

The NICE logo is positioned in the upper left corner. It consists of the word "NICE" in a bold, white, sans-serif font. A horizontal blue line with a small gap in the center is superimposed over the letters "I" and "C".

NICE

The title "CORPORATE OVERVIEW" is located in the lower left quadrant. It is written in a large, white, all-caps, sans-serif font. The text is set against a background of vibrant, flowing light trails in shades of pink, purple, and blue, which create a sense of motion and digital connectivity. The overall scene is a futuristic, high-tech environment with silhouettes of people walking through the space.

**CORPORATE
OVERVIEW**



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+

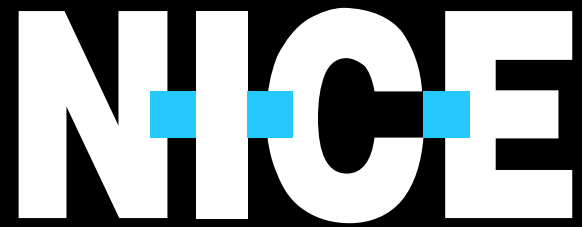
Evidence items collected

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

CEMENTING LEADERSHIP

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

2014-2015

2016

CLOUDIFICATION & PLATFORMIZATION

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

2017-2018

2019-2020

AI HYPER PLATFORM

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

2021-2023

2024
and beyond

ANALYTICS POWERHOUSE

- \$1B Total Revenue
- Nexidia analytics acquisition

DIGITAL EXPANSION

