

Corporate Overview

Create a
NiCE..
world 

Create a NiCE world



Customer Experience

Reimagining

Customer Experience



Financial Crime & Compliance

Fighting

Financial Crime and Fraud



Public Safety & Justice

Digitally Transforming

Criminal Justice



15B

CXone Mpower customer interactions orchestrated

5,000B+
Dollars protected every day

5B+

Financial transactions monitored daily

Another
NiCE
Day

2T

AI-analyzed words per month

1M+

Agents delivering exceptional service on CXone daily

30M+

Evidence items collected

6B

AI-Augmented interactions



**We are passionate
about transforming
experiences to be
extraordinary and
trusted.**



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**

\$2.7B

Revenue

27

Local offices

150

Countries

~9,000

Employees

>3,000

Software engineers



Our innovative Leading AI Hyper platforms



System of Record

System of Intelligence

System of Workflows

Customer
engagement

27,000 customer service
organizations globally

Financial crime
and compliance

1000+ financial institutions
around the globe

Public safety
& justice

30,000 policing and
criminal justice operations



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Seamless

Personal

Connected

That's NiCE!



We are NiCE CX

Leading the future of customer service



Leader

Unmatched leadership and proven expertise in transforming customer service.



Innovator

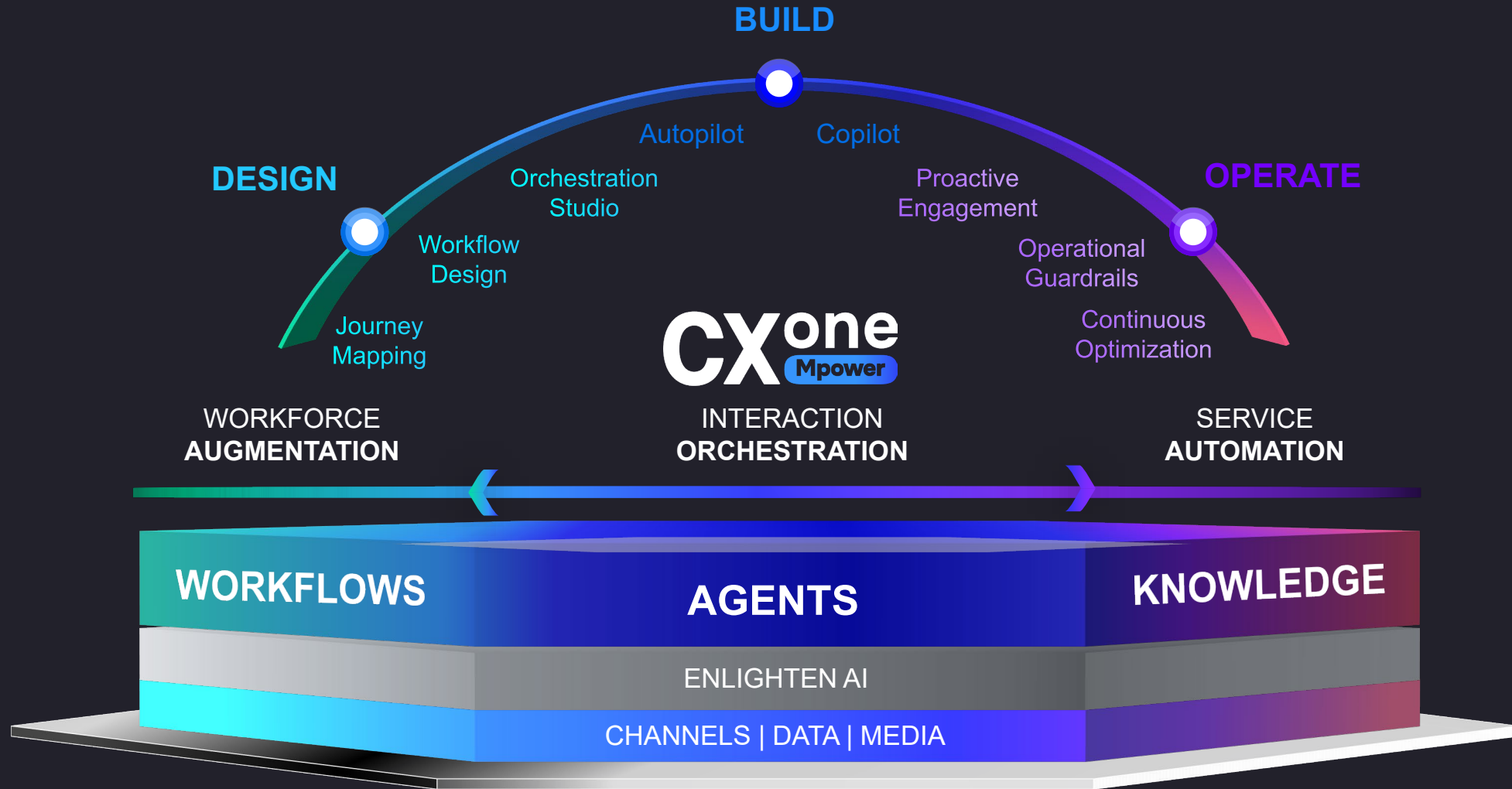
Redefining CX with AI purpose-built to automate and scale customer service.



