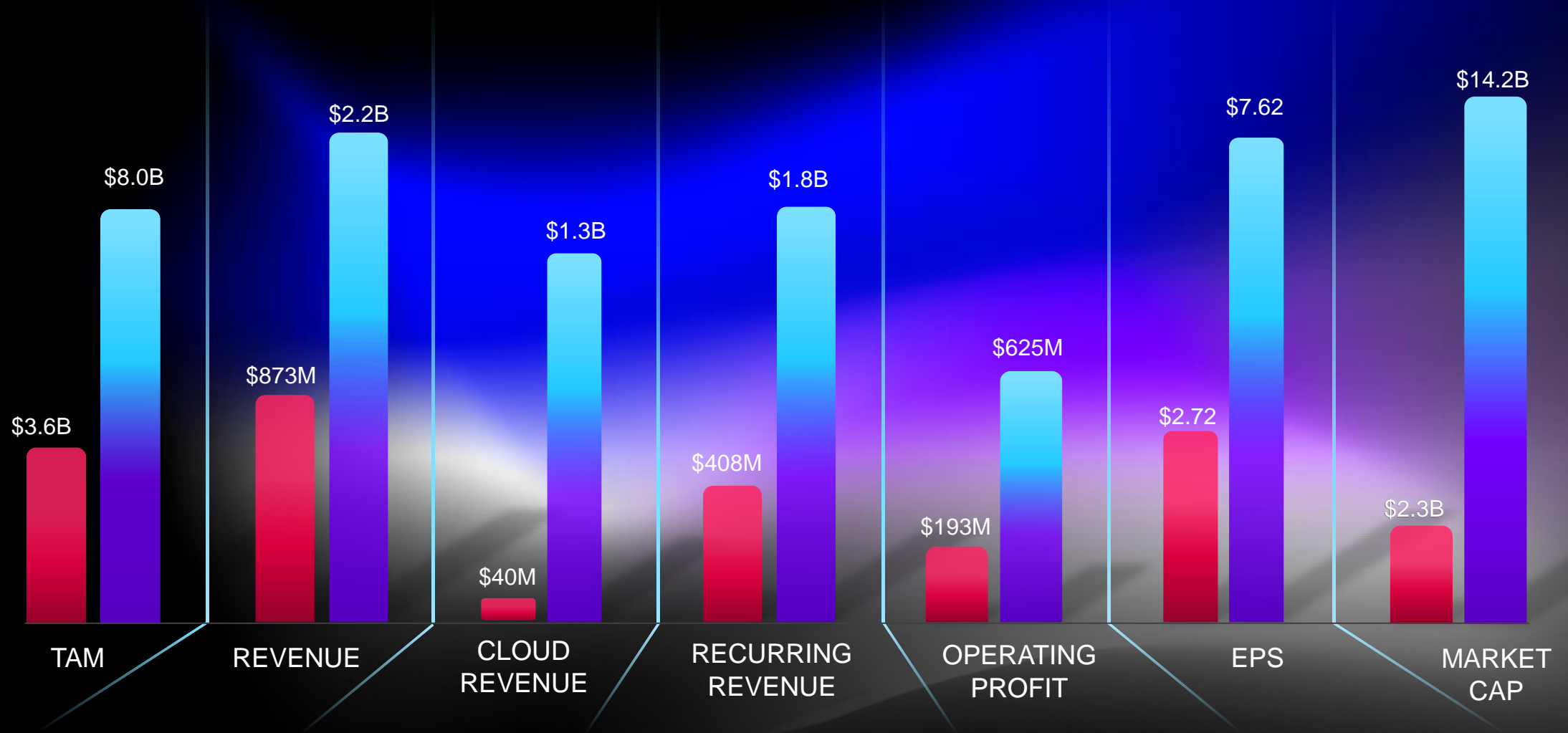
2016

ANALYTICS POWERHOUSE

- \$1B Total Revenue
- Nexidia acquisition

Proven Track Record

2014 2022



CLOUDIFICATION

DIGITALIZATION

Market
Leading
Profitable
Growth

AI-IZATION

CLOUDIFICATION

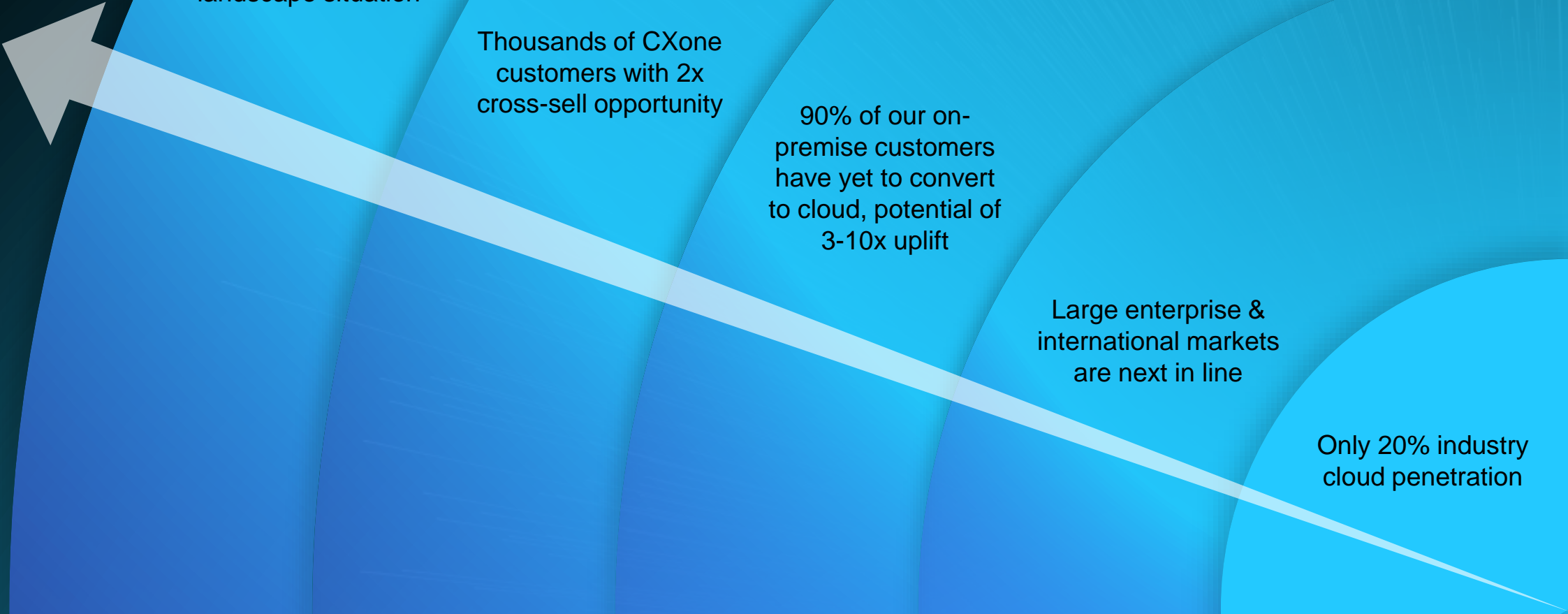
Unique competitive landscape situation

Thousands of CXone customers with 2x cross-sell opportunity

90% of our on-premise customers have yet to convert to cloud, potential of 3-10x uplift

