NICE
CORPORATE
OVERVIEW

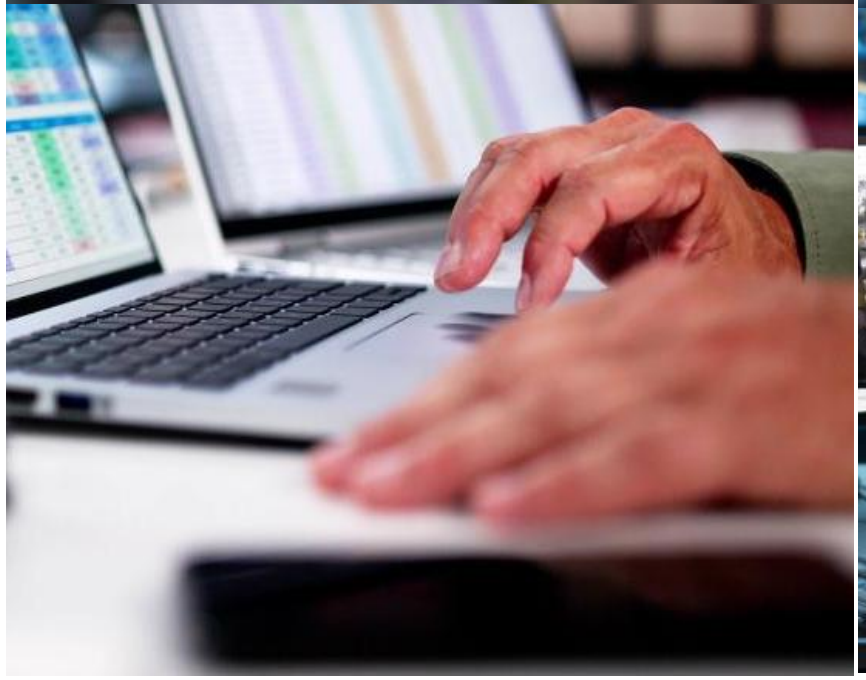
NICE

CUSTOMER EXPERIENCE

AUTOMATING Customer Service by Orchestrating Workflows, Agents & Knowledge

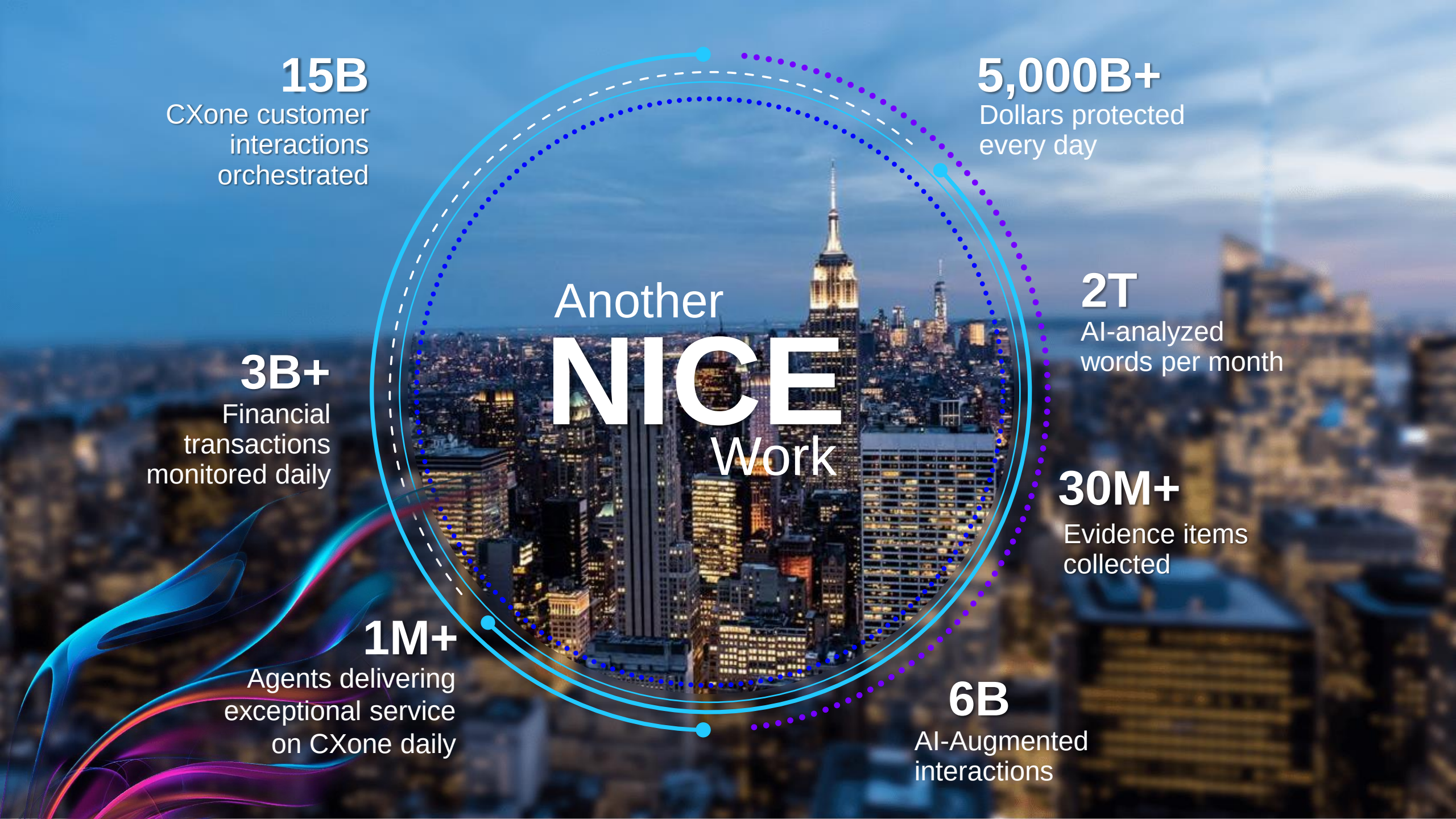
FINANCIAL CRIME & COMPLIANCE

FIGHTING Financial Crime and Fraud



PUBLIC SAFETY & JUSTICE

DIGITALLY TRANSFORMING Criminal Justice


15B
CXone customer interactions orchestrated
5,000B+
Dollars protected every day
Another
NICE
Work
2T
AI-analyzed words per month
3B+
Financial transactions monitored daily
30M+
Evidence items collected
1M+
Agents delivering exceptional service on CXone daily
6B
AI-Augmented interactions

