

NICE Reports 24% Year-Over-Year Cloud Revenue Growth, Exceeding High End of Guidance for Both Total Revenue and EPS

- Total revenue growth of 15% year over year
- Cloud ARR exceeds \$2 billion
- Company reiterates full-year total revenue guidance and raises EPS guidance
- Record high operating margin driving operating cash flow of \$159 million

Hoboken, New Jersey, November 14, 2024 - NICE (NASDAQ: NICE) today announced results for the third quarter ended September 30, 2024, as compared to the corresponding period of the previous year.

Third Quarter 2024 Financial Highlights

GAAP	Non-GAAP
Total revenue was \$690.0 million and increased 15%	Total revenue was \$690.0 million and increased 15%
Cloud revenue was \$500.1 million and increased 24%	Cloud revenue was \$500.1 million and increased 24%
Operating income was \$141.4 million and increased 24%	Operating income was \$220.8 million and increased 20%
Operating margin was 20.5% compared to 18.9% last year	Operating margin was 32.0% compared to 30.6% last year
Diluted EPS was \$1.86 and increased 34%	Diluted EPS was \$2.88 and increased 27%
Operating cash flow was \$159.0 million and increased 32%	

"We are pleased to report another stellar quarter in which our financial performance and continued innovation are redefining our competitive edge, propelling us far ahead of the industry and solidifying NICE as the go-to partner for enterprises across the globe," said Barak Eilam, CEO of NICE. "Total revenue of \$690 million increased 15% compared to the same period last year, and robust profitability, marked by a 140-basis point increase in non-GAAP operating margin to a record 32%, an impressive 27% leap in non-GAAP EPS to \$2.88, and another exceptional quarter of operating cash flow of \$159 million, are setting new industry benchmarks."

Mr. Eilam continued, "We owe these great results to the power of our cutting-edge AI innovation, where we delivered an outstanding quarter and an acceleration in deal signings and bookings for our CXone AI offerings, including Copilot, Autopilot and Autosummary. Our strength in AI-powered automated customer service and our market leading CXone platform, are reshaping the industry landscape as we continue to displace multiple on-premises and cloud customer service solution providers."

GAAP Financial Highlights for the Third Quarter Ended September 30:

Revenues: Third quarter 2024 total revenues increased 15% to \$690.0 million compared to \$601.3 million for the third quarter of 2023.

Gross Profit: Third quarter 2024 gross profit was \$460.3 million compared to \$410.4 million for the third quarter of 2023. Third quarter 2024 gross margin was 66.7% compared to 68.2% for the third quarter of 2023.

Operating Income: Third quarter 2024 operating income increased 24% to \$141.4 million compared to \$113.6 million for the third quarter of 2023. Third quarter 2024 operating margin was 20.5% compared to 18.9% for the third quarter of 2023.

Net Income: Third quarter 2024 net income increased 31% to \$120.9 million compared to \$92.4 million for the third quarter of 2023. Third quarter 2024 net income margin was 17.5% compared to 15.4% for the third quarter of 2023.

Fully Diluted Earnings Per Share: Fully diluted earnings per share for the third quarter of 2024 increased 34% to \$1.86 compared to \$1.39 in the third quarter of 2023.

Cash Flow and Cash Balance: Third quarter 2024 operating cash flow was \$159.0 million. In the third quarter 2024, \$86.4 million was used for share repurchases. As of September 30, 2024, total cash and cash equivalents, and short-term investments were \$1,526.7 million. Our debt was \$458.4 million, resulting in net cash and investments of \$1,068.3 million.

Non-GAAP Financial Highlights for the Third Quarter Ended September 30:

Revenues: Third quarter 2024 total revenues increased 15% to \$690.0 million compared to \$601.3 million for the third quarter of 2023.

Gross Profit: Third quarter 2024 gross profit was \$490.3 million compared to \$434.4 million for the third quarter of 2023. Third quarter 2024 gross margin was 71.1% compared to 72.2% for the third quarter of 2023.

Operating Income: Third quarter 2024 operating income increased 20% to \$220.8 million compared to \$183.9 million for the third quarter of 2023. Third quarter 2024 operating margin was 32.0% compared to 30.6% for the third quarter of 2023.