Large enterprise & international markets are next in line

Only 20% industry cloud penetration



DIGITALIZATION

80% of interactions take place outside contact center

Increased TAM from contact center to customer service as a whole

Replacement of gen1 digital CX with holistic customer service platform

Explosive growth in volume of digital interactions



From Labor
TAM
to Technology
TAM

The trusted AI for business
with unmatched quality CX-
labelled data

Turbo charged contact
center applications

3x-5x ARR expansion of
existing customers
taking on AI solutions

AI-IZATION

CLOUDIFICATION

Significant TAM
Expansion in Cloud,
Digital and AI

DIGITALIZATION

2022 → 2027
TAM \$8B → TAM \$22B

AI-IZATION

REDEFINING our TAM

CUSTOMER
ENGAGEMENT



From share of Agents



To share of
INTERACTIONS

FINANCIAL CRIME
& COMPLIANCE



From share of Banks



To share of
RISK EVENTS

PUBLIC SAFETY
& JUSTICE



From share of 911 Interactions



To share of
DIGITAL EVIDENCE

CXone is the most complete and adopted CX platform

Enlighten, the only enterprise-grade AI for CX

Largest and unique high-quality CX-labeled data

Deep-rooted and well diversified customer base

Decades of CX domain expertise with largest R&D investment

Designed for scale and continued profitable growth

Capital structure strength for long term success

NICE is
POSITIONED
to **WIN**



Yaron Hertz

President, Americas



15 years
at NICE



Barak Eilam

Chief Executive Officer



24 years
at NICE



Barry Cooper

President, CX



12 years
at NICE



Darren Rushworth

President, International



5 years
at NICE



Beth Gaspich

Chief Financial Officer



12 years
at NICE



Craig Costigan

CEO, NICE Actimize



4 years
at NICE



Chris Wooten

EVP, Vertical Markets



8 years
at NICE



Shiri Neder

EVP, HR



5 years
at NICE

Global
Diversified and
Seasoned
Management
Team

NICE Employees at-a-glance

TOTAL EMPLOYEES
7,900

R&D EMPLOYEES
33%

EMPLOYEES COME
FROM **33** COUNTRIES



58% of EMPLOYEES
are MILLENNIALS and GEN-Z

AVERAGE EMPLOYEE
TENURE **6** YEARS

50% OF MANAGERS
ARE INTERNAL
PROMOTIONS

20% CURRENT EMPLOYEES
JOINED VIA ACQUISITION

NICE
Long-Term
Success Measures

Cloudified

CX Through Continued CCaaS
& Digital CX Leadership

Pivoted

Public Safety to Justice

Expanded

from CX to CXi
Leveraging AI

Doubled

Our Revenue

Completed

Actimize Cloudification

Increased

Operating Margin to >35%

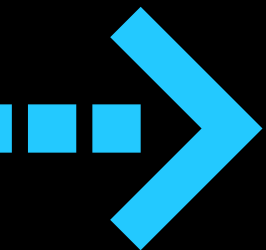
interactions

Financial Crime & Compliance

Craig Costigan
CEO, NICE Actimize



NICE | interactions



Financial Crime is **BIG BUSINESS**

MONEY LAUNDERED ANNUALLY **2%-5% Global GDP**

DIGITAL FRAUD LOSSES 2023-27 **\$350B Globally**

ANNUAL SURVEILLANCE FINES **\$10B Globally**

10 of 10

Top US Banks

10 of 10

Top EU Banks

4 of 5

Top APAC
Banks

10 of 10

Top Global
Investment
Banks

>5B

Transactions
Monitored Daily

NICE Actimize

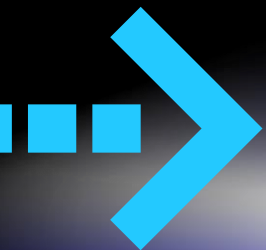
BY THE NUMBERS

>800

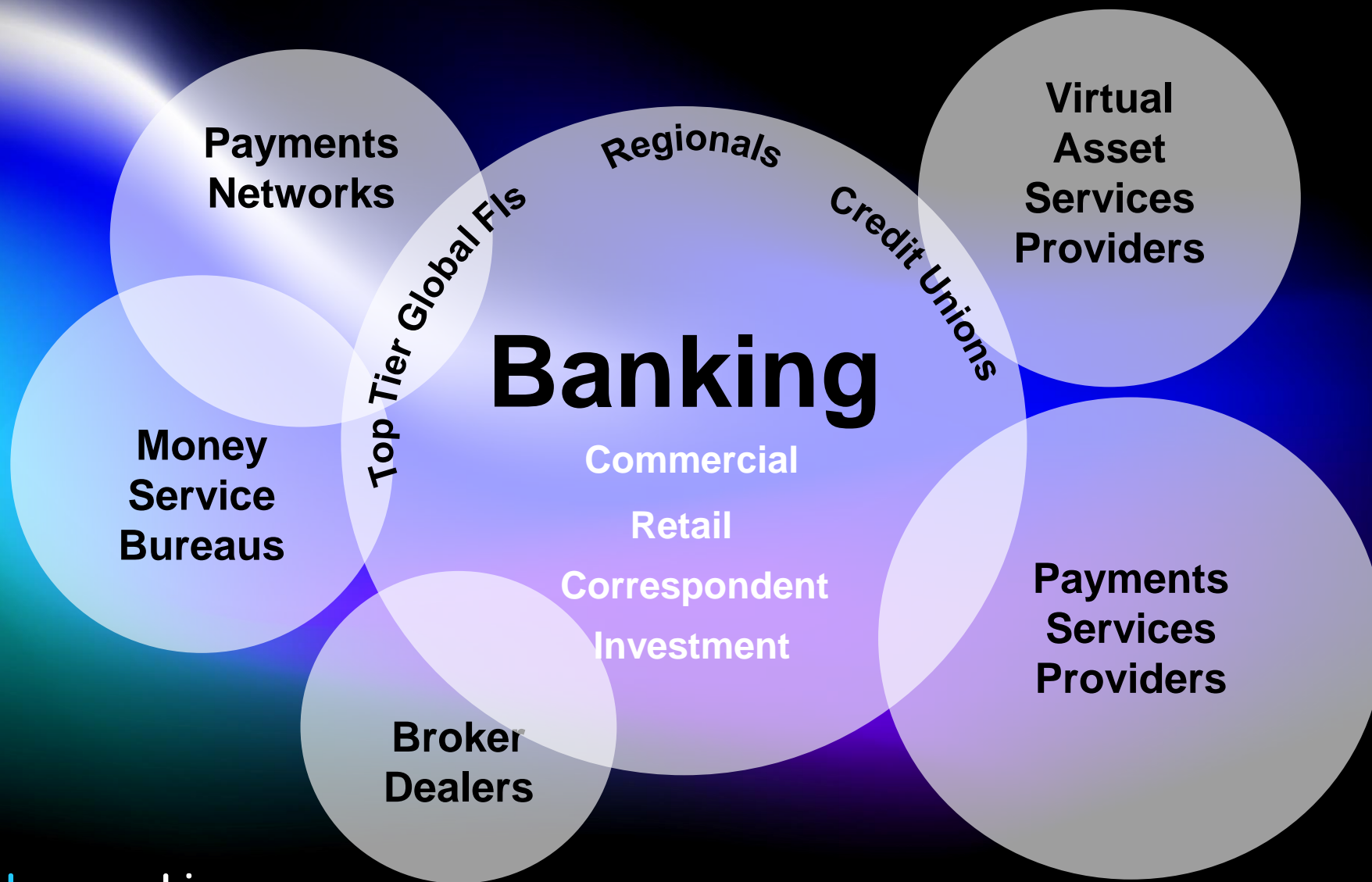
Customers

>\$6T

Protected
Daily



Expansive & Highly Regulated Markets



Our Clients: All Markets, Tiers & Regions

High-End Market FIs



Mid-Market FIs



Other



300+ Global Partners

Massive
Ecosystem
increases our reach

STRATEGIC RESELLERS

fiserv.

FIS

FINASTRA

NCR

D | DOW JONES

IBM

SYSTEM INTEGRATORS

tcs TATA
CONSULTANCY
SERVICES

Infosys

UNISYS

IBM

Cognizant

Crowe

STRATEGIC CONSULTANCIES

KPMG

Deloitte.

pwc

protiviti®
Global Business Consulting

MARKETPLACE DATA & SOLUTION PROVIDERS

STANDARD & POOR'S
RATINGS SERVICES

WORLD-CHECK™
REDUCING RISK THROUGH INTELLIGENCE

Chainalysis Senzing

ELLIPTIC

CRB Monitor

EURONEXT

MOODY'S

alloy

AUTOTIX

experian™

CYBER
CS

Bloomberg

REVELOCK

trdc

EKOTO

TeleSign

BehavioSec

Early Warning®

CIPHERTRACE
mastercard

SPi Global

InAuth

LexisNexis®

DATASTAX

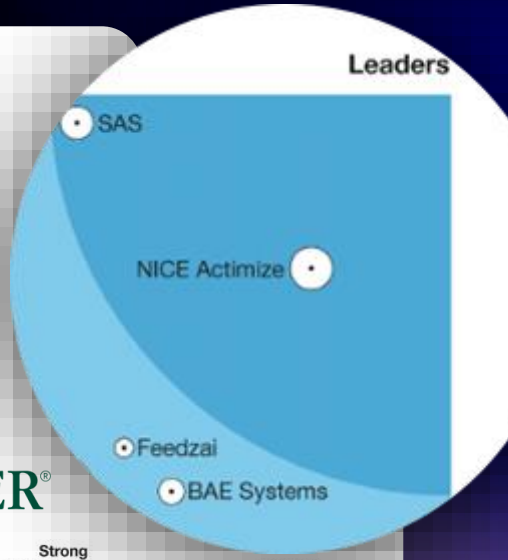
Mitek

SQL
Banking Systems
fraud protection you can trust.