Trusted partner

Empowering customers to achieve extraordinary results-together.

One AI Platform. Complete Customer Service Automation.



Inside our unique approach:

Automate customer service at scale

Workflow Orchestration

Orchestrating all interactions and workflows end to end

- Voice and Digital
- Synchronous and Asynchronous
- Inbound and Outbound
- AI Agents and Human Agents

>15B Interactions Orchestrated Annually

Workforce Augmentation

Elevating human performance with AI-powered solutions

- Specialized Copilots
- Workforce Engagement
- Quality Management
- Compliance, Forecasting, Analytics and more

>1M Human Agents

Service Automation

Automating end-to-end from Intent to Fulfillment

- Autopilot
- Experience Optimization (XO)
- Knowledge Management
- Proactive AI Agent

>6B Automated Interactions Annually

AI Platform

Unify all channels, knowledge, and AI models in one place

- Common AI Services
- AI Orchestration
- Experience Memory
- Open framework for integrations

6,000 Customers on AI platform



Drive value from one Customer Service AI platform

Improve Reputation



32% Increase in Net Promoter Score (NPS)

Financial services
Case Study

Increase CSAT



24% Improvement in customer sentiment

Government
Case Study

Reduce Effort



14% Decrease in Average Handle Time

Healthcare
Case Study

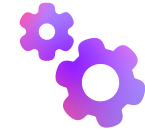
Streamline Technology



Reduced tech stack by 11 vendors

Hospitality
Case Study

Increase Efficiency



15% Increase in containment with resolution

Retail
Case Study

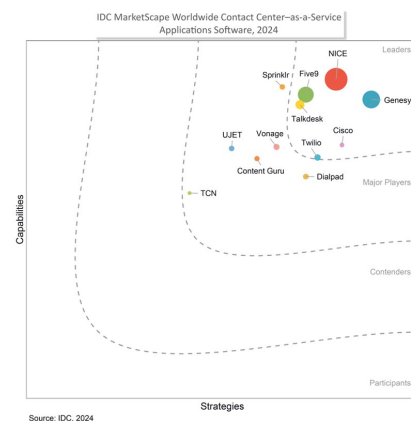
The only platform ranked highest by ALL the analysts

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



Gartner

NICE positioned a **Leader** in IDC MarketScape for Contact Center-as-a-Service for 2024



IDC

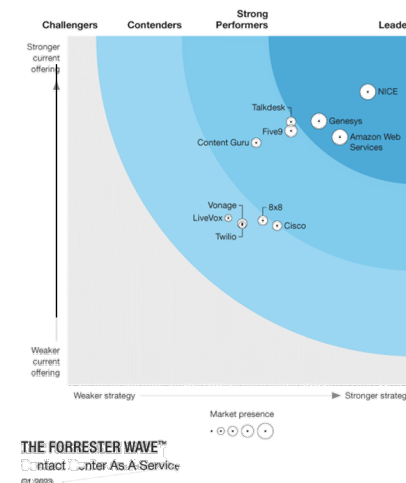
Ventana ranks NICE **Leader in every** Contact Center & Agent Management category