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

AUTOMATING WORKFLOWS

LEADERSHIP

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



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



CUSTOMER EXPERIENCE

AUTOMATING Customer Service by Orchestrating Workflows, Agents & Knowledge



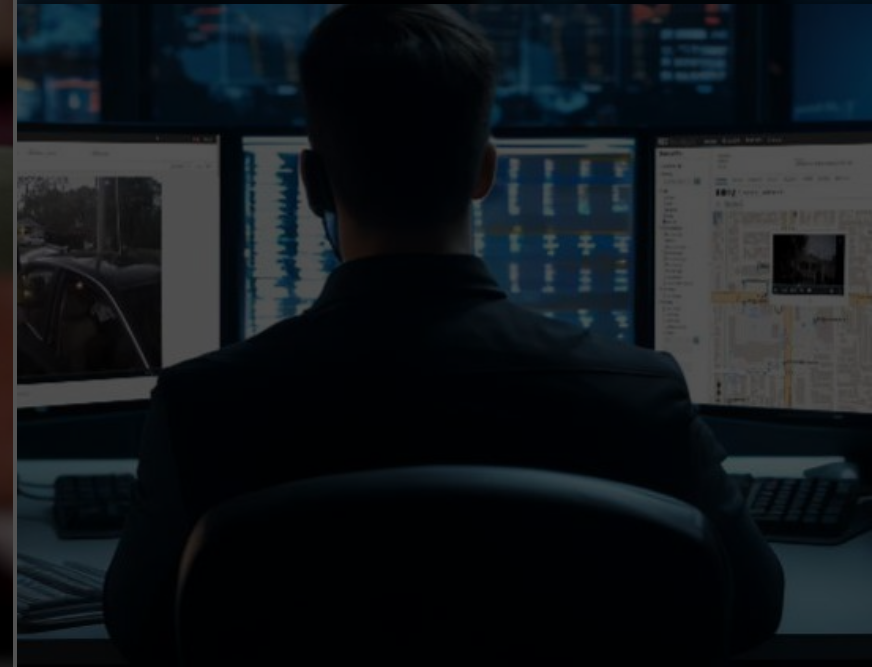
FINANCIAL CRIME & COMPLIANCE

FIGHTING Financial Crime and Fraud



PUBLIC SAFETY & JUSTICE

DIGITALLY TRANSFORMING Criminal Justice

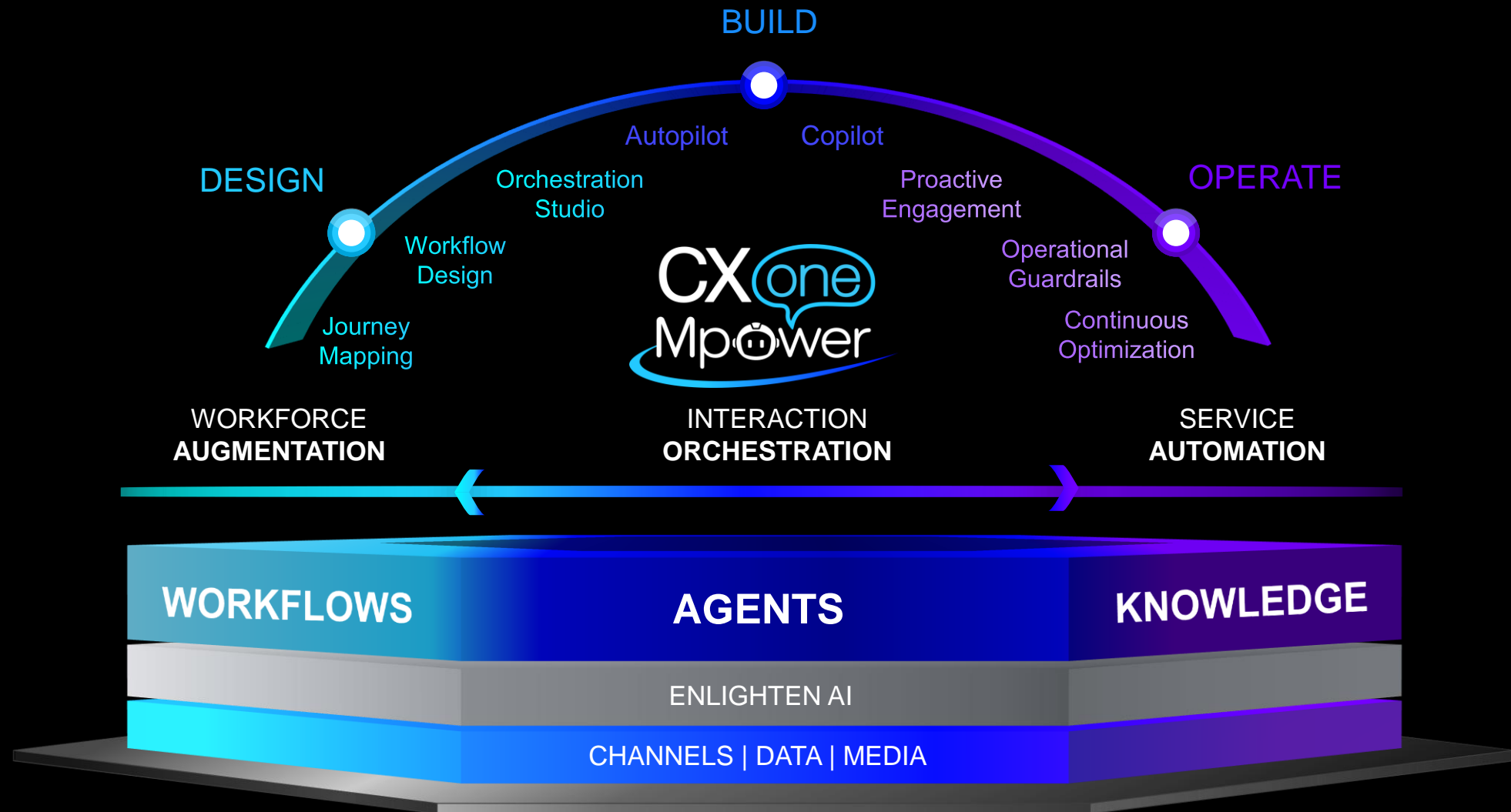




MAKING EXPERIENCES flow



One AI Platform. Complete Customer Service Automation.





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

NICE named the ONLY Peer Insights Customers' Choice Award Winner

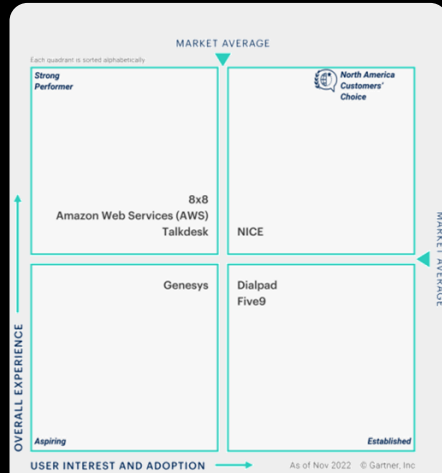
Ventana ranks NICE leader in every Contact Center & Agent Management category

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

NICE named undisputed leader in Metrigy's inaugural CCaaS MetriRank



Gartner®



Gartner®

Vendors	Performance
NICE	96.1%
Talkdesk	91.7%
Genesys	89.6%
Content Guru	89.5%
Avaya	87.5%
Cisco	87.4%
Aspect	87.4%
Five9	84.6%
8x8	83.7%
RingCentral	82.8%
Altitude Software	82.4%
Vonage	82.0%
AWS	74.7%
Twilio	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