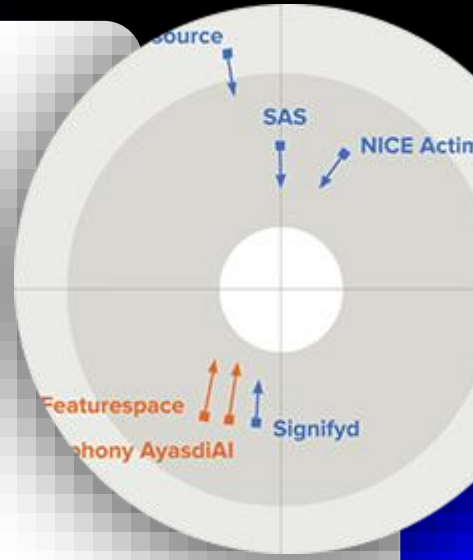
Daon

NYSE

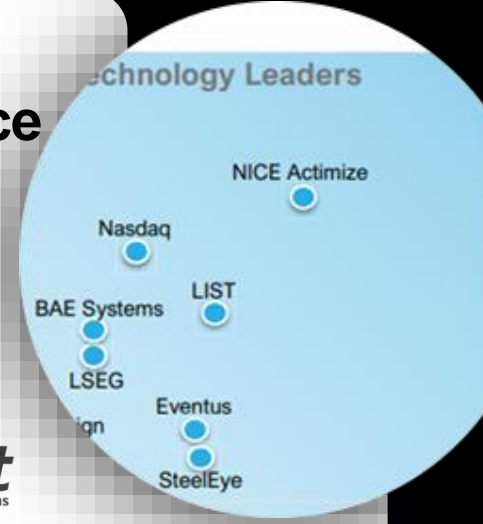
Anti Money Laundering



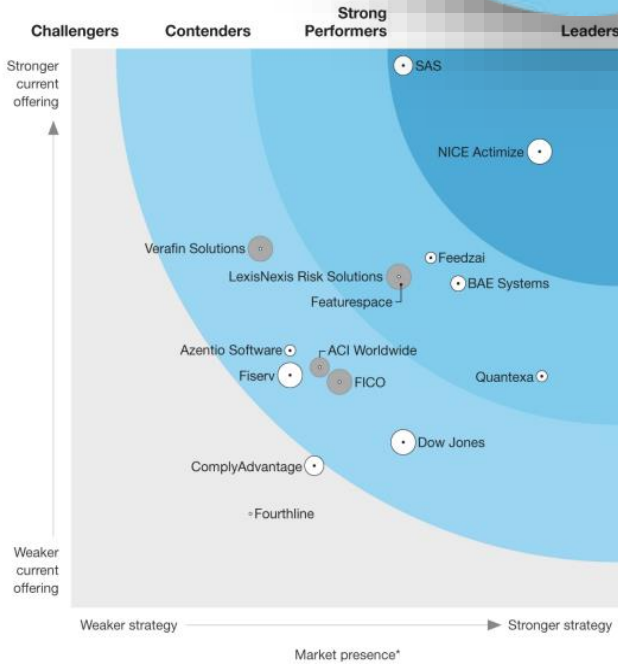
Intelligent Fraud Detection



Trade Surveillance



FORRESTER®



GIGAOM



Quadrant Knowledge Solutions



NICE Actimize THE Leader across Financial Crime & Compliance

Our Portfolio

E2E Cross Channel Fraud Prevention

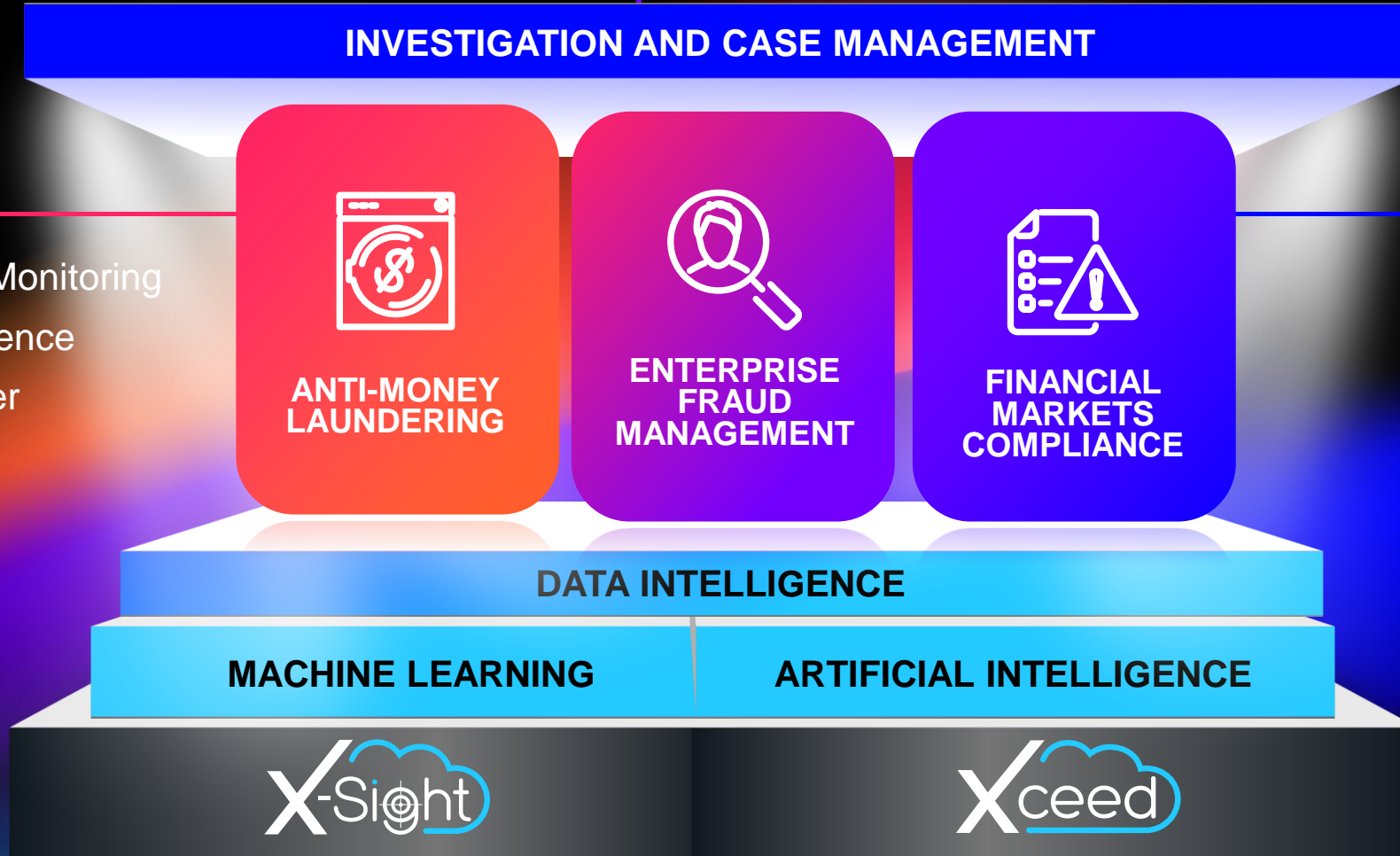
- Wire
- Check
- ACH
- P2P

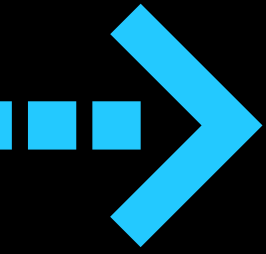
Entity Centric AML

- Suspicious Activity Monitoring
- Customer Due Diligence
- Know Your Customer
- Sanction Screening
- SAR Filing

Holistic Surveillance

- Trade
- Communications
- Conduct Risk





Cloud Platforms with a Purpose



X-Sight

Cloudifying the High-End

- Industrialized and extensible platform
- Highly scalable
- Self-service tools
- Open for customer and partner development