Net Income: Third quarter 2024 net income increased 24% to \$186.9 million compared to \$150.6 million for the third quarter of 2023. Third quarter 2024 net income margin was 27.1% compared to 25.0% for the third quarter of 2023.

Fully Diluted Earnings Per Share: Fully diluted earnings per share for the third quarter of 2024 increased 27% to \$2.88 compared to \$2.27 in the third quarter of 2023.

Full-Year 2024 Guidance:

The Company is reiterating its full-year 2024 non-GAAP total revenues to be in an expected range of \$2,715 million to \$2,735 million, representing 15% growth at the midpoint compared to full-year 2023.

The Company increased full-year 2024 non-GAAP fully diluted earnings per share which are expected to be in a range of \$10.95 to \$11.15, representing 26% growth at the midpoint compared to full-year 2023.

Quarterly Results Conference Call

NICE management will host its earnings conference call today, November 14, 2024, at 8:30 AM ET, 13:30 GMT, 15:30 Israel, to discuss the results and the company's outlook. A live webcast and replay will be available on the Investor Relations page of the Company's website. To access, please register by clicking here: https://www.nice.com/investor-relations/upcoming-event.

Explanation of Non-GAAP measures

Non-GAAP financial measures are included in this press release. Non-GAAP financial measures consist of GAAP financial measures adjusted to exclude share-based compensation, amortization of acquired intangible assets, acquisition related and other 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.

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 Al-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

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Forward-Looking Statements

This press release 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, performance, future plans and strategies, projections, anticipated events and trends, the economic environment, 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 uncertainties, contingencies, and risks, including, economic, competitive and other factors, which are difficult to predict and 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 impact of conflicts in the Middle East, 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 press release 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.

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NICE LTD. AND SUBSIDIARIES CONDENSED CONSOLIDATED BALANCE SHEETS

	September 30, 2024 Unaudited	December 31, 2023 Audited		
ASSETS				
CURRENT ASSETS:				
Cash and cash equivalents	\$ 666,734	\$ 511,795		
Short-term investments	859,955	896,044		
Trade receivables	629,850	585,154		
Debt hedge option	-	121,922		
Prepaid expenses and other current assets	213,560	197,967		
Total current assets	2,370,099	2,312,882		
LONG-TERM ASSETS:	187,447	174,414		
Property and equipment, net Deferred tax assets	·	·		
	222,268	178,971		
Other intangible assets, net	246,037	305,501		
Operating lease right-of-use assets Goodwill	96,743	104,565		
	1,853,115	1,821,969		
Prepaid expenses and other long-term assets	212,904	219,332		
Total long-term assets	2,818,514	2,804,752		
TOTAL ASSETS	\$ 5,188,613	\$ 5,117,634		
LIABILITIES AND SHAREHOLDERS' EQUITY				
CURRENT LIABILITIES:				
Trade payables	\$ 71,349	\$ 66,036		
Deferred revenues and advances from customers	333,968	302,649		
Current maturities of operating leases	13,065	13,747		
Debt	458,360	209,229		
Accrued expenses and other liabilities	548,048	528,660		
		,		
Total current liabilities	1,424,790	1,120,321		
LONG-TERM LIABILITIES:				
Deferred revenues and advances from customers	55,223	52,458		
Operating leases	95,206	102,909		
Deferred tax liabilities	9,887	8,596		
Debt	, -	457,081		
Other long-term liabilities	23,261	21,769		
Total long-term liabilities	183,577	642,813		
SHAREHOLDERS' EQUITY				
Nice Ltd's equity	3,567,727	3,341,132		
Non-controlling interests				
Man-controlling litteresis	12,519	13,368		
Total shareholders' equity	3,580,246	3,354,500		
TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY	\$ 5,188,613	\$ 5,117,634		

NICE LTD. AND SUBSIDIARIES CONSOLIDATED STATEMENTS OF INCOME

U.S. dollars in thousands (except per share amounts)