FORRESTER®

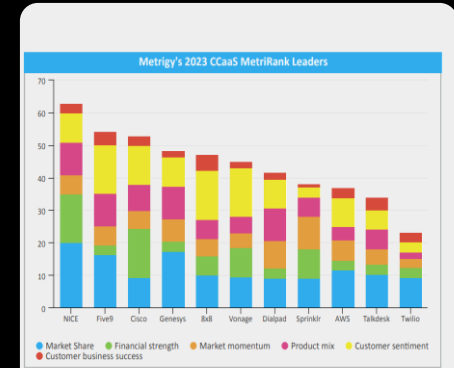


Figure 1: Metrigy's 2023 CCaaS MetriRank Leaders



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



FINANCIAL SERVICES



MANUFACTURING



PUBLIC SECTOR / EDUCATION

SELECT NICE CUSTOMERS

RETAIL



MANUFACTURING



TRAVEL AND ENTERTAINMENT



TELCO





“

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

”

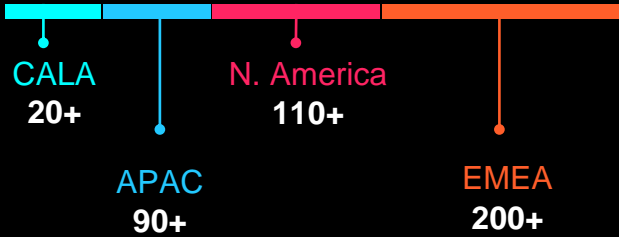
WHAT CUSTOMERS SAY

NICE things people have to say

BROADEST Partner Ecosystem

400+ Global CX Partners

360 NICE PARTNER PROGRAM



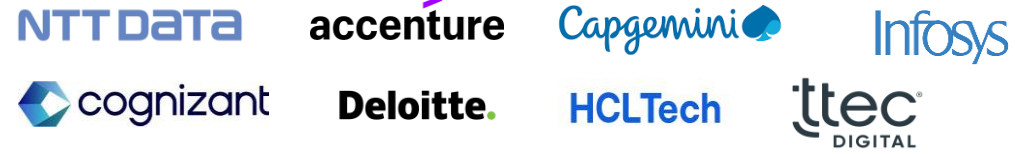