Xceed

Expanding in the Mid-Market

- Out-of-the-box
- Highly integrated
- Fast deployment
- Cost effective

CLOUDIFICATION

2-3X Opportunity Within
Existing Client Base

DIGITALIZATION

Expansion In and Beyond
Traditional Banking

GROWTH AREAS

AI-IZATION

Significant Premium
Opportunity

What Continued Success Looks Like

**Generating
Strong
Business
Growth**

Doubling Target Addressable Market

Expanding Sales Channels

Acquiring New Logos

Upselling to Large Existing Client Base

Increasing Recurring Revenue



NICE Actimize
POSITIONED
to WIN

Actimize brand and market leadership

Loyal and largest global FI customer base

Decades of regulatory and compliance domain expertise

Enterprise-grade X-sight cloud platform for high-end market

Out-of-the-box Xceed cloud platform for mid-market

AI expertise delivering enhanced transaction monitoring

Proven success in cloud transition



Financial Overview

Beth Gaspich, CFO

CLOUDIFICATION

Market
Leading
Profitable
Growth

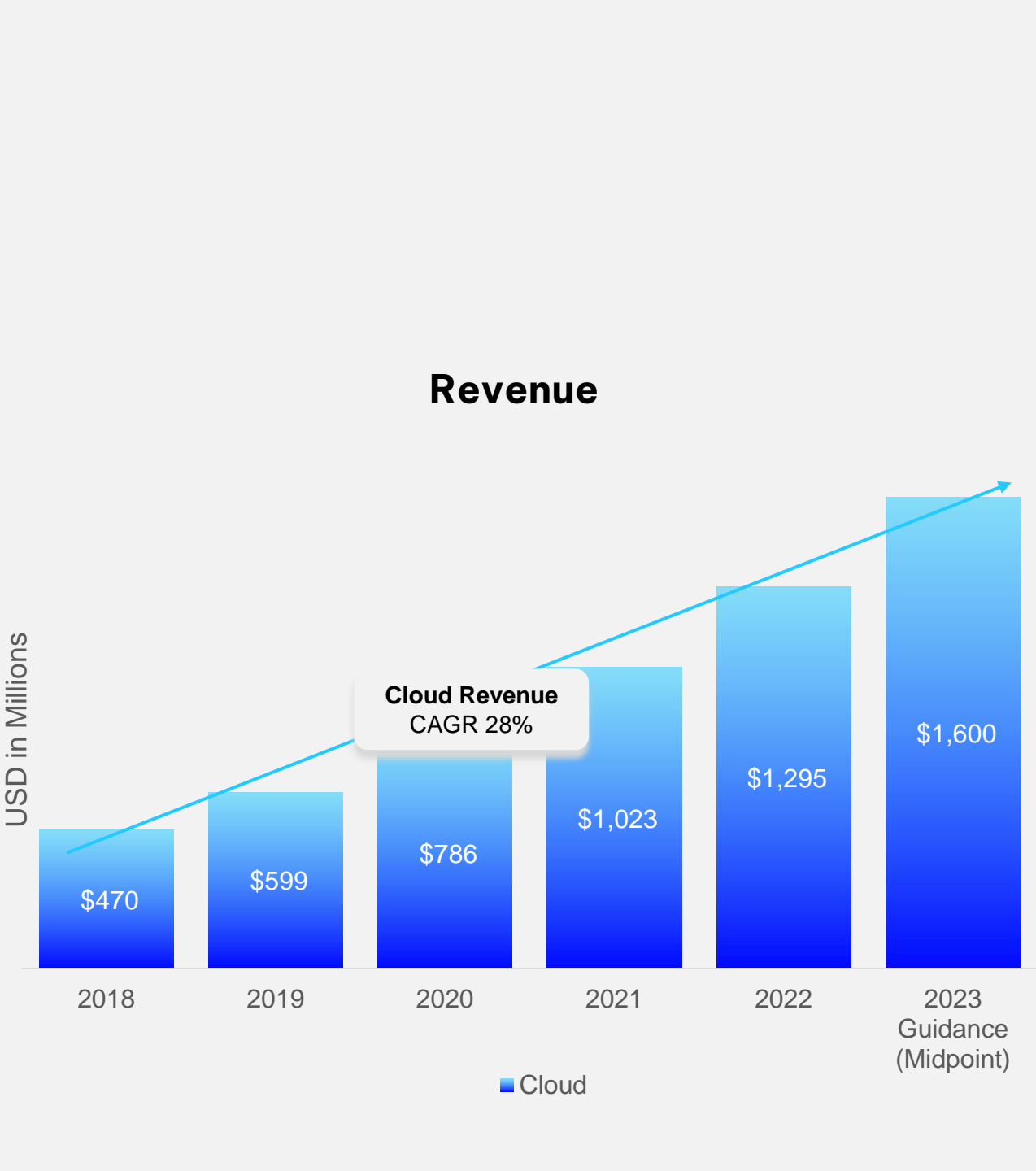
DIGITALIZATION

AI-IZATION

Strong growth
at unmatched scale
outpacing CCaaS market

\$1.5 billion

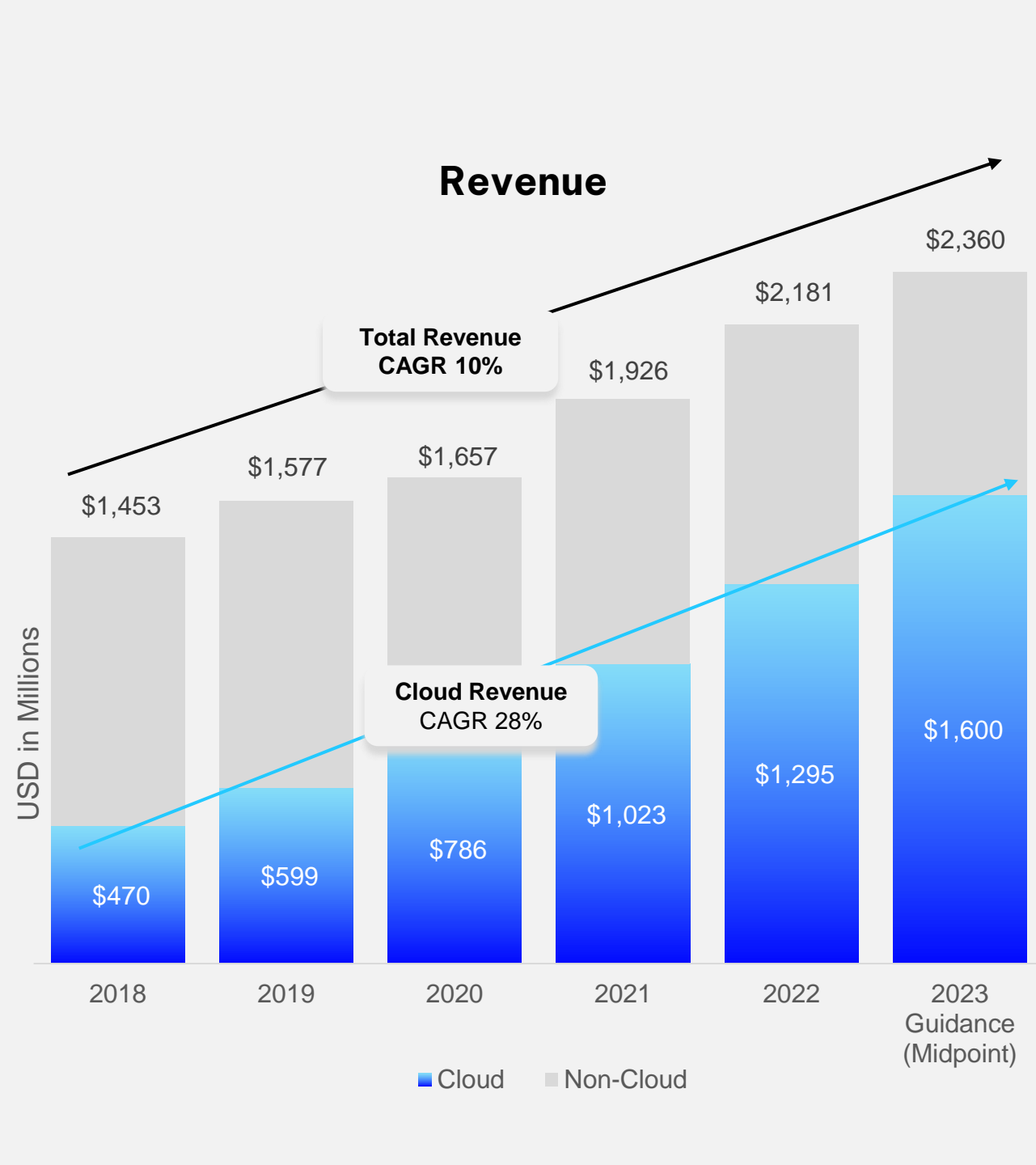
Q1 2023 Exit Cloud ARR



Strong growth
at unmatched scale
outpacing CCaaS market

\$1.5 billion

Q1 2023 Exit Cloud ARR





New Logos

Existing Customer Cross-sell & Up-sell

4 Key GROWTH LEVERS

Existing Customer Conversion

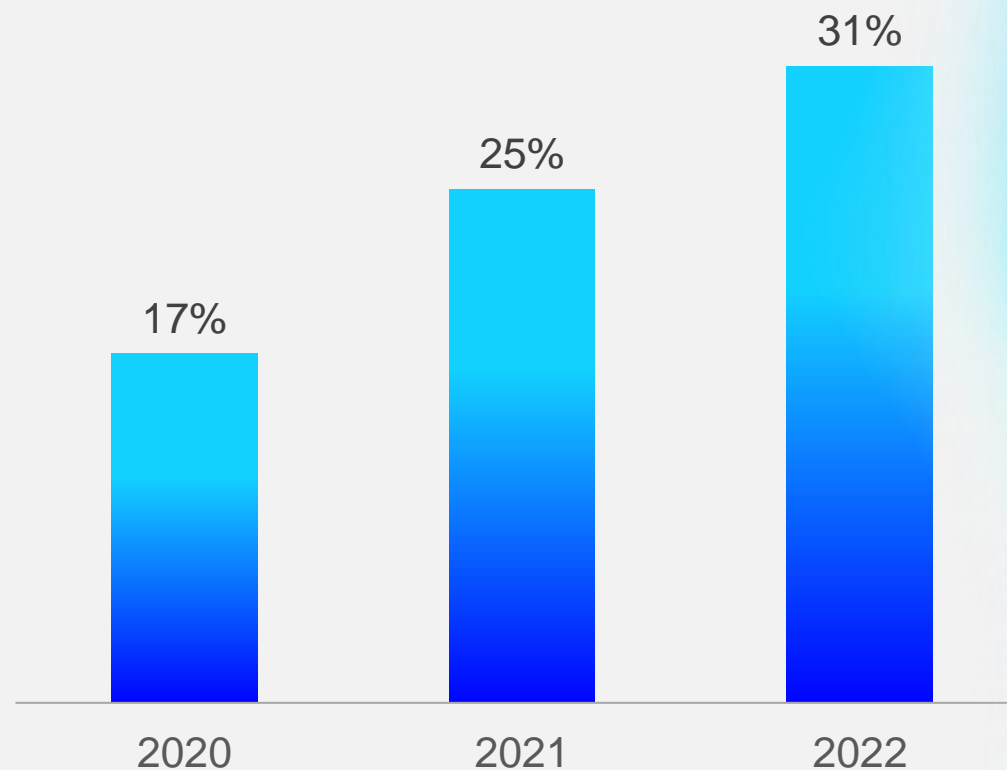
Digital and AI

New logos via increasing competitive displacements in volume and magnitude

63%

2020 – 2022 Average Deal Size Growth of
Competitive Displacements

% of New Bookings that are Competitive Displacements

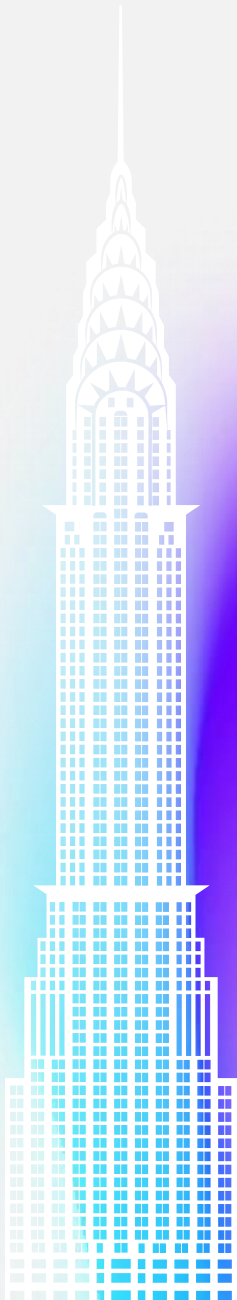
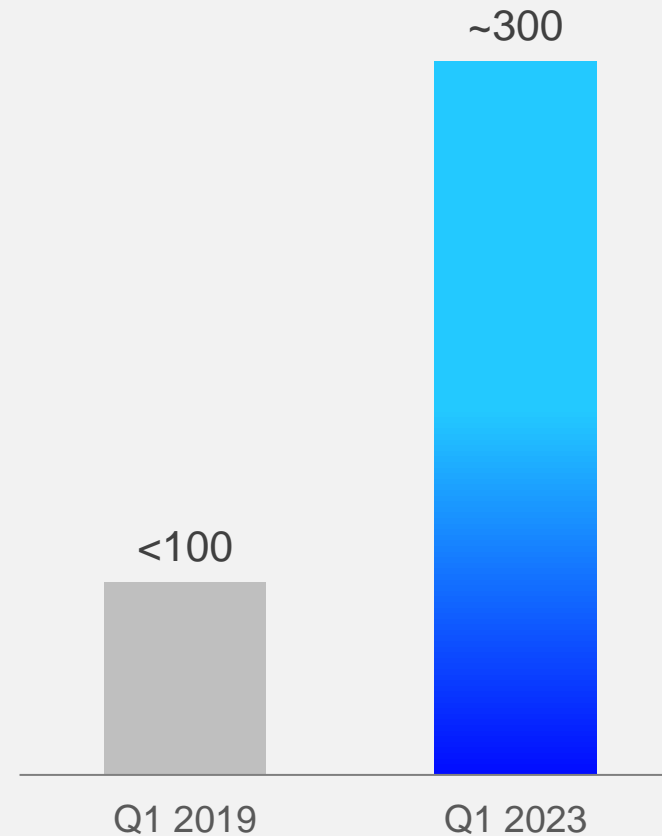


Accelerated Upmarket Adoption with increasing large enterprise wins

38%

Q1 2019 – Q1 2023 CAGR in # of >\$1M Cloud Customers

Number of >\$1M Cloud ARR customers

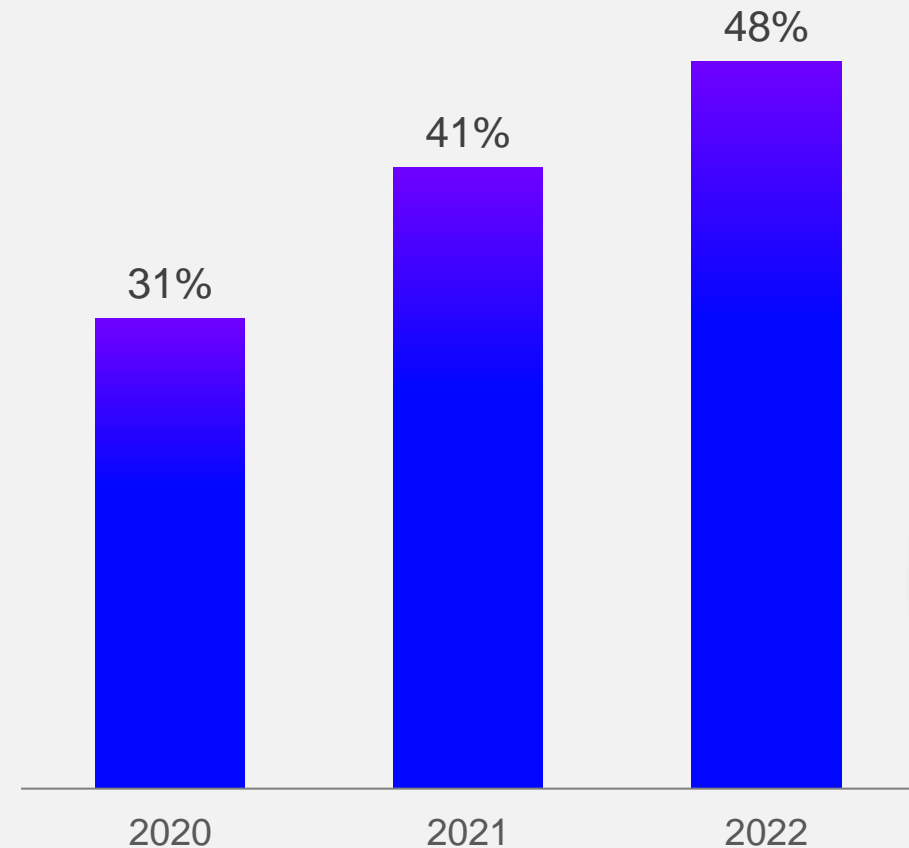


Breadth and Depth of our Market leading Platforms lead to unmatched cross-sell and up-sell opportunities