NICE
We are passionate about
TRANSFORMING
EXPERIENCES to be
EXTRAORDINARY
to be TRUSTED

The NICE JOURNEY

2014-2015 — CEMENTING LEADERSHIP

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

2016 — ANALYTICS POWERHOUSE

- $1B Total Revenue
- Nexidia analytics acquisition

2017-2018 — CLOUDIFICATION & PLATFORMIZATION

- **CXone** and **X-Sight** cloud platform launch
- $1.5B Total Revenue
- inContact acquisition

2019-2020 — DIGITAL EXPANSION

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

2021-2023 — AI HYPER PLATFORM

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

2024 and beyond — AUTOMATING WORKFLOWS

NICE

GLOBAL MANAGEMENT TEAM

Scott Russell
Chief Executive Officer

Beth Gaspich
Chief Financial Officer

Barry Cooper
President, NICE CX Division

Craig Costigan
CEO, NICE Actimize

Dan Belanger
President, NICE Americas

Darren Rushworth
President, NICE International

Chris Wooten
EVP, NICE Vertical Markets

Shiri Neder
Executive Vice President, Human Resources

GLOBAL LEADERSHIP

27,000 CUSTOMERS

>85% of FORTUNE **100**

$2.5B Revenue

27 LOCAL OFFICES

150 COUNTRIES

~9,000 EMPLOYEES

>3,000 SOFTWARE ENGINEERS

NICE

Our innovative

LEADING AI HYPER PLATFORMS

CXone Mpower

X-Sight

EVIDENCENTRAL

System of Record

System of Intelligence

System of Workflows

CUSTOMER ENGAGEMENT

100,000 B2C organizations with customer service operations

FINANCIAL CRIME AND COMPLIANCE

1000+ financial institutions around the globe

PUBLIC SAFETY & JUSTICE

30,000 policing and criminal justice operations

NICE

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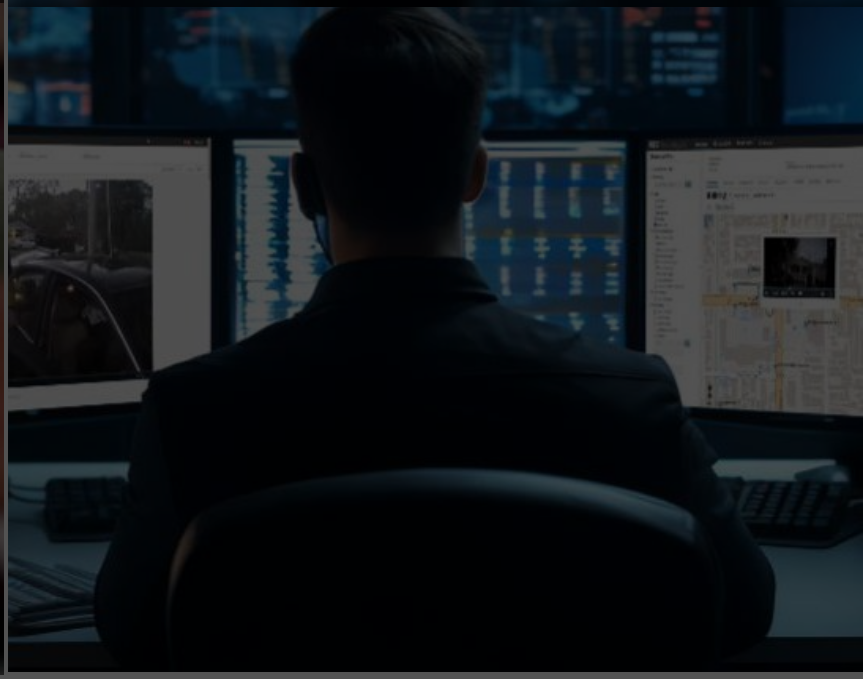
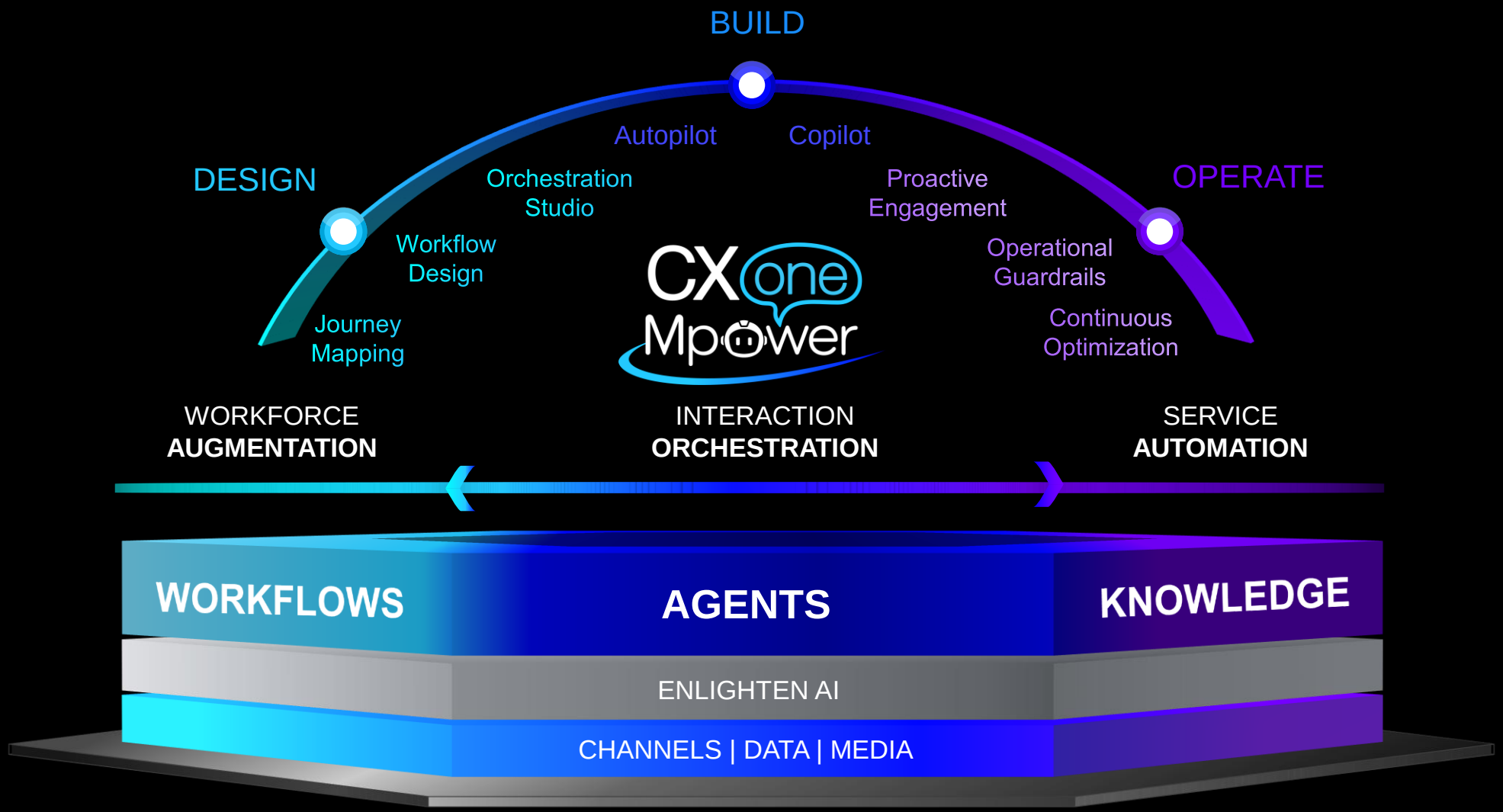