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 ValueIndex Contact Center in the Cloud © 2024 Ventana Research

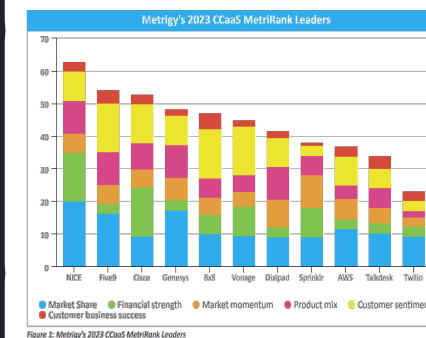
VENTANA
RESEARCH

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



FORRESTER

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



metrigy

Select NiCE Customers

10/10

Top US
health
insurance

Healthcare



5/5

Top US
Telco

Financial services



9/10

Top Global
financial
services

Manufacturing



6/10

Top
Fortune 10

Public sector/ education



Retail



Manufacturing



Travel and Entertainment



Telco





NiCE things customers 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

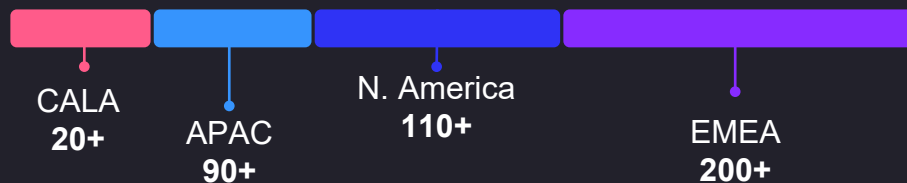
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BROADEST Partner Ecosystem



400+ Global CX Partners



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



Service partners



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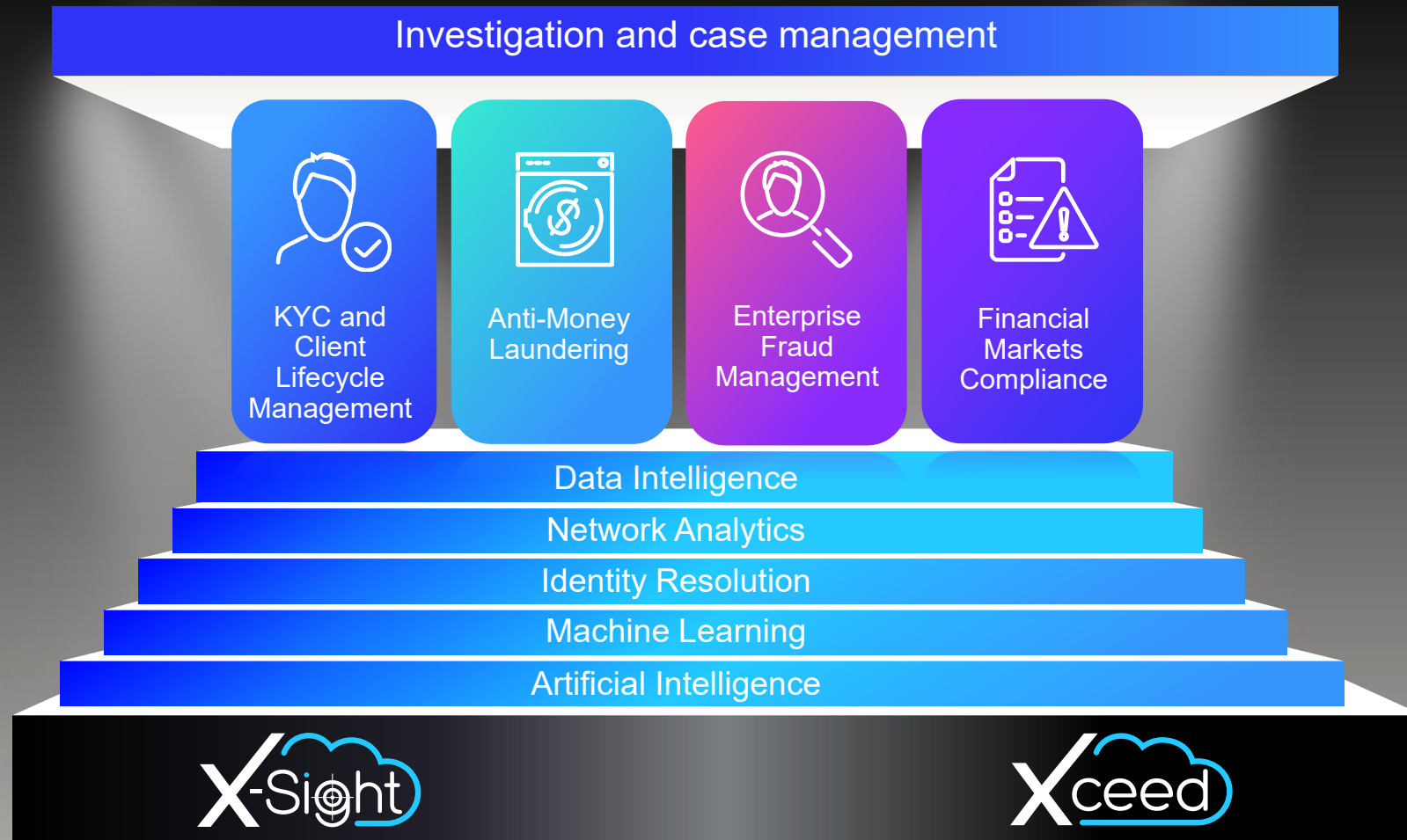
Making the world