75% of wins involve Partners



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





CUSTOMER EXPERIENCE

AUTOMATING Customer Service by Orchestrating Workflows, Agents & Knowledge



FINANCIAL CRIME & COMPLIANCE

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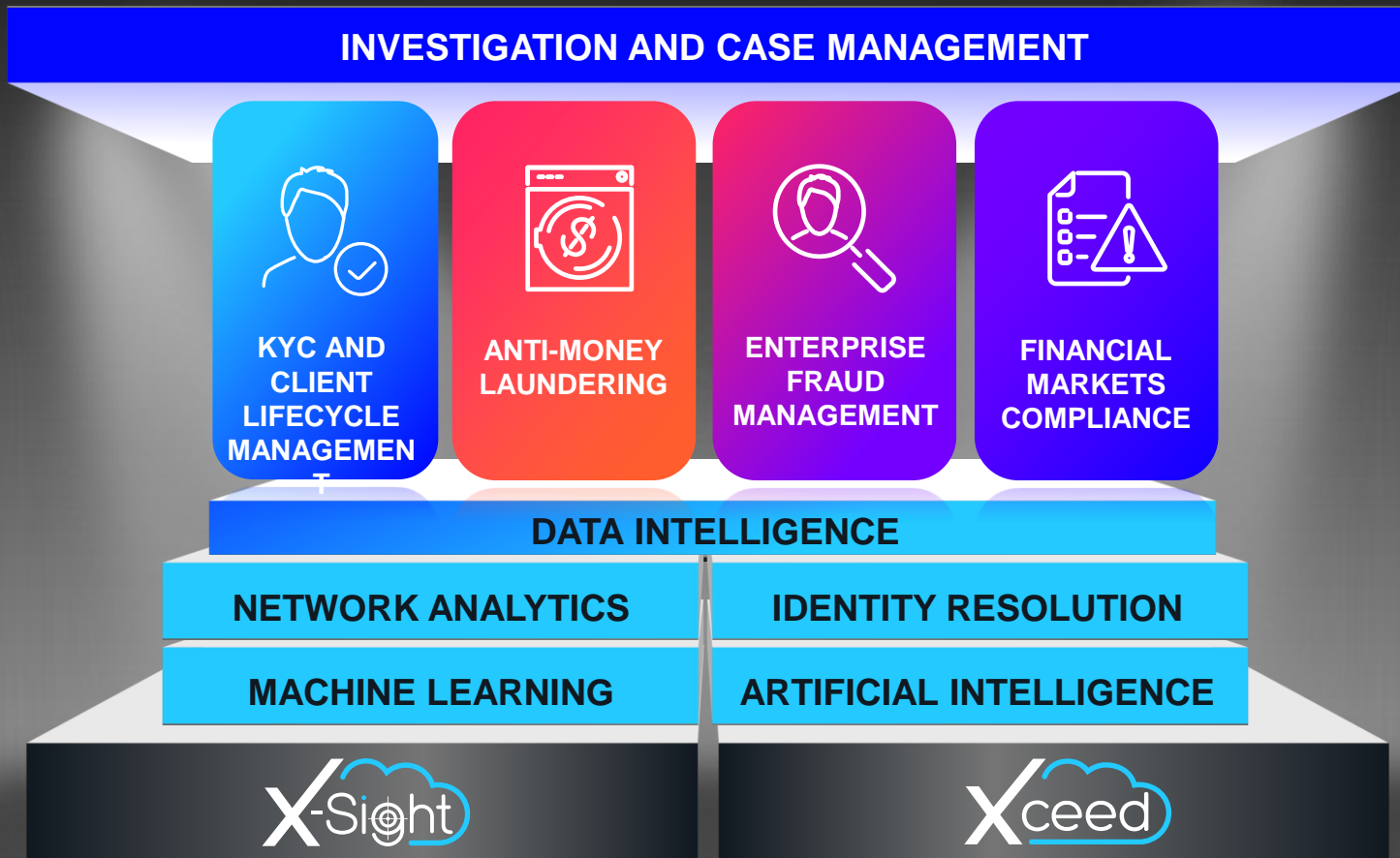
MAKING THE WORLD A TRUSTED PLACE



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.

Actimize

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

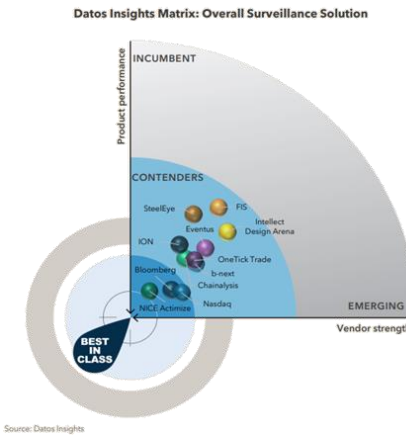
Luminary - "Financial Crime Compliance Technology: AML Transaction Monitoring Edition—2023 XCelent Awards