79%

2020 – 2022 Growth in New Bookings of Portfolio Deals

% of New Bookings that are Portfolio Deals



Significant expansion opportunity to migrate existing on-premise customers to our cloud

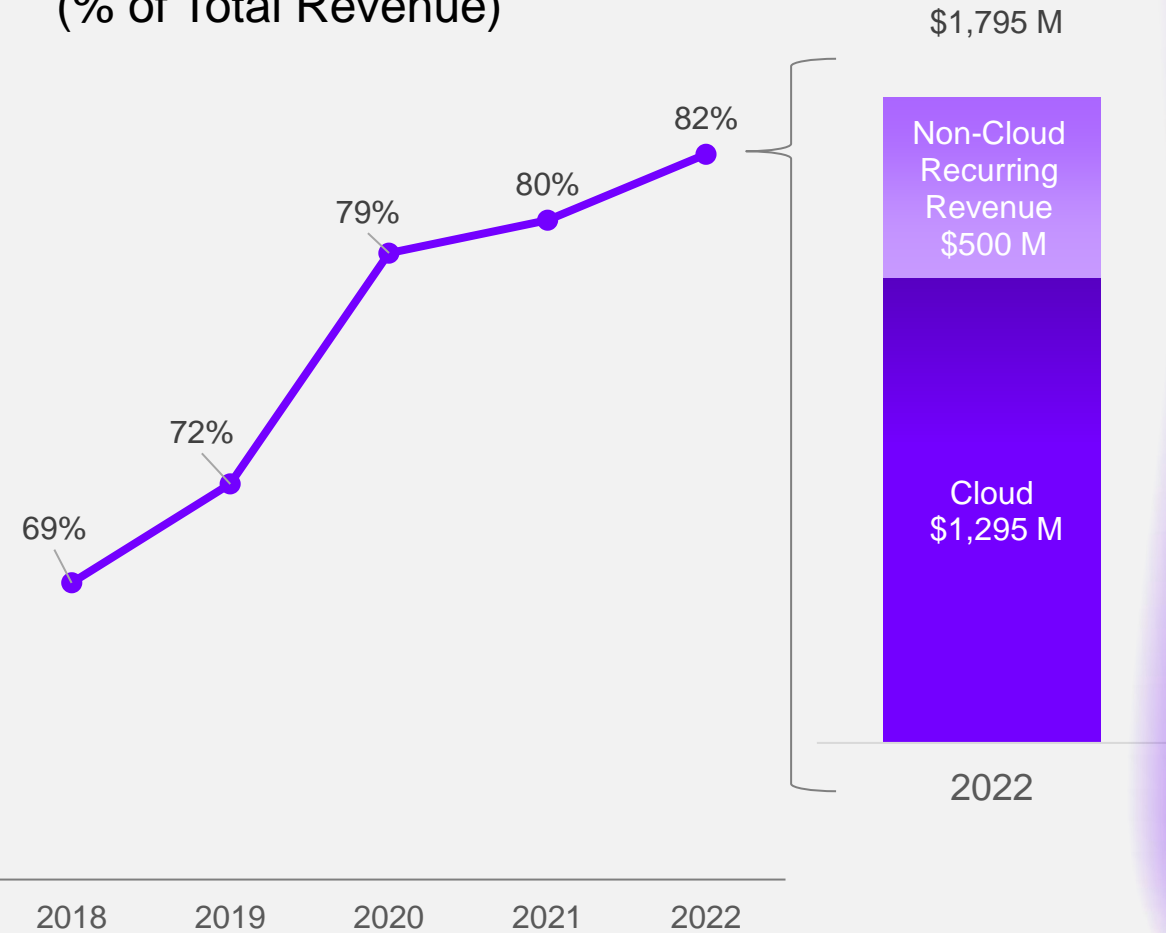
3x-10x

Uplift in ARR when migrating on-prem WEM customers to CXone

~\$500 million

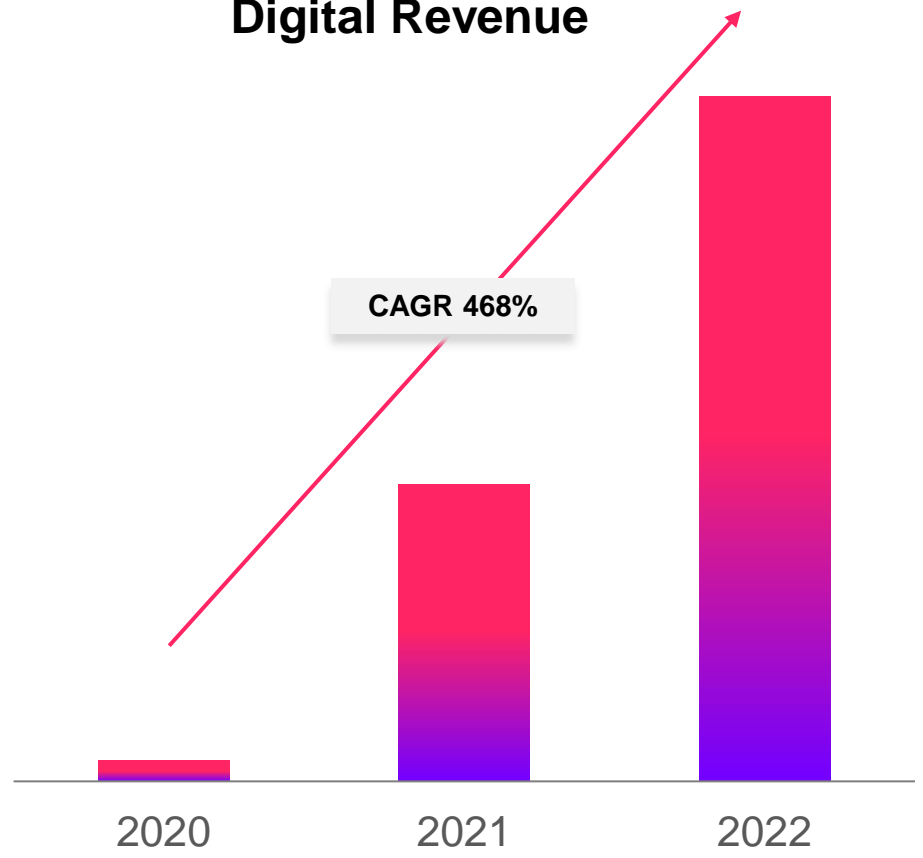
Non-Cloud Recurring Revenue with potential to be converted to Recurring Revenue

Recurring Revenue Expansion
(% of Total Revenue)