a trusted place



NICE Actimize Portfolio



Safeguards financial institutions, customers and assets.

Embedded AI and analytics combats financial crime with speed and precision.

Provides industry-wide insights on threats to enable proactive prevention.

NICE Actimize by the Numbers

Trusted by over 1000+ customers

10/10

TOP EU Banks

10/10

TOP U.S. Banks

10/10

TOP Global
Investment Banks

4/5

TOP APAC Banks

Monitors over
5 billion
transactions
each day

Protects more than
\$6 trillion
each day

US Patents
+400



NICE Actimize Recognized as the Industry Leader in Financial Crime & Compliance Risk Management

Top RiskTech AI Vendor 2024



Leader Worldwide Enterprise Fraud 2024



Best Innovation AML Transaction Monitoring 2025



Leader in The Forrester Wave™: Anti-Money Laundering Solutions, Q2 2025

Leader in The Forrester Wave™: Enterprise Fraud Management Solutions, Q2 2024



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Evidencentral is the world's #1 public safety & justice AI cloud platform



The image features a large, stylized graphic of a cloud in shades of blue and teal. Inside the cloud, the word "EVIDENCENTRAL" is written in white, with a circular icon containing three concentric arcs above the letter "C". Below the logo, a horizontal flow diagram consists of six teal rounded rectangles connected by lines, containing the text: "Emergency Communications", "Police", "Prosecution", "Defense", "Courts", and "Corrections". At the bottom of the cloud, the text "Connecting the Entire Criminal Justice System" is written in white. The background of the slide is a dark, blurred image of police officers in tactical gear at a crime scene.

EVIDENCENTRAL

Emergency
Communications

Police

Prosecution

Defense

Courts

Corrections

Connecting the Entire Criminal Justice System

Making the world

a safer place



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



NICE things customers have to 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

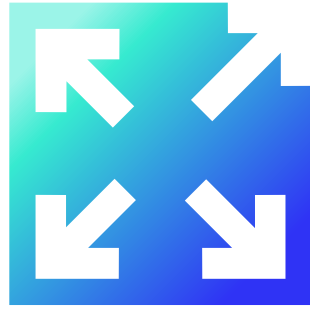




Yes.
We Definitely
Can



Obsessed
with Winning



Challenging
Limits, Always



Super-Sizing
Value for Our
Customers



A+ is Our
Starting Point



It's All About
Speed and
Precision



NiCE Core Values



Celebrating Our Customers

NUG.