	Qı Se		o date ber 30,					
	2024		2023	202			023	
	Unaudited	d Ur	naudited	Unauc	dited	Una	udited	
Revenue:								
Cloud	\$ 500.	114 \$	403,324	¢1 12	50,213	¢ 1	,152,839	
Services	Ψ 300, 149,		160,220		46,381	ΨΙ	479,022	
Product		992	37,800		17,078		122,455	
Total revenue	689,		601,344		13,672		,754,316	
Total Tevenue			001,044		10,012		,704,010	
Cost of revenue:								
Cloud	178,	923	140,564	51	19,603		407,144	
Services	44,	652	45,292	13	37,401		140,216	
Product	6,	111	5,130	2	20,134		19,935	
Total cost of revenue	229,	686	190,986	67	77,138	567,295		
Gross profit	460,	277	410,358	1,33	36,534	1	,187,021	
Operating expenses:								
Research and development, net	91,	500	84,848	26	65,854		241,589	
Selling and marketing	152,	778	144,171	46	65,438		444,614	
General and administrative	74,	620	67,713	21	13,600		188,256	
Total operating expenses	318,	898	296,732	94	44,892		874,459	
Operating income	141,	379	113,626	39	91,642		312,562	
Financial and other income, net	(12,2	280)	(7,037)	(4	1,934)		(25,108)	
Income before tax	153,	659	120,663	43	33,576		337,670	
Taxes on income	32,	738	28,310		90,497		81,021	
Net income	\$ 120,	921 \$	92,353	\$ 34	43,079	\$	256,649	
Earnings per share:								
Basic	\$	1.91 \$	1.46	\$	5.41	\$	4.03	
Diluted	\$	1.86 \$	1.39	\$	5.22	\$	3.86	
Weighted average shares outstanding:								
Basic	63,	397	63,422	6	63,403		63,693	
Diluted	64,	838	66,223	6	65,741		66,438	

NICE LTD. AND SUBSIDIARIES CONSOLIDATED CASH FLOW STATEMENTS

	Quarter Septem		Year t Septem		
	2024 Unaudited	2023 Unaudited	2024 Unaudited	2023 Unaudited	
Operating Activities					
Net income	\$ 120,921	\$ 92,353	\$ 343,079	\$ 256,649	
Adjustments to reconcile net income to net cash provided by operating activities:					
Depreciation and amortization	52,964	42,269	156,244	126,148	
Share-based compensation	47,252	46,213	133,882	130,488	
Amortization of premium and discount and accrued interest on marketable securities	(3,398)	998	(6,726)	2,044	
Deferred taxes, net	(27,542)	(13,915)	(38,949)	(30,787)	
Changes in operating assets and liabilities:	(44.462)	(25 907)	(40.022)	(17 720)	
Trade Receivables, net	(41,462) 17,164	(25,807)	(40,032) 27,665	(17,720)	
Prepaid expenses and other current assets Operating lease right-of-use assets	3,273	(315) 3,182	9,926	(22,361) 8,685	
Trade payables	(2,293)	11,632	4,646	784	
Accrued expenses and other current liabilities	22,149	20,835	(21,555)	(28,691)	
Deferred revenue	(28,094)	(54,485)	22,187	(39,662)	
Operating lease liabilities	(2,748)	(4,140)	(10,524)	(11,541)	
Amortization of discount on long-term debt	430	1,166	1,404	3,449	
Loss from extinguishment of debt		1,100	-	37	
Other	345	624	1,872	3,412	
Net cash provided by operating activities	158,961	120,610	583,119	380,934	
Investing Activities					
Purchase of property and equipment	(10,419)	(5,507)	(27,395)	(23,126)	
Purchase of Investments	(138,219)	(9,284)	(575,332)	(200,643)	
Proceeds from sales of marketable investments	60,125	134,486	628,246	307,038	
Capitalization of internal use software costs	(16,812)	(12,479)	(47,986)	(41,106)	
Payments for business acquisitions, net of cash acquired	(44,507)	(18,405)	(44,507)	(18,405)	
Net cash provided by (used in) investing activities	(149,832)	88,811	(66,974)	23,758	
Financing Activities					
Proceeds from issuance of shares upon exercise of options	28	43	2,340	1,767	
Purchase of treasury shares	(86,437)	(89,506)	(274,040)	(219,417)	
Dividends paid to noncontrolling interest	-	-	(2,681)	(1,480)	
Repayment of debt		(23)	(87,435)	(1,557)	
Net cash used in financing activities	(86,409)	(89,486)	(361,816)	(220,687)	
Effect of exchange rates on cash and cash equivalents	4,508	(2,824)	1,260	(1,111)	
Net change in cash, cash equivalents and restricted cash	(72,772)	117,111	155,589	182,894	
Cash, cash equivalents and restricted cash, beginning of period	\$ 741,675	\$ 598,879	\$ 513,314	\$ 533,096	
Cash, cash equivalents and restricted cash, end of period	\$ 668,903	\$ 715,990	\$ 668,903	\$ 715,990	
Reconciliation of cash, cash equivalents and restricted cash reported in the consolidated	balance sheet:				
Cash and cash equivalents	\$ 666,734	\$ 713,090	\$ 666,734	\$ 713,090	
Restricted cash included in other current assets	\$ 2,169	\$ 2,900	\$ 2,169	\$ 2,900	
Total cash, cash equivalents and restricted cash shown in the statement of cash flows	\$ 668,903	\$ 715,990	\$ 668,903	\$ 715,990	