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



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



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



Financial Crime #1 Ranking

Chartis Financial Crime & Compliance50





FINANCIAL CRIME & COMPLIANCE: SELECTED CUSTOMERS

10/10

TOP EU
Banks

10/10

TOP U.S.
Banks

10/10

TOP Global
Investment
Banks

4/5

TOP APAC
Banks





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



MAKING THE WORLD A SAFER PLACE

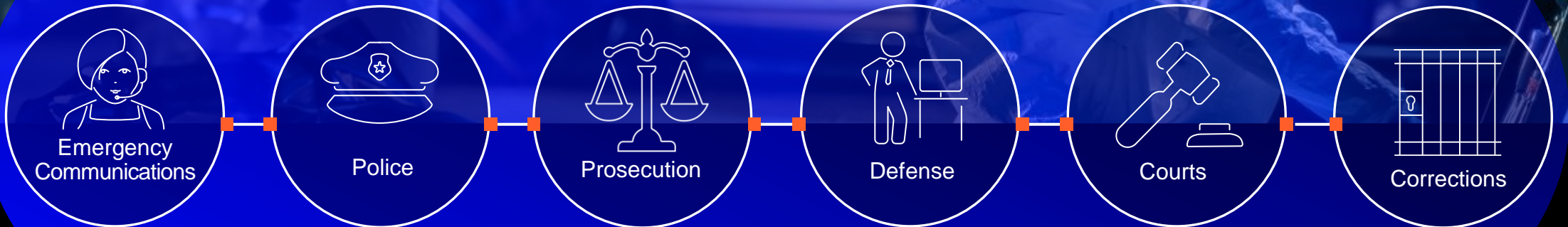


EVIDENCENTRAL

is the World's #1

Public Safety & Justice AI Cloud Platform

EVIDENCENTRAL



Connecting the Entire Criminal Justice System

NICE Recognized as a LEADER IN PUBLIC SAFETY & CRIMINAL JUSTICE

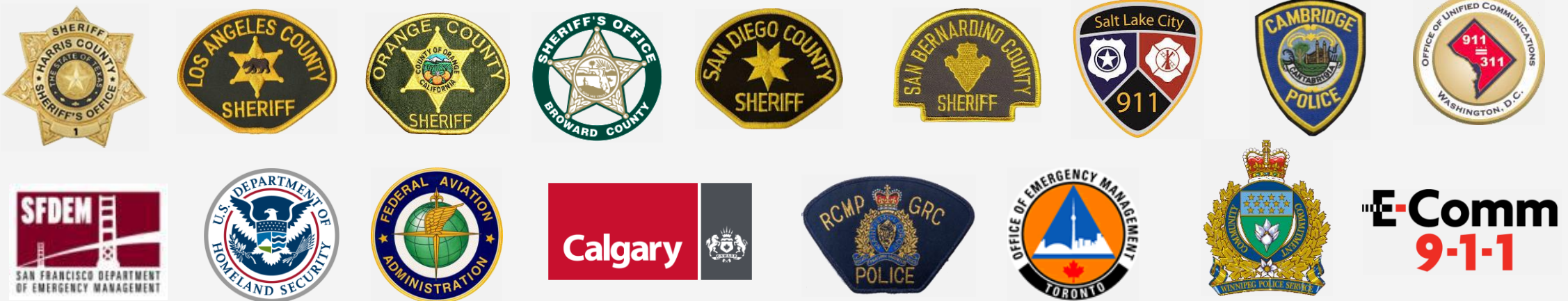
NICE named a Leader in IDC's Vendor Assessment Report:
IDC Marketscape Worldwide Digital
Evidence Management Solutions for
Law Enforcement, 2023

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





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

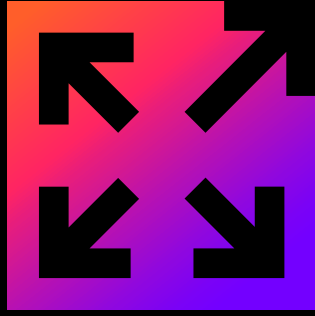
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WHAT WE STAND FOR

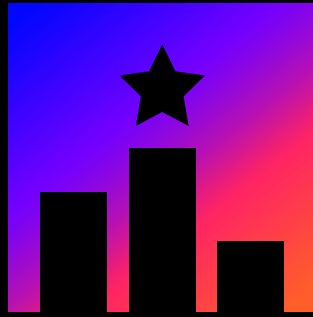
A hand in a dark suit jacket holding a pen. A thick blue horizontal bar is positioned below the text, with a white vertical line segment on its right side. The background is a blurred image of a person in a suit.