MAKING EXPERIENCES flow

One AI Platform. Complete Customer Service Automation.



CX one Mpower

Is the only **platform** ranked highest by **ALL** the analysts

For 10th Consecutive Year NICE named a Leader in 2024 Gartner Magic Quadrant for Contact Center as a Service

Gartner

NICE named the ONLY Peer Insights **Customers' Choice** Award Winner

Gartner Peer Insights "Voice of the Customer" Region Segment
Contact Center as a Service

Gartner

Ventana ranks NICE **leader in every** Contact Center & Agent Management category

Vendors		Performance
NICE	1	96.1%
Talkdesk	2	91.7%
Genesys	3	89.6%
Content Guru	4	89.5%
Avaya	5	87.5%
Cisco	6	87.4%
Aspect	7	87.4%
Five9	8	84.6%
8x8	9	83.7%
RingCentral	10	82.8%
Altitude Software	11	82.4%
Vonage	12	82.0%
AWS	13	74.7%
Twilio	14	71.7%

Source: Ventana Research Value Index
Contact Center in the Cloud
© 2021 Ventana Research

Ventana Research Value Index
Contact Center in the Cloud: Overall

VENTANA RESEARCH

NICE named industry **CCaaS Leader** by Forrester Research, strongest offering and strongest strategy

THE FORRESTER WAVE™
Contact Center As A Service
Q1 2023

FORRESTER®

NICE named **undisputed leader** in Metrigy's inaugural CCaaS **MetriRank**

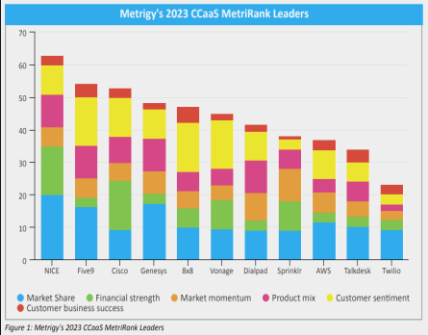


Figure 1: Metrigy's 2023 CCaaS MetriRank Leaders

metrigy

NICE

10/10 TOP U.S. Health Insurance

5/5 TOP U.S. Telco

9/10 TOP GLOBAL Financial Services

6/10 TOP Fortune 10

HEALTHCARE

DHU Healthcare
UnitedHealth Group
3M
Alzheimer's Society
DaVita
Kaiser Permanente
Pfizer

FINANCIAL SERVICES

Banco Pan
Toyota Financial Services
TD
MoneyGram
maps Credit Union
LPL Financial
fiserv.
charles SCHWAB
itaú
TheStandard

MANUFACTURING

United Language Group
iQor
HireRight
NetApp
EFICASIA Soluciones Integrales en Centros de Contacto
eXpivia
IBM Kenexa
ONE Open Network Exchange
Teleperformance each interaction matters

PUBLIC SECTOR / EDUCATION

United Way
NYC Department of Social Services
ASU Arizona State University
ECSI
WODONGATAFE

SELECT NICE CUSTOMERS

RETAIL

Nespresso
Lands' End
Lowe's
realtor.com
Harrods
IKEA
Hallmark
CVS
chico's
Vera Bradley
target
ALDI
Walmart
DESIGNER BRANDS
Tommy Bahama

MANUFACTURING

Ingersoll Rand
purple
gm
GE
Mitsubishi Electric
IBM
BOSE
Whirlpool
GWA Group Limited
SIEMENS

TRAVEL AND ENTERTAINMENT

Hyatt
Carnival UK
JAL Japan Airlines
Tripadvisor
Marriott International
Disney
American Airlines

TELCO

BT
verizon
tbaytel
Bell
T-Mobile
Charter Communications
SAMSUNG
COX

CUSTOMER

REVIEWS

WHAT CUSTOMERS SAY

NICE things people have to say

"We've heard from agents all the way up to senior vice presidents that this was the best transition to a new technology product they've ever seen at Marriott. Statements like those don't happen without a good partner like NICE."

Kristina Heidesch,
Director, Marriott

"We have evolved as a contact center, and it wouldn't have been possible without NICE."

Lisa Tepper Bates
CEO, United Way of Connecticut

"You can be confident that NICE Solutions will work as intended and give you more than expected. CXone is the best contact center solution out there—it's just a no-brainer."

Brandon Wade,
Manager, RentPath

"NICE has made it easy to support all our customer service and telesales organizations, delivering operational efficiencies, cost reduction and improved performance worldwide.
."