NICE LTD. AND SUBSIDIARIES RECONCILIATION OF GAAP TO NON-GAAP RESULTS

U.S. dollars in thousands (except per share amounts)

		r ended nber 30,	Year to date September 30,				
	2024	2023	2024	2023			
GAAP revenues	\$ 689,963	\$ 601,344	\$ 2,013,672	\$ 1,754,316			
Non-GAAP revenues		\$ 601,344					
NOTEGAAP Tevenues	\$ 689,963	\$ 601,344	\$ 2,013,672	\$ 1,754,316			
GAAP cost of revenue Amortization of acquired intangible assets on cost of cloud	\$ 229,686	\$ 190,986 (18,967)	\$ 677,138 (73,778)	\$ 567,295			
Amortization of acquired intangible assets on cost of croduct	(24,278)	· · ·	, ,	(57,732)			
Cost of cloud revenue adjustment (1,2)	(3,175)	(260) (2,160)	(410) (9,029)	(766) (6,360)			
Cost of cloud revenue adjustment (1,2) Cost of services revenue adjustment (1)	(2,511)	(3,016)	(7,506)	(8,764)			
Cost of services revenue adjustment (1)	(30)	384	(90)	106			
Non-GAAP cost of revenue	\$ 199,692	\$ 166,967	\$ 586,325	\$ 493,779			
Non-GAAL Cost of revenue	ψ 199,092	Ψ 100,901	Ψ 300,323	Ψ 435,119			
GAAP gross profit	\$ 460,277	\$ 410,358	\$ 1,336,534	\$ 1,187,021			
Gross profit adjustments	29,994	24,019	90,813	73,516			
Non-GAAP gross profit	\$ 490,271	\$ 434,377	\$ 1,427,347	\$ 1,260,537			
GAAP operating expenses	\$ 318,898	\$ 296,732	\$ 944,892	\$ 874,459			
Research and development (1,2)	(6,734)	(8,224)	(22,361)	(24,405)			
Sales and marketing (1,2)	(14,944)	(12,376)	(42,326)	(36,533)			
General and administrative (1,2)	(22,154)	(22,348)	(59,414)	(57,703)			
Amortization of acquired intangible assets	(5,613)	(3,308)	(15,824)	(12,251)			
Valuation adjustment on acquired deferred commission	1	30	24	106			
Non-GAAP operating expenses	\$ 269,454	\$ 250,506	\$ 804,991	\$ 743,673			
GAAP financial and other income, net	\$ (12,280)	\$ (7,037)	\$ (41,934)	\$ (25,108)			
Amortization of discount and loss of extinguishment on debt	(430)	(1,166)	(1,404)	(3,486)			
Change in fair value of contingent consideration	(36)	(239)	(115)	(817)			
Non-GAAP financial and other income, net	\$ (12,746)	<u>\$ (8,442)</u>	\$ (43,453)	<u>\$ (29,411)</u>			
GAAP taxes on income	\$ 32,738	\$ 28,310	\$ 90,497	\$ 81,021			
Tax adjustments re non-GAAP adjustments	13,886	13,372	42,665	37,473			
Non-GAAP taxes on income	\$ 46,624	\$ 41,682	\$ 133,162	<u>\$ 118,494</u>			
GAAP net income	\$ 120,921	\$ 92,353	\$ 343,079	\$ 256,649			
Amortization of acquired intangible assets	29,891	22,535	90,012	70,749			
Valuation adjustment on acquired deferred commission	(1)	(30)	(24)	(106)			
Share-based compensation (1)	48,731	47,287	137,997	133,206			
Acquisition related and other expenses (2)	817	453	2,729	453			
Amortization of discount and loss of extinguishment on debt	430	1,166	1,404	3,486			
Change in fair value of contingent consideration Tax adjustments re non-GAAP adjustments	36 (13,886)	239 (13,372)	115 (42,665)	817 (37,473)			
Non-GAAP net income							
NOIFGAAF HELIIICOME	\$ 186,939	\$ 150,631	\$ 532,647	\$ 427,781			
GAAP diluted earnings per share	\$ 1.86	\$ 1.39	\$ 5.22	\$ 3.86			
Non-GAAP diluted earnings per share	\$ 2.88	\$ 2.27	\$ 8.10	\$ 6.44			
Shares used in computing GAAP diluted earnings per share	64,838	66,223	65,741	66,438			
Shares used in computing non-GAAP diluted earnings per share	64,838	66,223	65,741	66,438			