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

CELEBRATING OUR CUSTOMERS



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



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

NICESHINE

Customer Reference Program

Spotlighting your success so you can
light the way for others



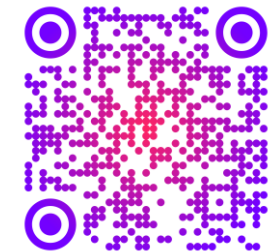
Your Moment in the
CX Limelight

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



NICE

Care about the **GREATER GOOD**



**GLOBAL
COMMUNITY
MONTH | 2023**





Inspiring teenage girls to pursue a future in technology



CELEBRATING Diversity and Inclusion



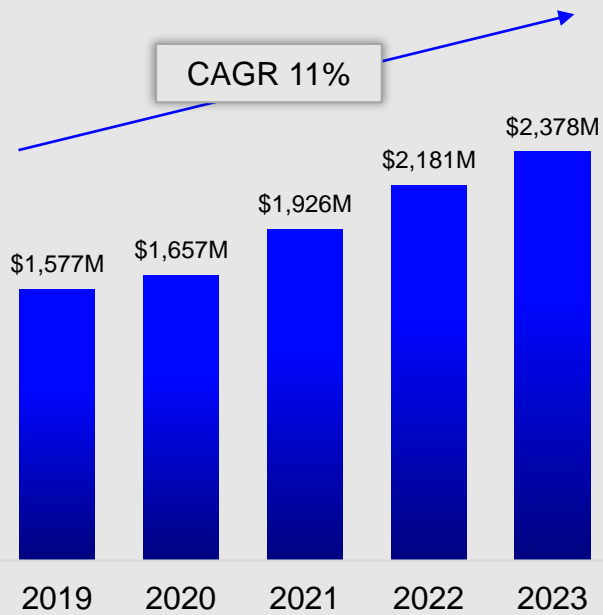
Unmatched **PROFITABILITY**



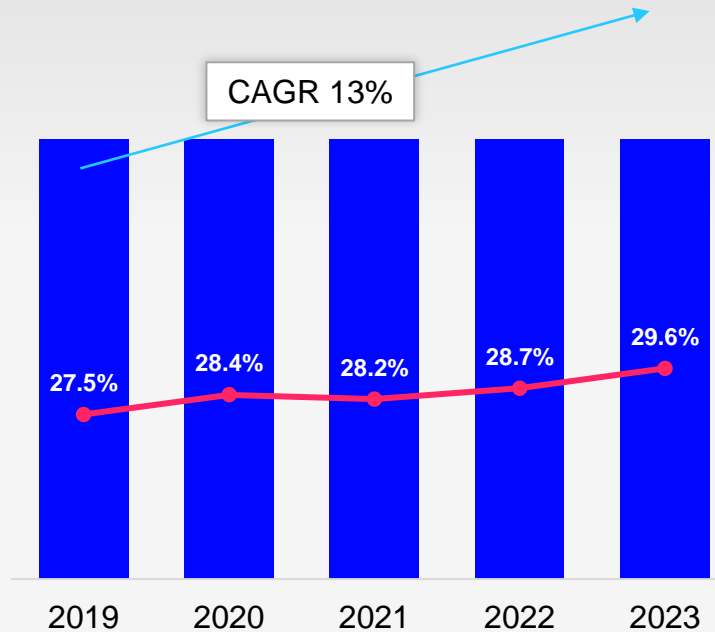
PROFITABLE GROWTH

Industry Leading

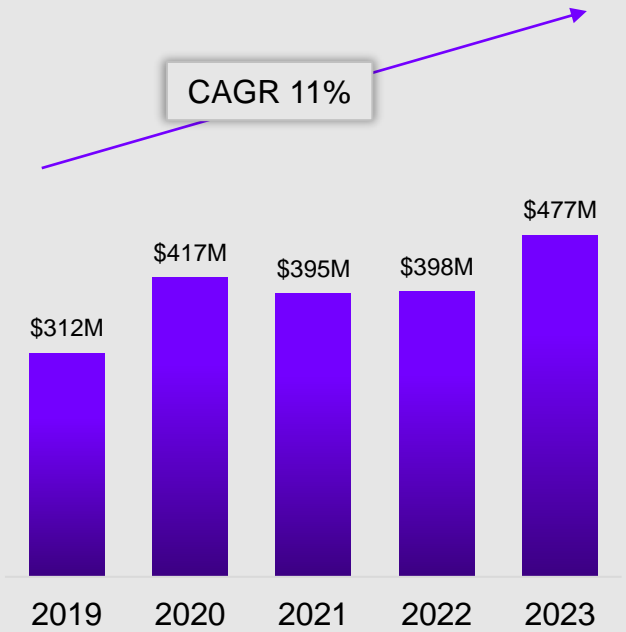
Total Revenue (Non-GAAP)



Operating Income and Margin (Non-GAAP)