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



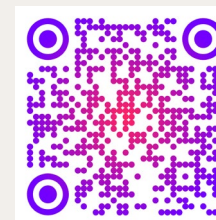
Your Moment in the CX Limelight

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 where
you can be
anything, be NiCE**



Care about the Greater Good



Inspiring teenage girls to pursue a future in technology

<code:coda>



Celebrating Diversity and Inclusion

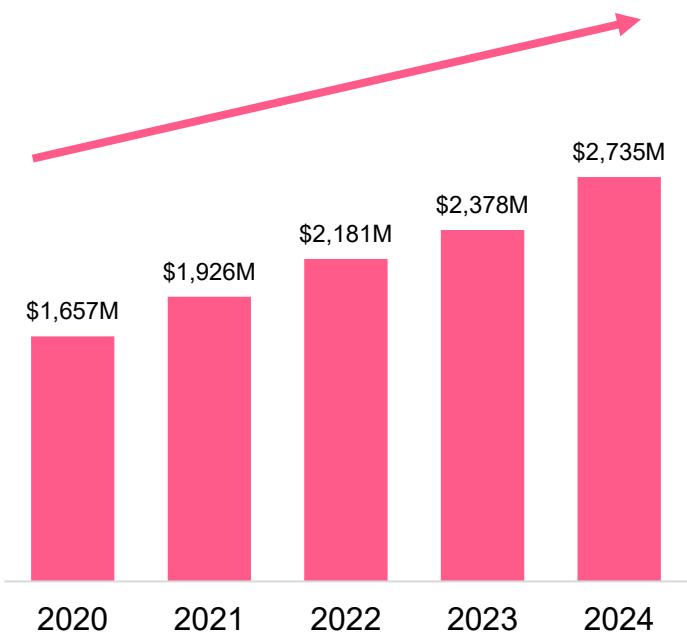


NiCE financial assets

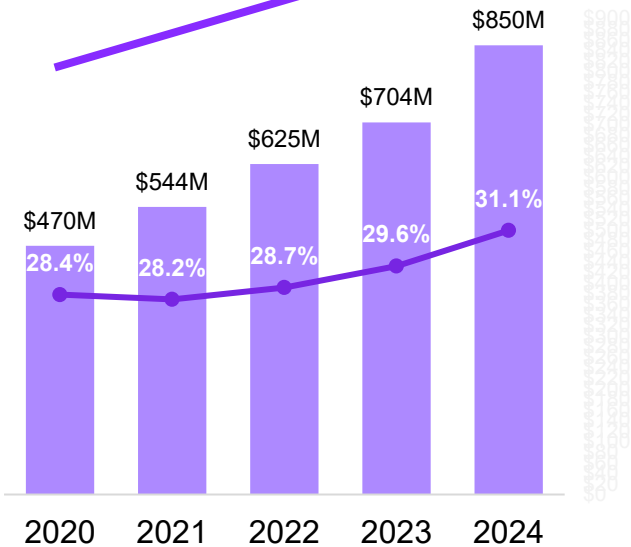


Profitable Growth Industry Leading

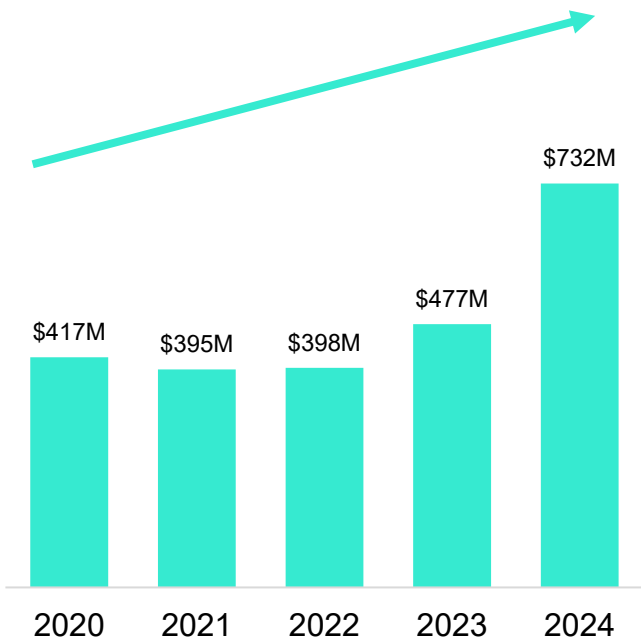
Total Revenue
(Non-GAAP)