David Fox,
Sr. Director, Tripadvisor

BROADEST
Partner Ecosystem

NICE 360 PARTNER PROGRAM

400+ Global CX Partners

- CALA **20+**
- APAC **90+**
- N. America **110+**
- EMEA **200+**

75% of wins involve Partners

NICE CXexchange

170+ pre-integrated apps in the Marketplace

- Global System Integrators
- Communication Service Providers
- Solution Partners
- Technology Solution Distributors
- Technology Alliance Partners
- CXexchange Marketplace Partners
- Services Partners

NICE

CUSTOMER EXPERIENCE

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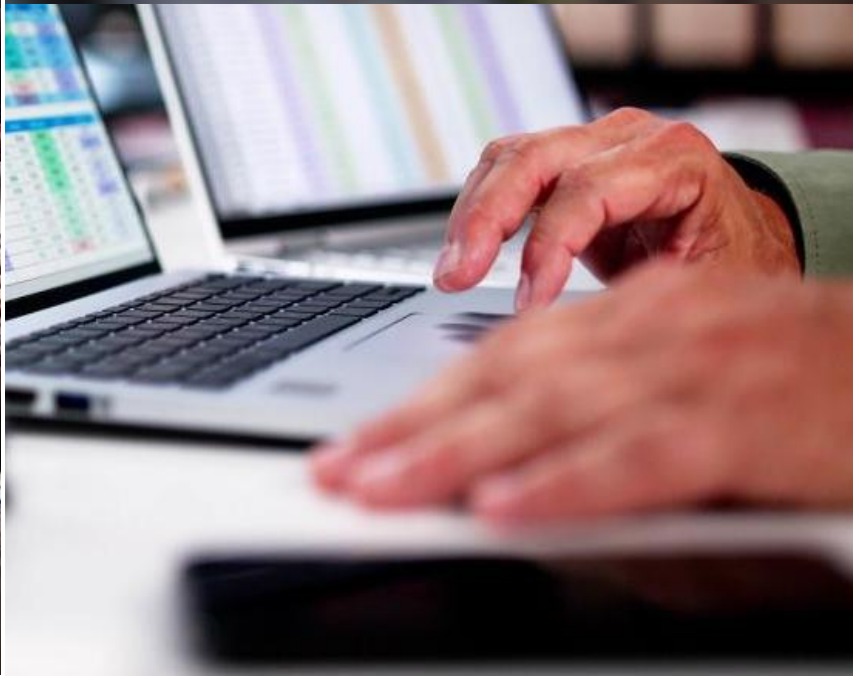
FINANCIAL CRIME & COMPLIANCE

FIGHTING
Financial Crime and Fraud



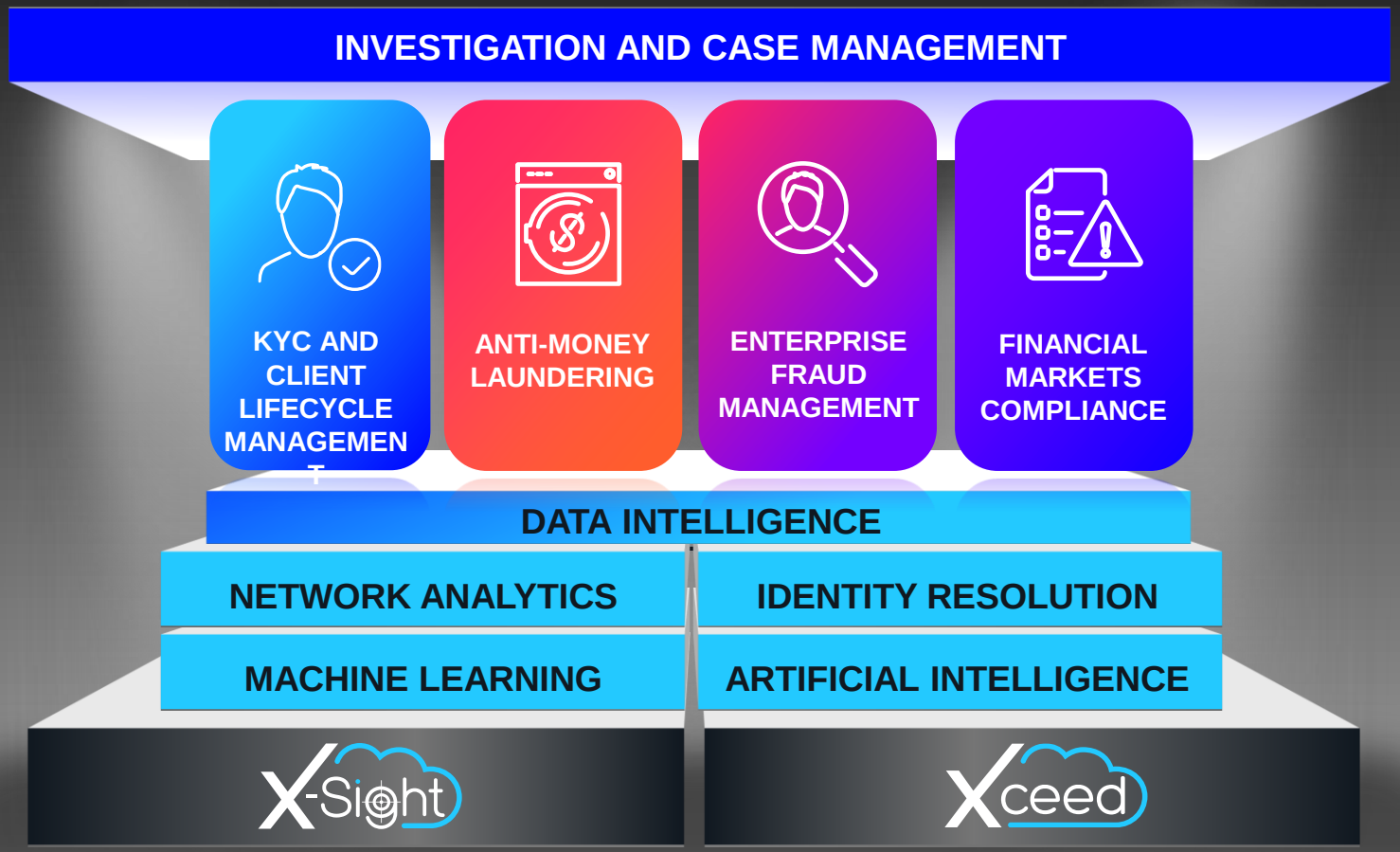
PUBLIC SAFETY & JUSTICE

DIGITALLY TRANSFORMING
Criminal Justice

MAKING
THE WORLD
A TRUSTED
PLACE
NICE

ACTIMIZE

PORTFOLIO



- Safeguards financial institutions, customers and assets.
- Provides industry-wide insights on threats to enable proactive prevention.
- Embedded AI and analytics to combat financial crime.