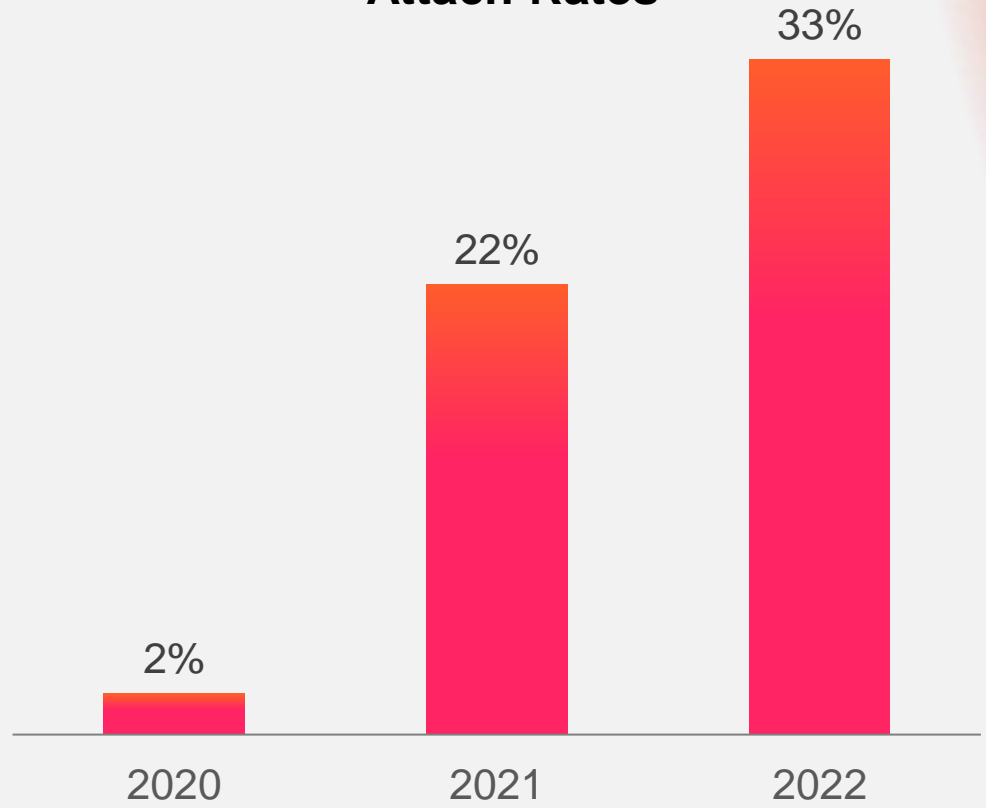


Digital and AI

Digital Revenue



Digital and AI Attach Rates



Digital and AI Monetization



Needs Events



Customer



Purchase



Resolve



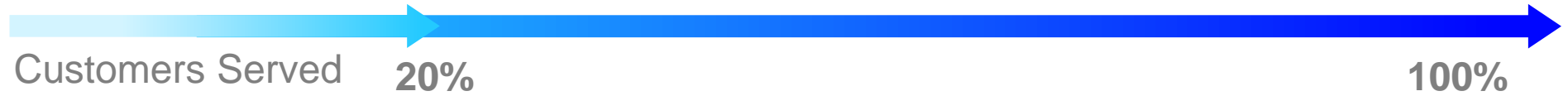
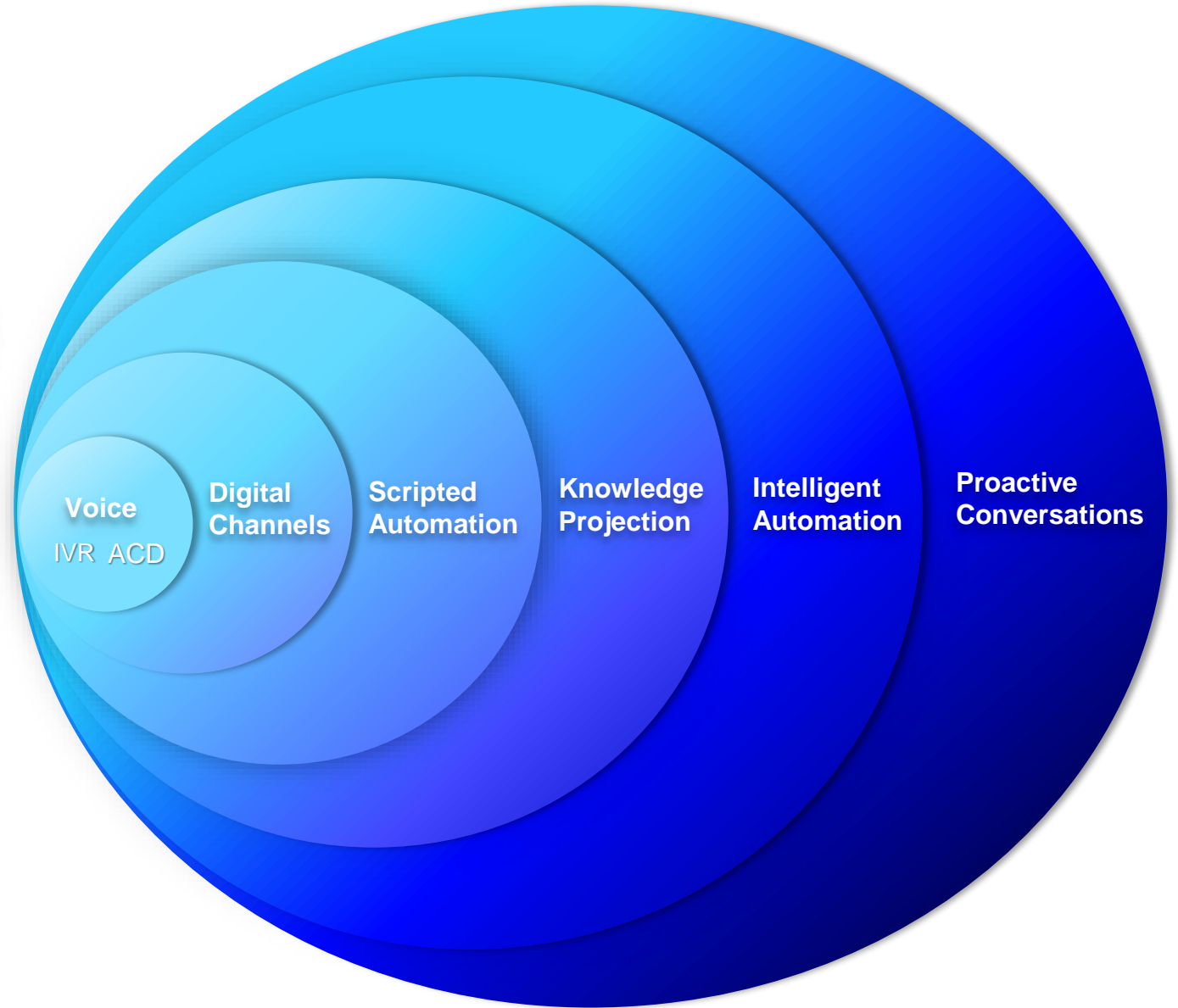
Scheduling