Operating Income and Margin
(Non-GAAP)



Free Cash Flow



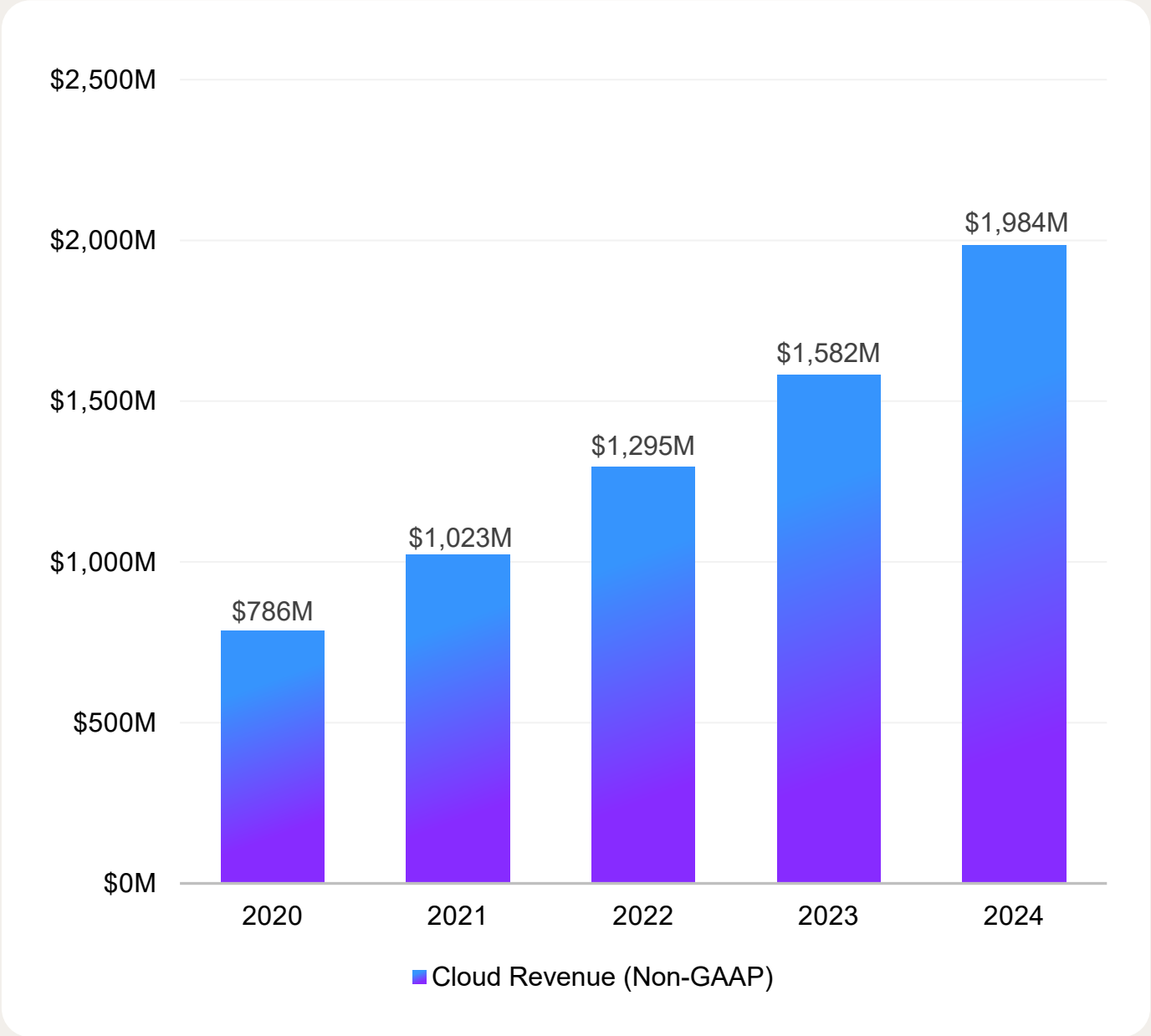
Unmatched Profitability

~\$833M

Cash Flow
Generated
in 2024

\$1.6B

Total Cash
Position



Largest Innovation Force

>3300

R&D