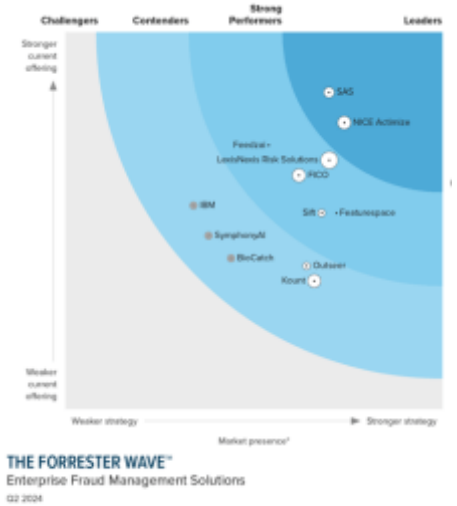
NICE

Actimize

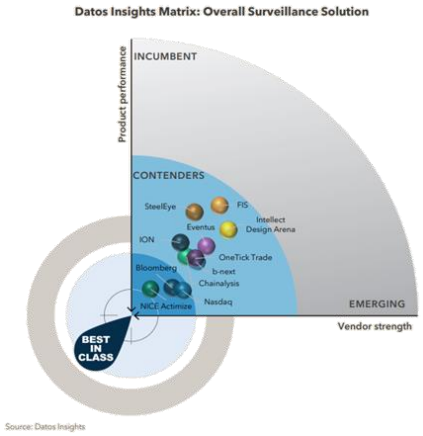
Is the only Financial Crime and Compliance **platform** ranked highest by **ALL** the analysts

Luminary - "Financial Crime Compliance Technology: AML Transaction Monitoring Edition—2023 XCelent Awards

Leader - Enterprise Fraud - "The Forrester Wave™: Enterprise Fraud Management Solutions, Q2 2024".



Best-In Class - Datos Insights Impact Report "Trade, Communication, Crypto, and Commodities Surveillance Matrix: Catch the Bad Actors." (Jan. '24)



Leader -"IDC MarketScape: Worldwide Enterprise Fraud Solutions 2024 Vendor Assessment (March 2024)

IDC

Financial Crime #1 Ranking

Chartis Financial Crime & Compliance50

Chartis Financial Crime and Compliance50 2024

NICE

10/10
TOP EU Banks

10/10
TOP U.S. Banks

10/10
TOP Global Investment Banks

4/5
TOP APAC Banks

FINANCIAL CRIME & COMPLIANCE:

SELECTED CUSTOMERS

Associated Bank
BANCO POPULAR
交通銀行 BANK OF COMMUNICATIONS
Bank of Hope
國泰世華銀行 Cathay United Bank
citi
中信 CITIC
LIVE OAK BANK
Rakuten
Danske Bank
SAXO BANK
SOCIETE GENERALE
MetaBank
UAEXCHANGE Service is our Currency
tcf bank
SMBC

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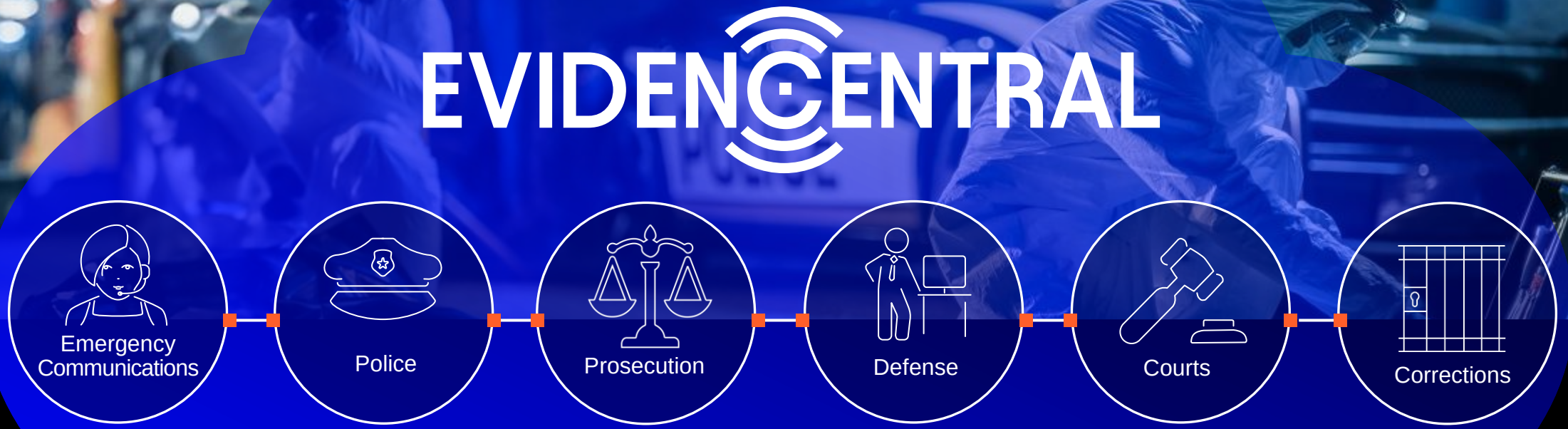
is the World's #1

Public Safety & Justice AI Cloud Platform



Connecting the Entire Criminal Justice System

NICE

NICE Recognized as a LEADER IN PUBLIC SAFETY & CRIMINAL JUSTICE

NICE named a Leader in IDC's Vendor Assessment Report:

IDC Marketscape Worldwide Digital Evidence Management Solutions for Law Enforcement, 2023