Research



Order Status



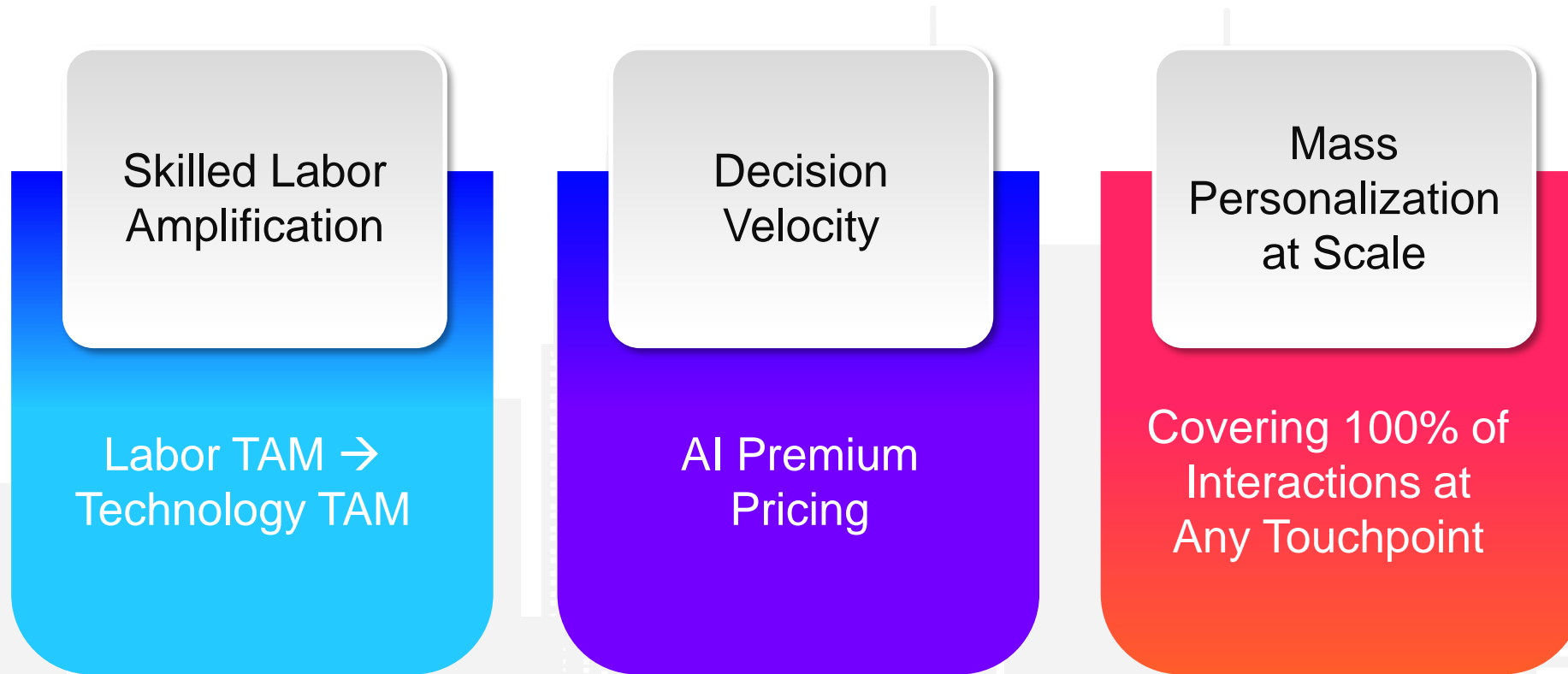
The AI Opportunity in Customer Service

Skilled Labor
Amplification

Decision
Velocity

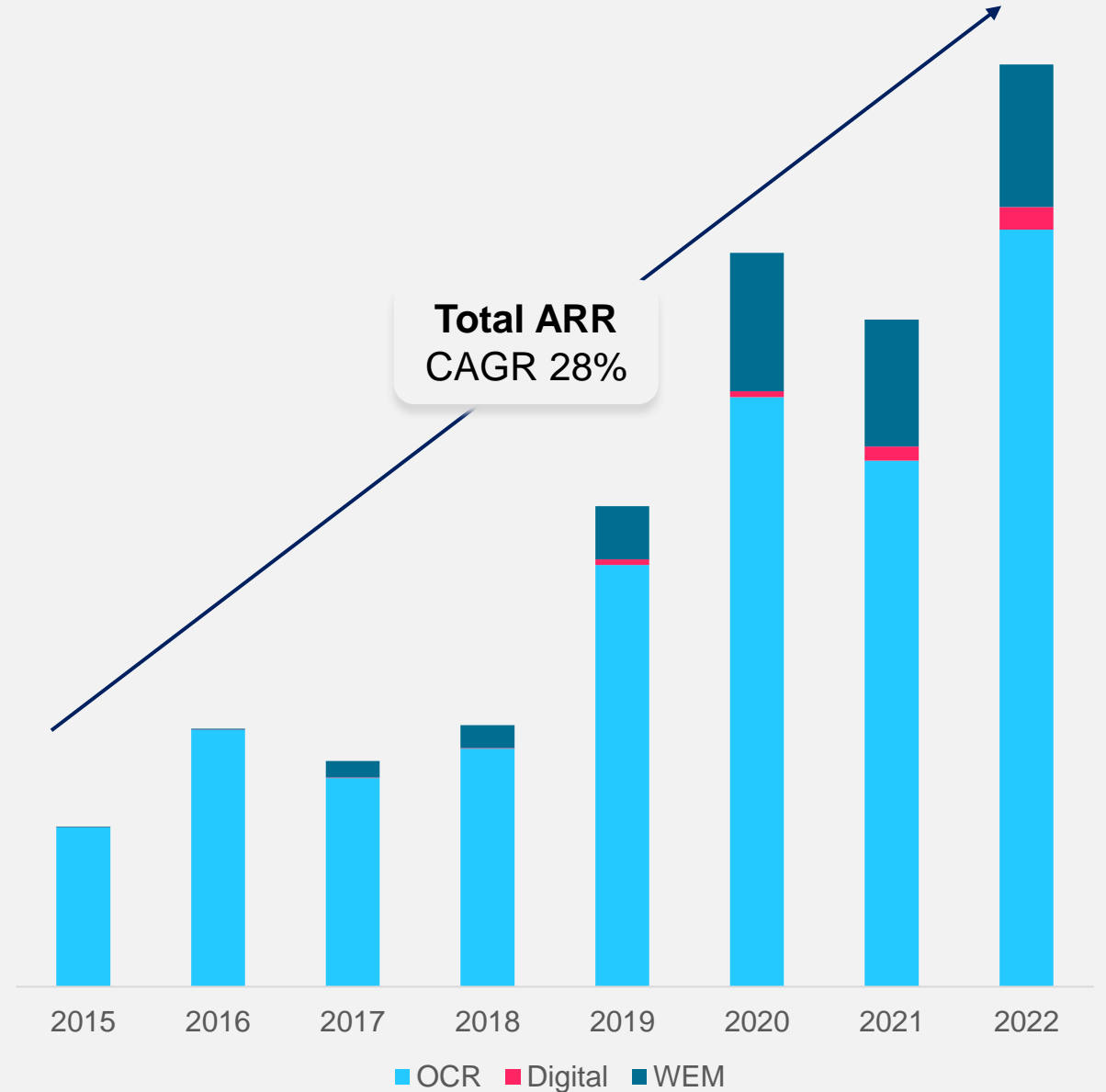
Mass
Personalization
at Scale

The AI Opportunity in Customer Service



Customer Journey Insurance Company

Long-Term Expansion >\$7M ARR customer

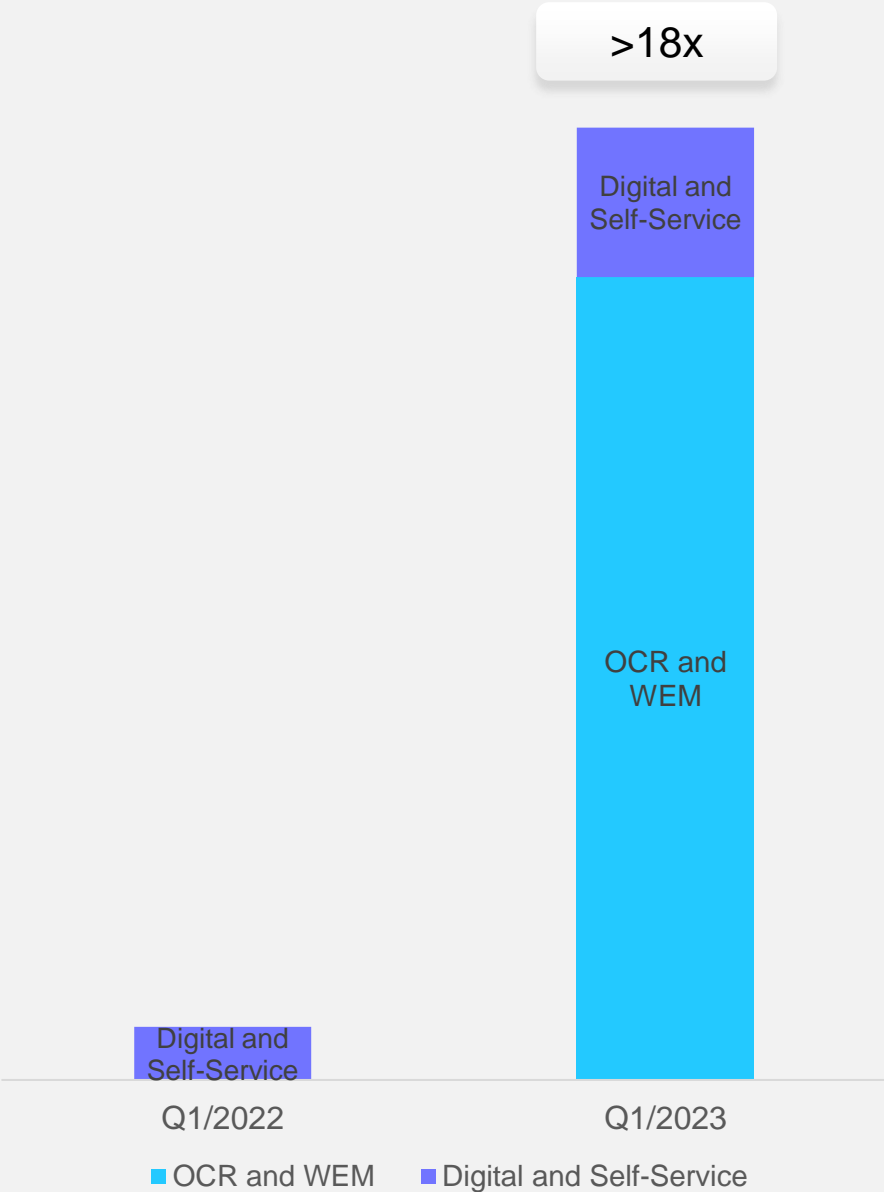


Customer Journey

Financial Services Company

Digital-First Example

>\$2M ARR customer

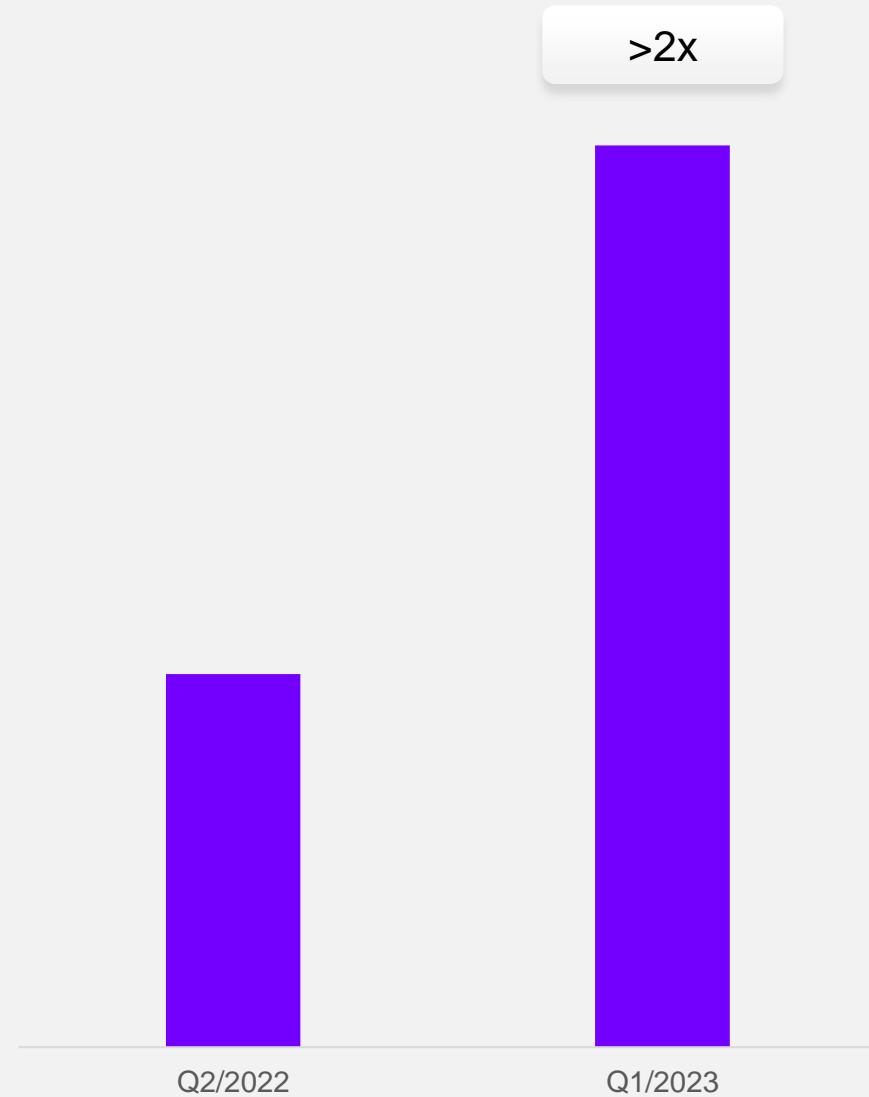


Customer Journey

Telecommunications Company

Digital-Only Example

>\$6M ARR customer



Profitable Expansion