Free Cash Flow

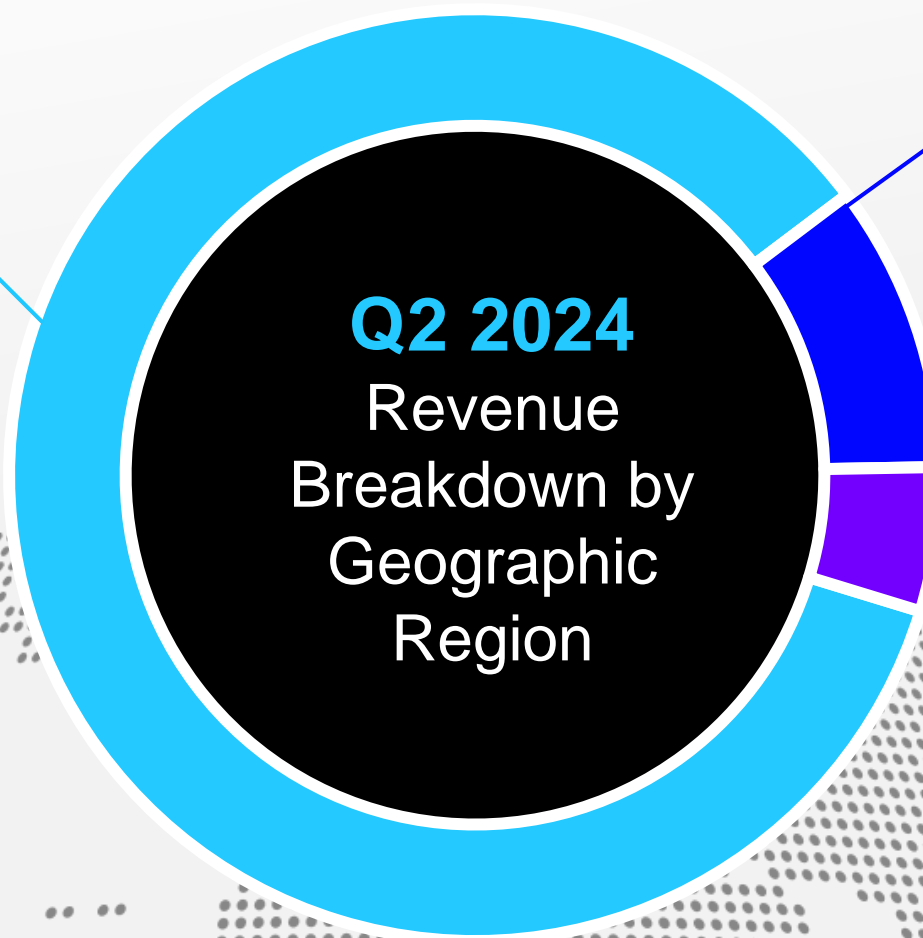


FINANCIAL HIGHLIGHTS

Q2-24

Q2 2024 Results	Quarterly Results	Increase (Decrease) Y/Y
Total Revenue	\$664M	14%
Cloud Revenue	\$482M	26%
Non-GAAP Operating Income	\$202M	19%
Non-GAAP Operating Margin	30.4%	120 bps
Non-GAAP EPS	\$2.64	24%
Cash from Operations	\$170M	160%