NICE was recognized for eighth consecutive year by

American Security Today

NICE Inform Elite Platinum Award for Best 911 Center Solution

NICE Investigate & NICE Justice Gold Award for Best Investigation Solution

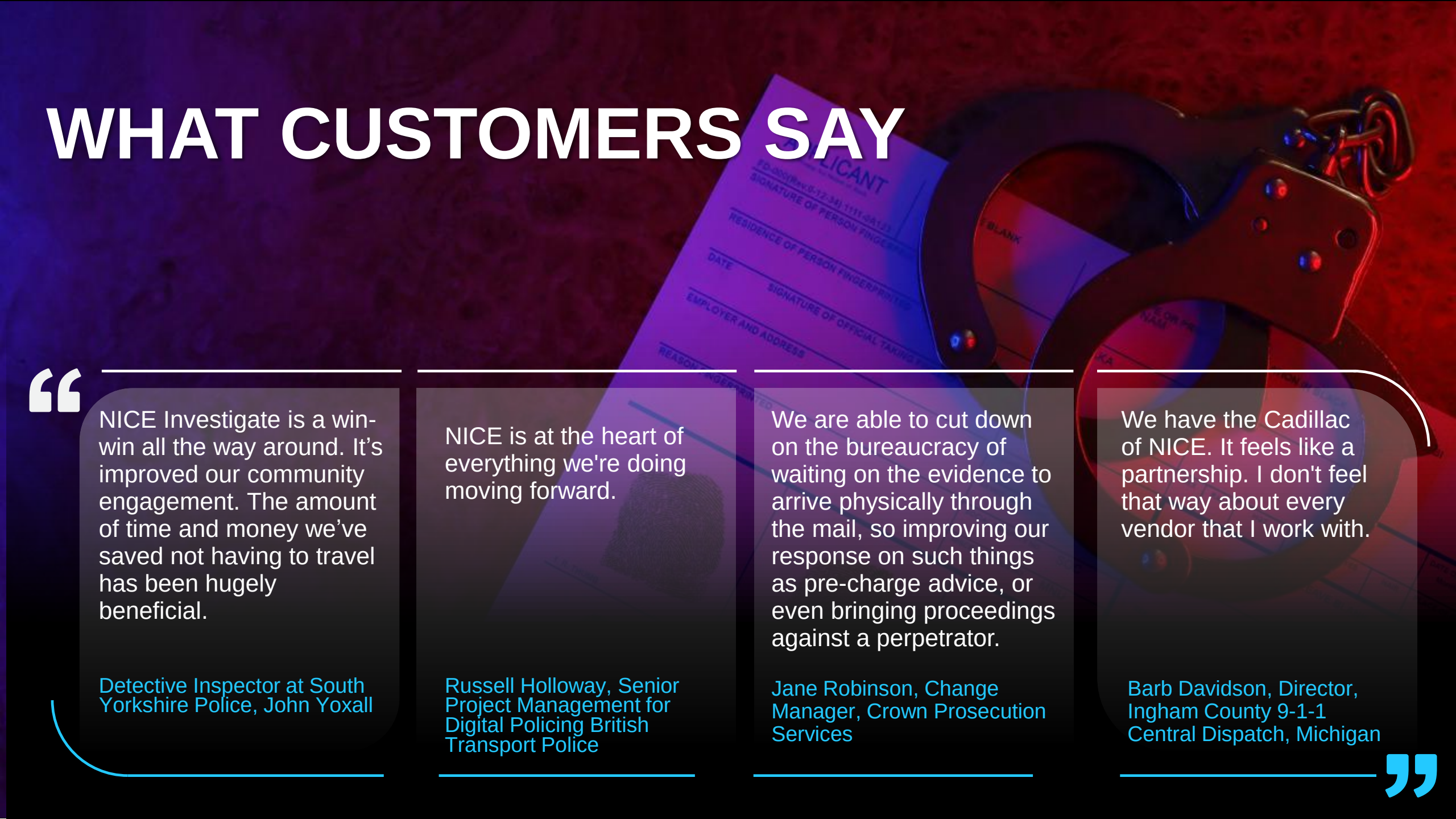
ASTORS AMERICAN SECURITY TODAY 2023 PLATINUM AWARD WINNER HOMELAND SECURITY AWARDS

ASTORS AMERICAN SECURITY TODAY 2023 GOLD AWARD WINNER HOMELAND SECURITY AWARDS

85%
Top U.S.
& Canadian
Cities

3,000
Customers
Globally

WHAT CUSTOMERS SAY



> NICE Investigate is a win-win all the way around. It's improved our community engagement. The amount of time and money we've saved not having to travel has been hugely beneficial.

Detective Inspector at South Yorkshire Police, John Yoxall

> NICE is at the heart of everything we're doing moving forward.

Russell Holloway, Senior Project Management for Digital Policing British Transport Police

> We are able to cut down on the bureaucracy of waiting on the evidence to arrive physically through the mail, so improving our response on such things as pre-charge advice, or even bringing proceedings against a perpetrator.

Jane Robinson, Change Manager, Crown Prosecution Services

> We have the Cadillac of NICE. It feels like a partnership. I don't feel that way about every vendor that I work with.

Barb Davidson, Director, Ingham County 9-1-1 Central Dispatch, Michigan

WHAT WE STAND FOR

It's All About Speed and Precision

Super-Sizing Value for Our Customers

Obsessed with Winning

A+ is Our Starting Point

Yes. We Definitely Can

Challenging Limits, Always

NICE Core Values

NICE

CELEBRATING
OUR CUSTOMERS

NUG

NICE User Group.
A community of empowered users for all NICE customers.

CLUB ONE

An exclusive community for leaders using NICE Supervisor, designed to enhance leadership and CX skills.

The CX Excellence Awards recognizing our customers who are driving innovation and creating value within their organizations.

Interactions - The largest CX industry event, where the future of CX is defined and thousands of our CX customers are celebrating their success with NICE.