NICE LTD. AND SUBSIDIARIES RECONCILIATION OF GAAP TO NON-GAAP RESULTS (continued)

U.S. dollars in thousands

(1) Share-based compensation

Onare-based compensation	Quarter ended September 30,					Year to Septem	to date nber 30,	
	2024		2	2023		2024		2023
Cost of cloud revenue	\$	3,175	\$	2,160	\$	8,967	\$	6,360
Cost of services revenue		2,511		3,016		7,506		8,764
Cost of product revenue		30		(384)		90		(106)
Research and development		6,734		8,224		22,031		24,405
Sales and marketing		14,937		12,351		41,676		36,508
General and administrative		21,344		21,920		57,727		57,275
	\$	48,731	\$	47,287	\$	137,997	\$	133,206

(2) Acquisition related and other expenses

	Quarte Septer	Year to Septem		
	2024	2023	2024	2023
Cost of cloud revenue	\$ -	\$ -	\$ 62	\$ -
Research and development	-	-	330	-
Sales and marketing	7	25	650	25
General and administrative	810	428	1,687	428
	\$ 817	\$ 453	\$ 2,729	\$ 453

NICE LTD. AND SUBSIDIARIES RECONCILIATION OF GAAP NET INCOME TO NON-GAAP EBITDA

	Quarter ended September 30,					Year to date September 30			
		2024 Unaudited		2023 Unaudited		2024 audited	2023 Unaudited		
GAAP net income	\$ 120,921		\$	92,353	\$	343,079	\$ 256,649		
Non-GAAP adjustments:									
Depreciation and amortization		52,964		42,269		156,244	126,148		
Share-based compensation		47,252		46,213		133,882	130,488		
Financial and other income, net		(12,280)		(7,037)		(41,934)	(25,108)		
Acquisition related and other expenses		817		453		2,729	453		
Valuation adjustment on acquired deferred commission		(1)		(30)		(24)	(106)		
Taxes on income		32,738		28,310		90,497	81,021		
Non-GAAP EBITDA	\$	242,411	\$	202,531	\$	684,473	\$ 569,545		

NICE LTD. AND SUBSIDIARIES NON-GAAP RECONCILIATION - FREE CASH FLOW FROM CONTINUING OPERATIONS

	Quarter ended September 30,					Year to Septemi	to date nber 30,		
Net cash provided by operating activities	-	2024 Unaudited		2023 Unaudited		2024 Unaudited		2023 audited	
	\$	158,961	\$	120,610	\$	583,119	\$	380,934	
Purchase of property and equipment Capitalization of internal use software costs		(10,419) (16,812)		(5,507) (12,479)		(27,395) (47,986)		(23,126) (41,106)	
Free Cash Flow (a)	\$	131,730	\$	102,624	\$	507,738	\$	316,702	

⁽a) Free cash flow from continuing operations is defined as operating cash flows from continuing operations less capital expenditures of the continuing operations and less capitalization of internal use software costs.