Professionals

650

AI Engineers

520+

Product Ideas of
annual Sparkathon

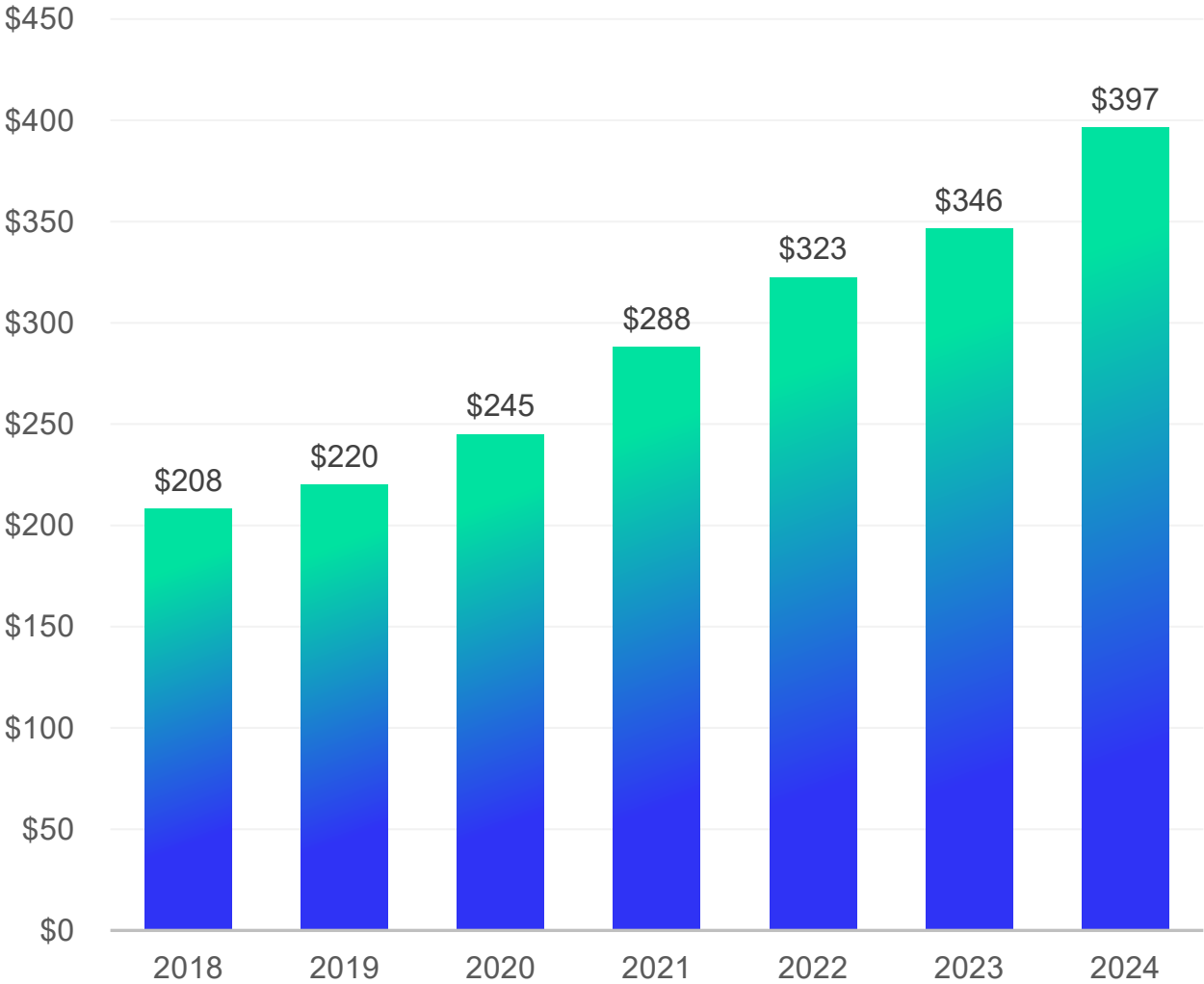
70+

Patents Submitted
Annually

>30%

Sparkathon ideas
embedded in Product

NICE R&D Investment 2018-2024 (\$M)