Join today at
NICE.com/clubs

In a world you
can be anything
Be NICE

Care about the

GREATER GOOD

GLOBAL
COMMUNITY
MONTH | 2023

‹code:coda›

Inspiring teenage girls to pursue a future in technology

CELEBRATING
Diversity and Inclusion

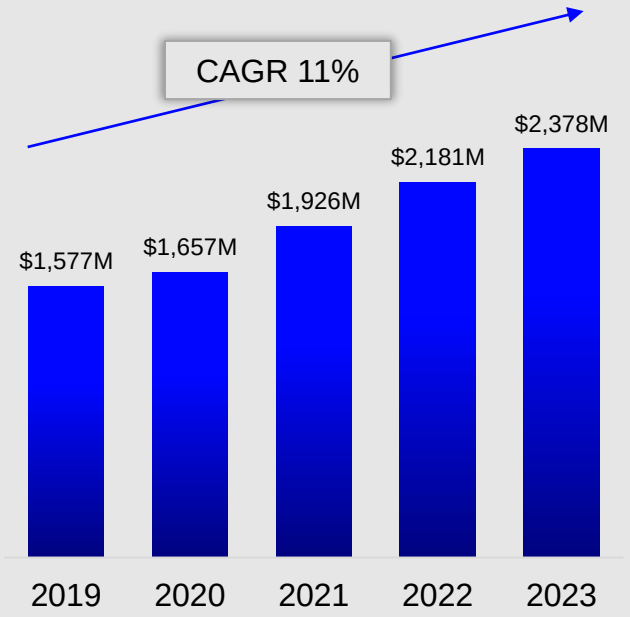
Unmatched

PROFITABILITY

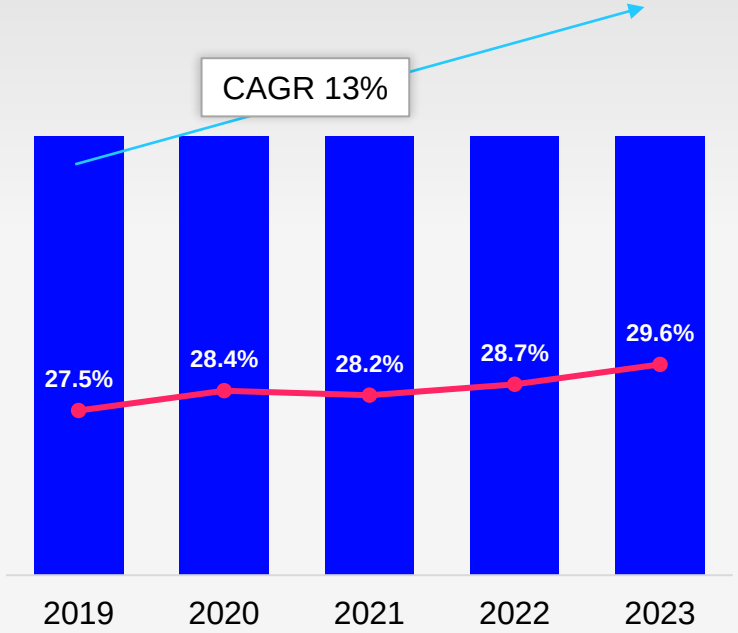
PROFITABLE GROWTH

Industry Leading

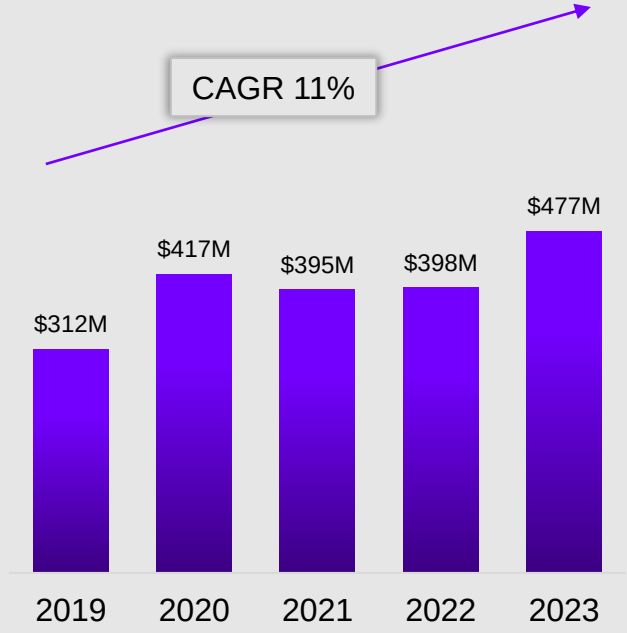
Total Revenue
(Non-GAAP)



Operating Income and Margin
(Non-GAAP)



Free Cash Flow



Q3 2023 Highlights (Non-GAAP)

Total revenue increased 8% to $601M; compared to $555M in Q3 2022

Cloud revenue increased 22% to $403M; compared to $330M in Q3 2022

Cloud revenue as a percentage of total revenue was 67% compared to 60% in Q3 2022

Recurring revenue of $524M represented a record 87% of total revenue; compared to 82% in Q3 2022

Operating income increased 15% to $184M; compared to $159M in Q3 2022

Operating margin increased 190 bps to a record 30.6%; compared to 28.7% in Q3 2022

Fully diluted EPS increased 18% to $2.27; compared to $1.92 in Q3 2022

Cash flow from operations increased 28% to $121M; compared to $94M in Q3 2022

NICE

Q3 2023

Revenue Breakdown by Region (Non-GAAP)