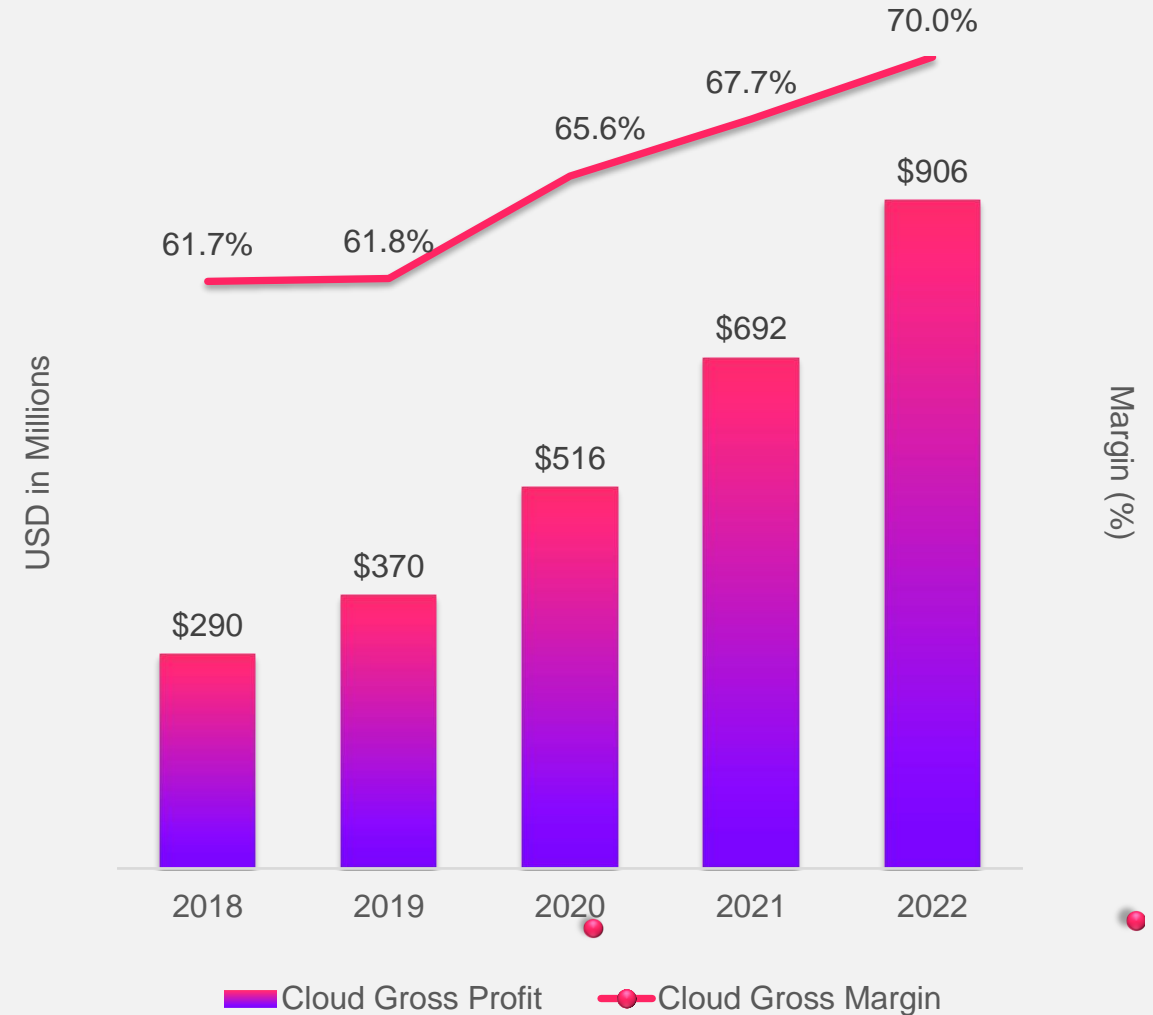


Profitable Cloud Expansion driven by increased scale

+800 bps

2018-2022 Cloud Gross Margin

Cloud Gross Profit and Margin



Best-in-class Operating Income and EBITDA driven by Cloud GM expansion

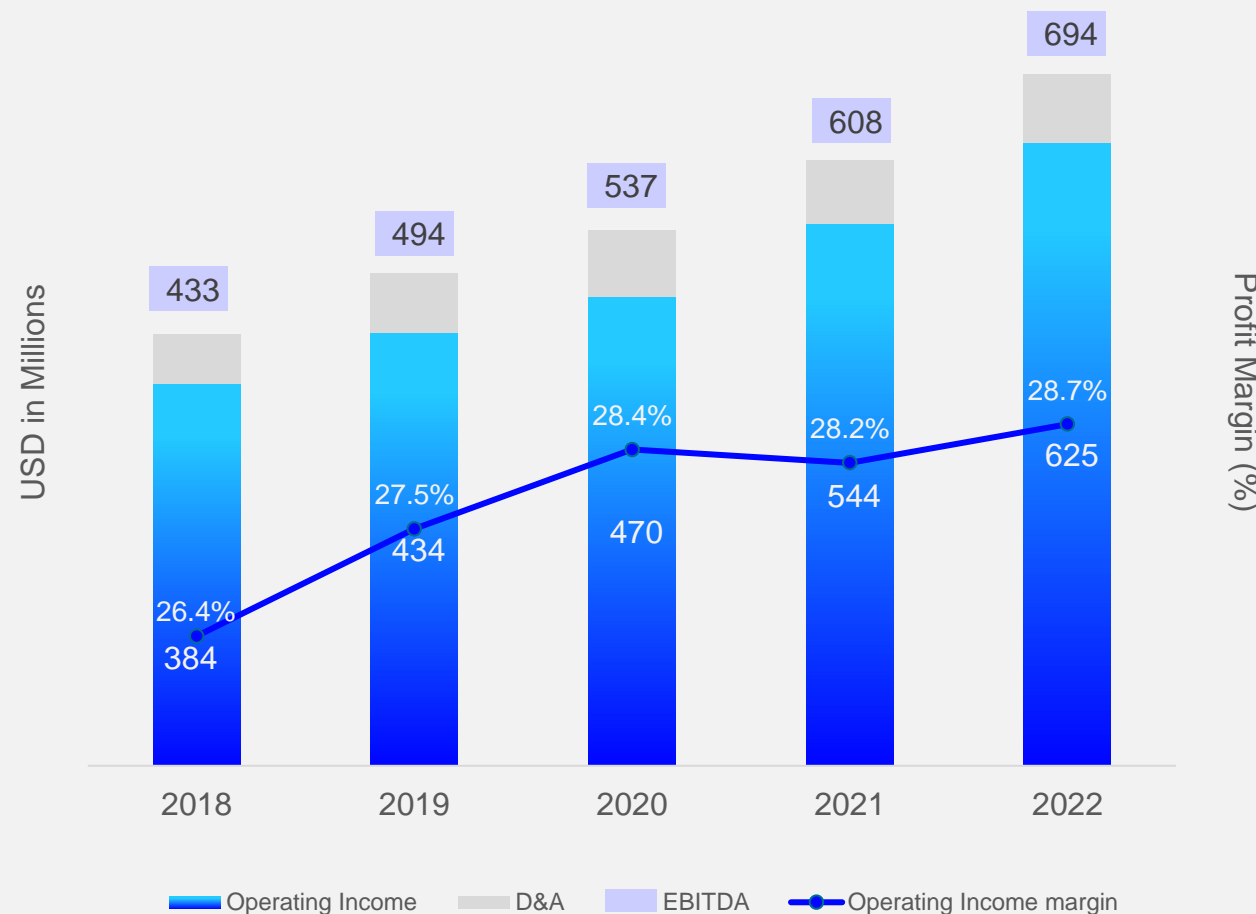
12%

2018-2022
EBITDA CAGR

13%

2018-2022
Operating Income
CAGR

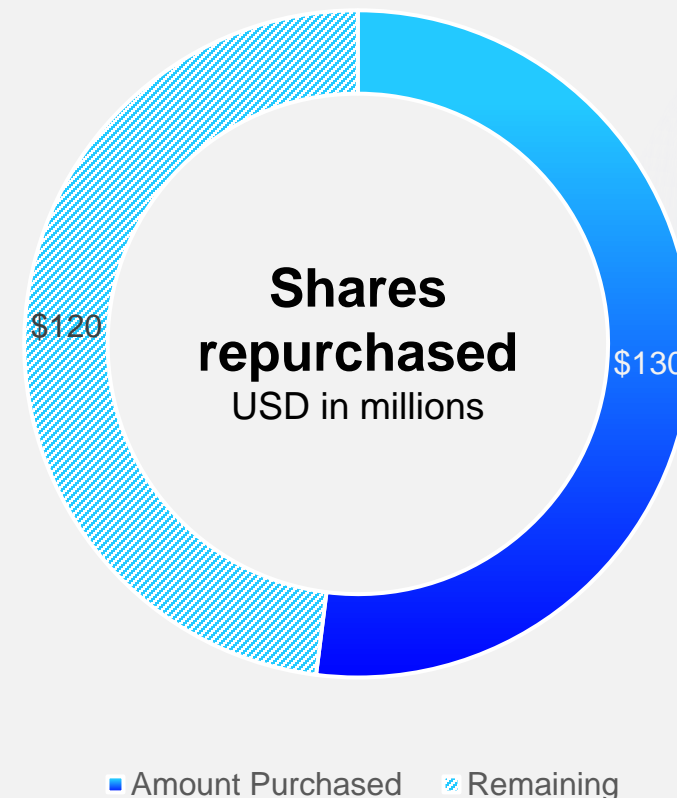
Operating Income and EBITDA



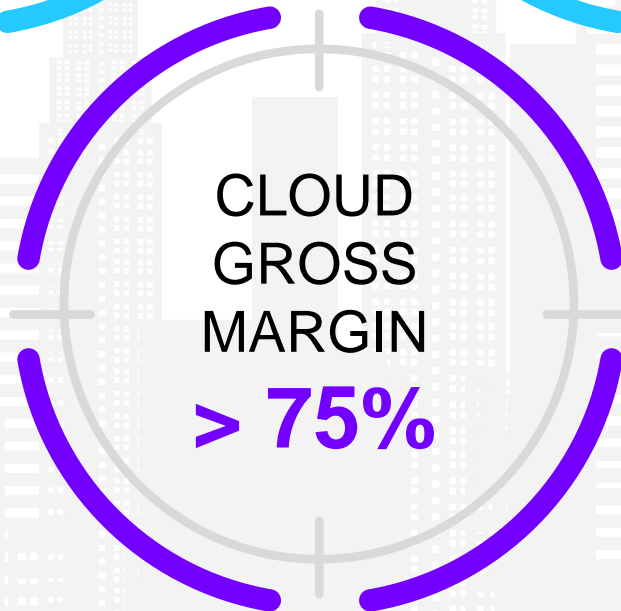
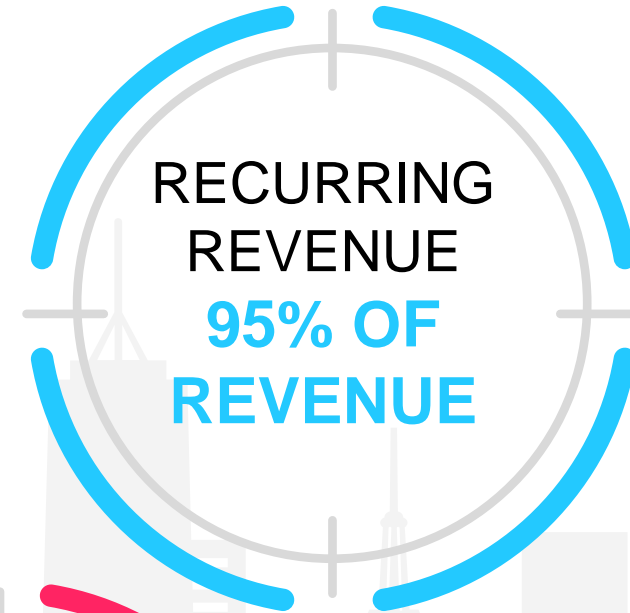
Executing on Accelerated \$250M Share Repurchase Plan by end of 2023

52%

Executed as of May 31, 2023



Mid-Term Financial Targets



Thank You

NICE 😊