85%
AMERICAS
\$562M, +16% YoY



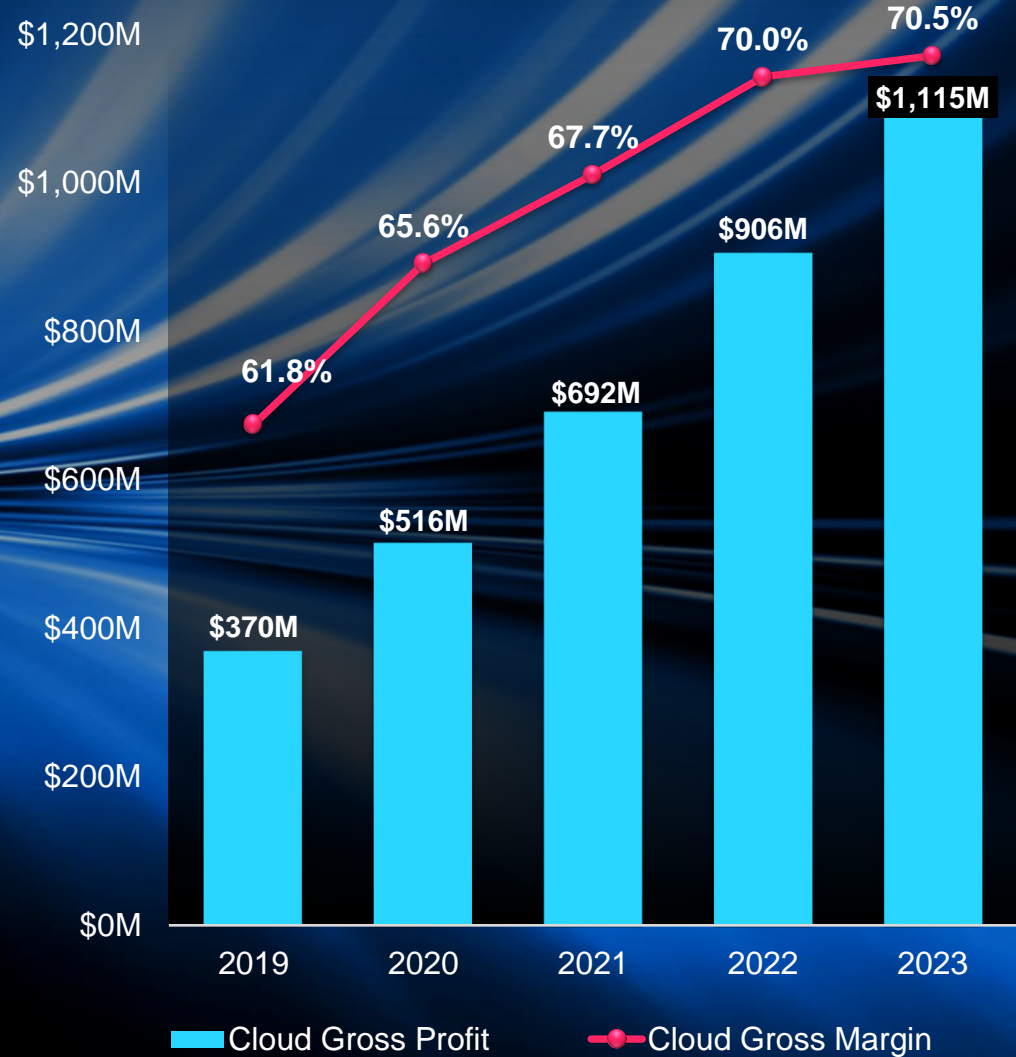
10%
EMEA
\$70M, +16% YoY

5%
APAC
\$33M, -9% YoY

Unmatched PROFITABILITY

~\$800M
Cash Flow
Generated annually

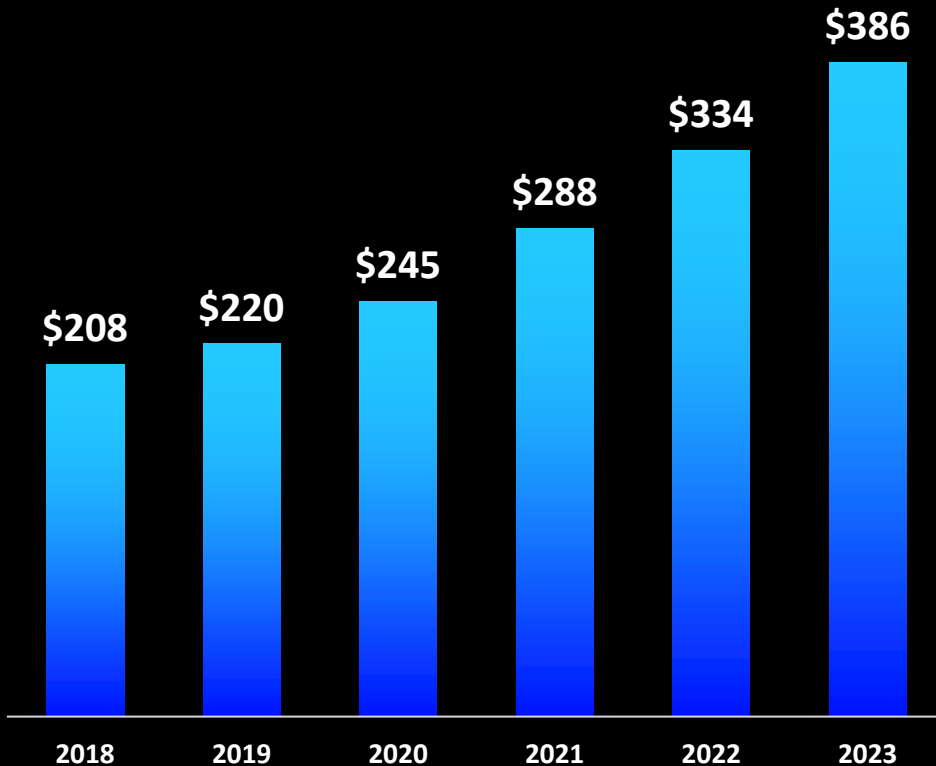
\$1.65B
Total Cash Position



LARGEST

Innovation Force

NICE R&D Investment 2018-2023 (\$M)



>3000

R&D
Professionals

650

AI
Engineers

520+

Product Ideas
at annual
Sparkathon

70+

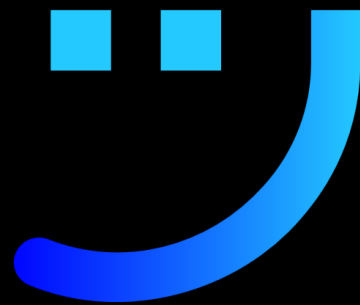
Patents
Submitted
Annually

>30%

Sparkathon ideas
embedded in Product

Thank You

NICE



Make
experiences

flow