84%
AMERICAS
$502M, **+10% YoY**

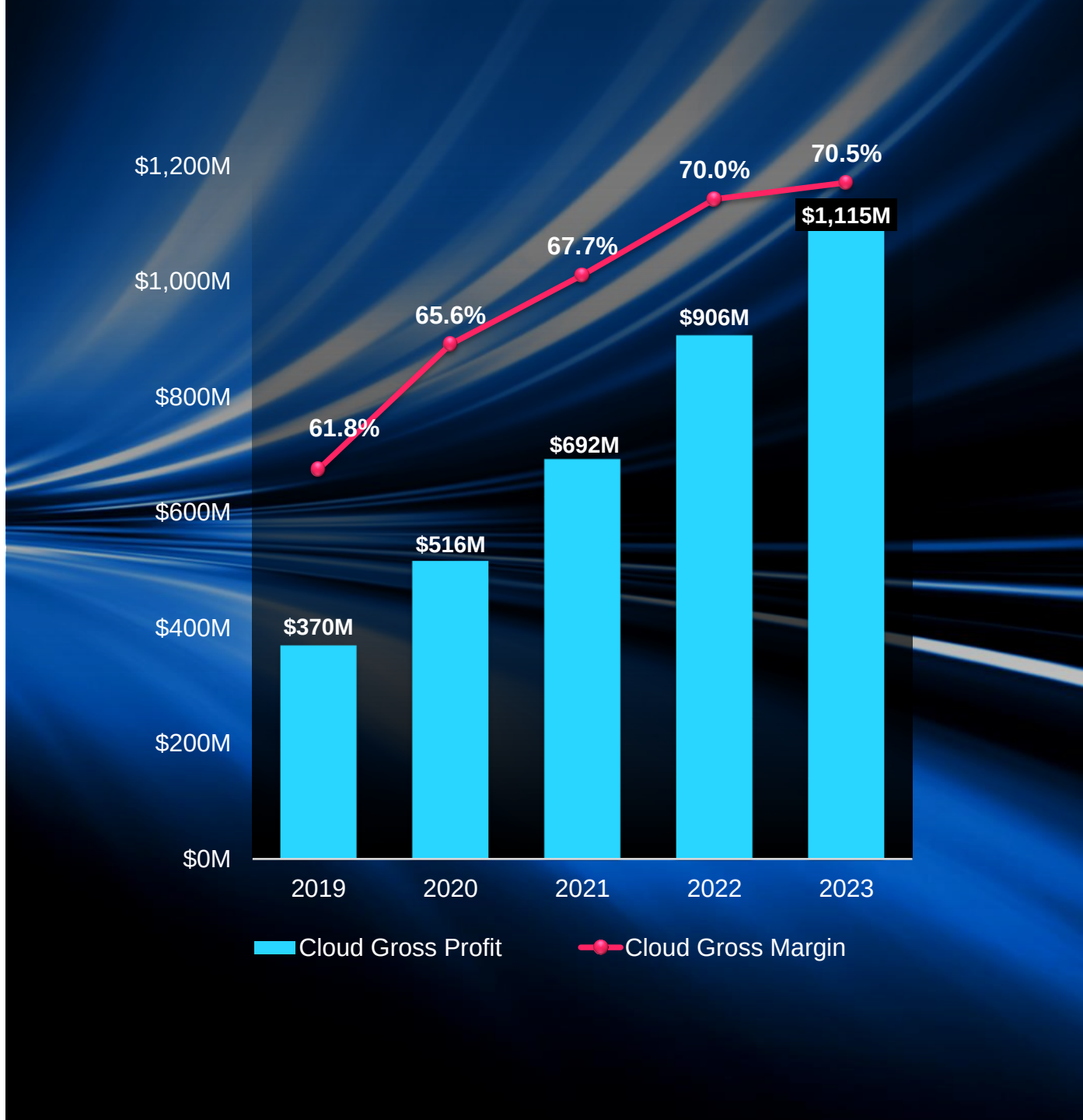
10%
EMEA
$60M, -2% YoY

6%
APAC
$39M, +10% YoY

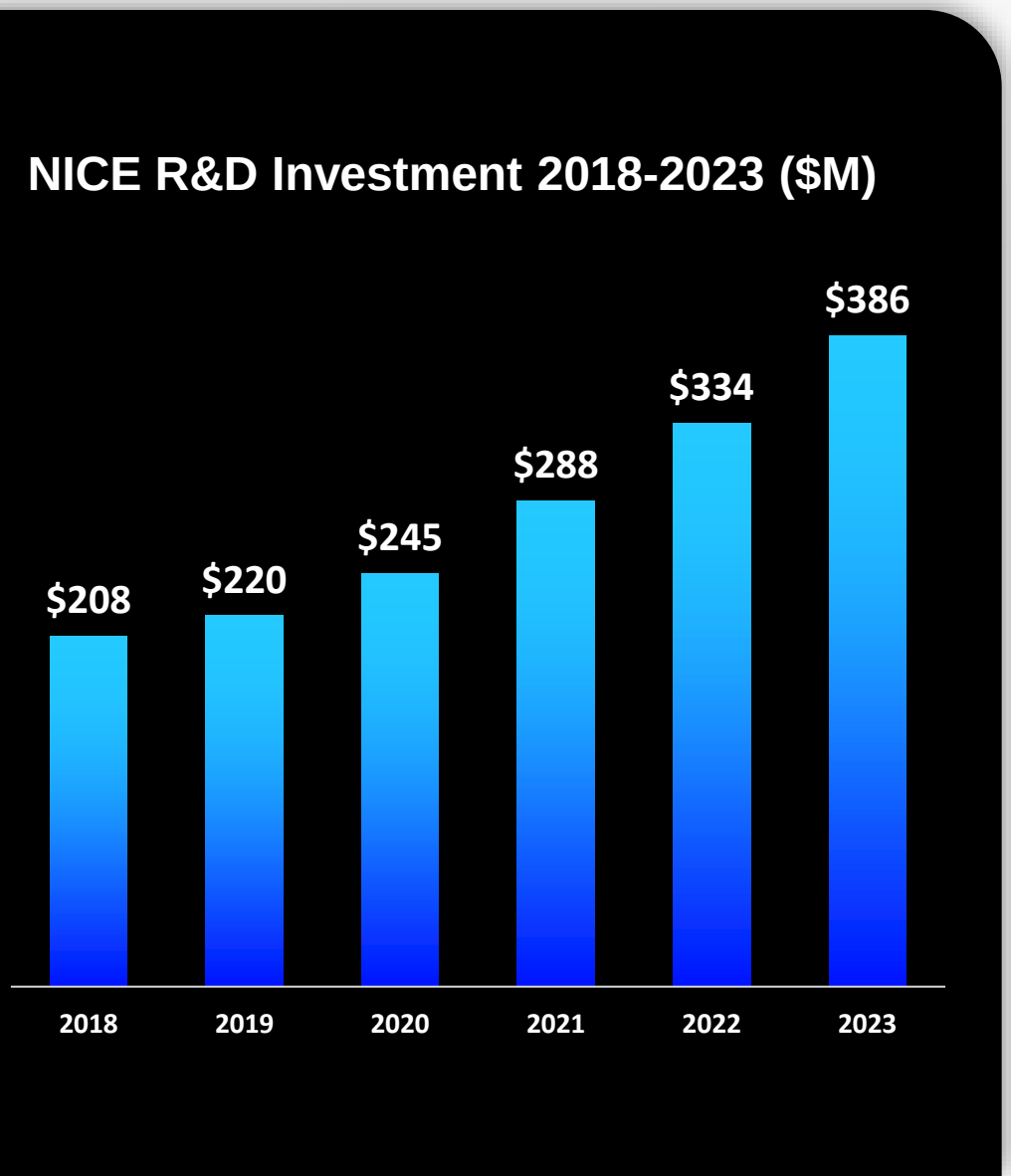
Unmatched PROFITABILITY

~$800M
Cash Flow
Generated annually

$1.65B
Total Cash Position



LARGEST
Innovation Force



>3000
R&D
Professionals

650
AI
Engineers

520+
Product Ideas
at annual
Sparkathon

70+
Patents
Submitted
Annually

>30% Sparkathon ideas **embedded in Product**

Thank You