Q4-24

Financial Highlights

Q4 2024 Results	Quarterly Results	Increase Y/Y
Total Revenue	\$722M	16%
Cloud Revenue	\$534M	24%
Non-GAAP Operating Income	\$227M	22%
Non-GAAP Operating Margin	31.5%	150 bps
Non-GAAP EPS	\$3.02	28%
Cash from Operations	\$250M	38%

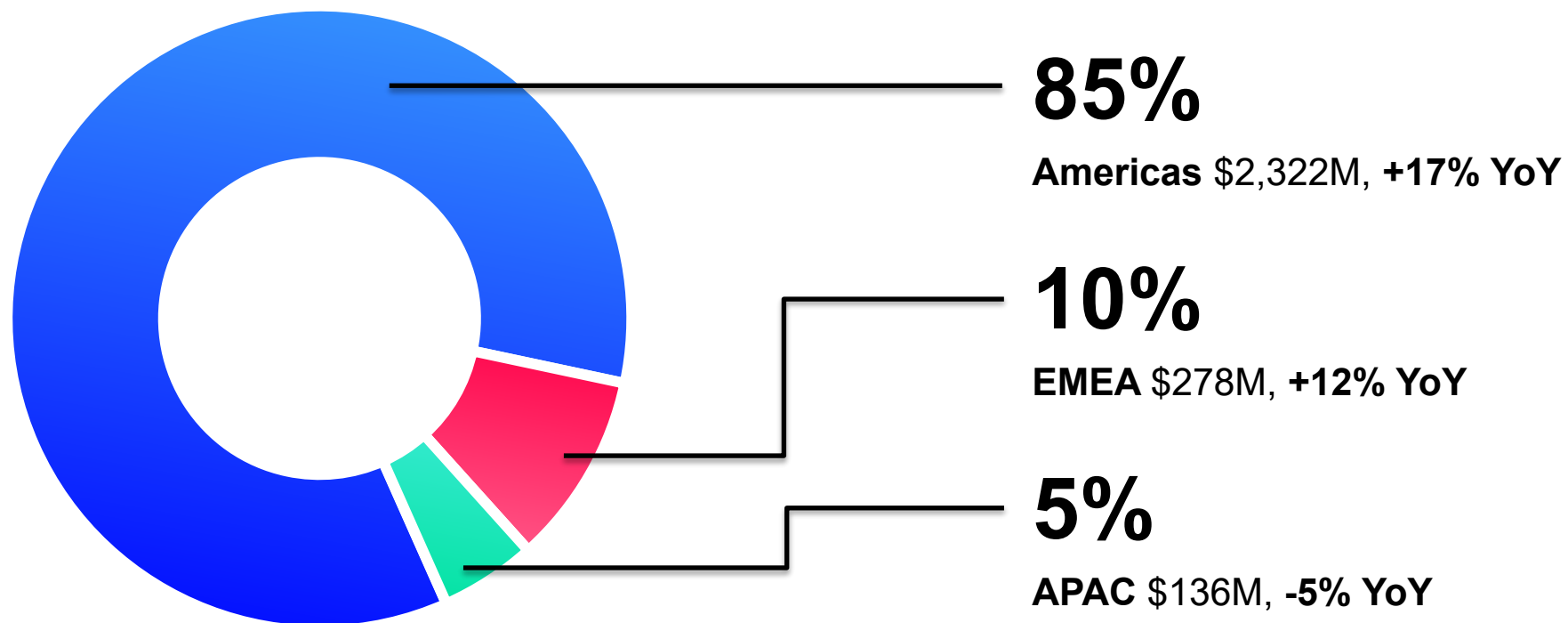
FY-24

Financial Highlights

Q4 2024 Results	Quarterly Results	Increase Y/Y
Total Revenue	\$2,735M	15%
Cloud Revenue	\$1,984M	25%
Non-GAAP Operating Income	\$850M	21%
Non-GAAP Operating Margin	31.1%	150 bps
Non-GAAP EPS	\$11.12	27%
Cash from Operations	\$833M	48%

Revenue Breakdown by Geographic Region

FY 2024



Thank You

Create a **NiCE** world 😊