

# NiCE Q2 2025 Investors Presentation

Create a  
**NiCE..**  
world 

# Create a NiCE world



## Customer Experience

**Automating** Customer Service by Orchestrating Workflows, Agents & Knowledge



## Financial Crime & Compliance

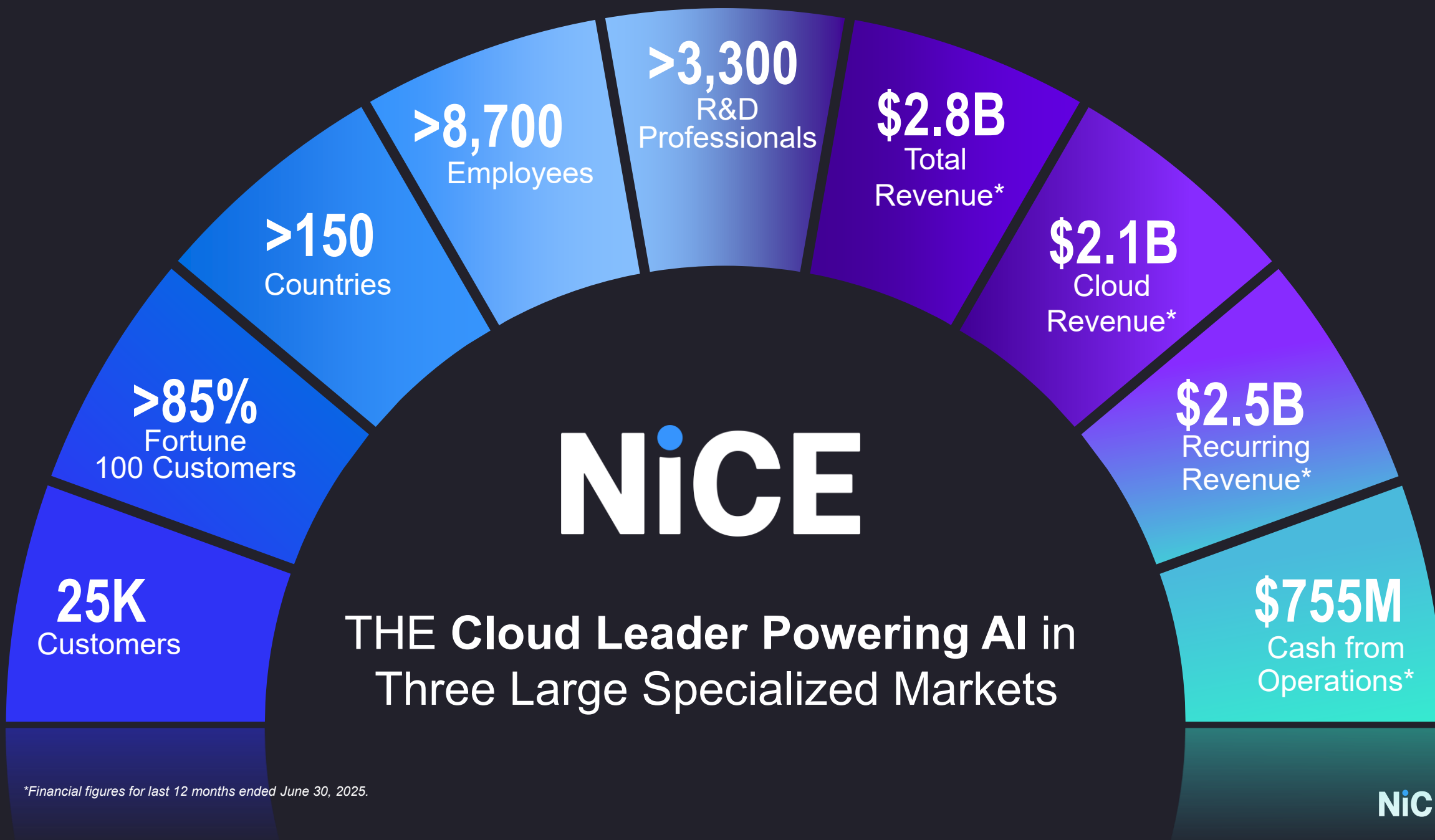
**Fighting** Financial Crime and Fraud



## Public Safety & Justice

**Digitally Transforming** Criminal Justice





*\*Financial figures for last 12 months ended June 30, 2025.*

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**Fighting** Financial Crime and Fraud



## Public Safety & Justice

**Digitally Transforming** Criminal Justice





## Reimagining Customer Experience

The AI platform for orchestrating  
**workflows, agents & knowledge**  
at unmatched precision and scale



Leading the Future of **AI-Powered Experiences**

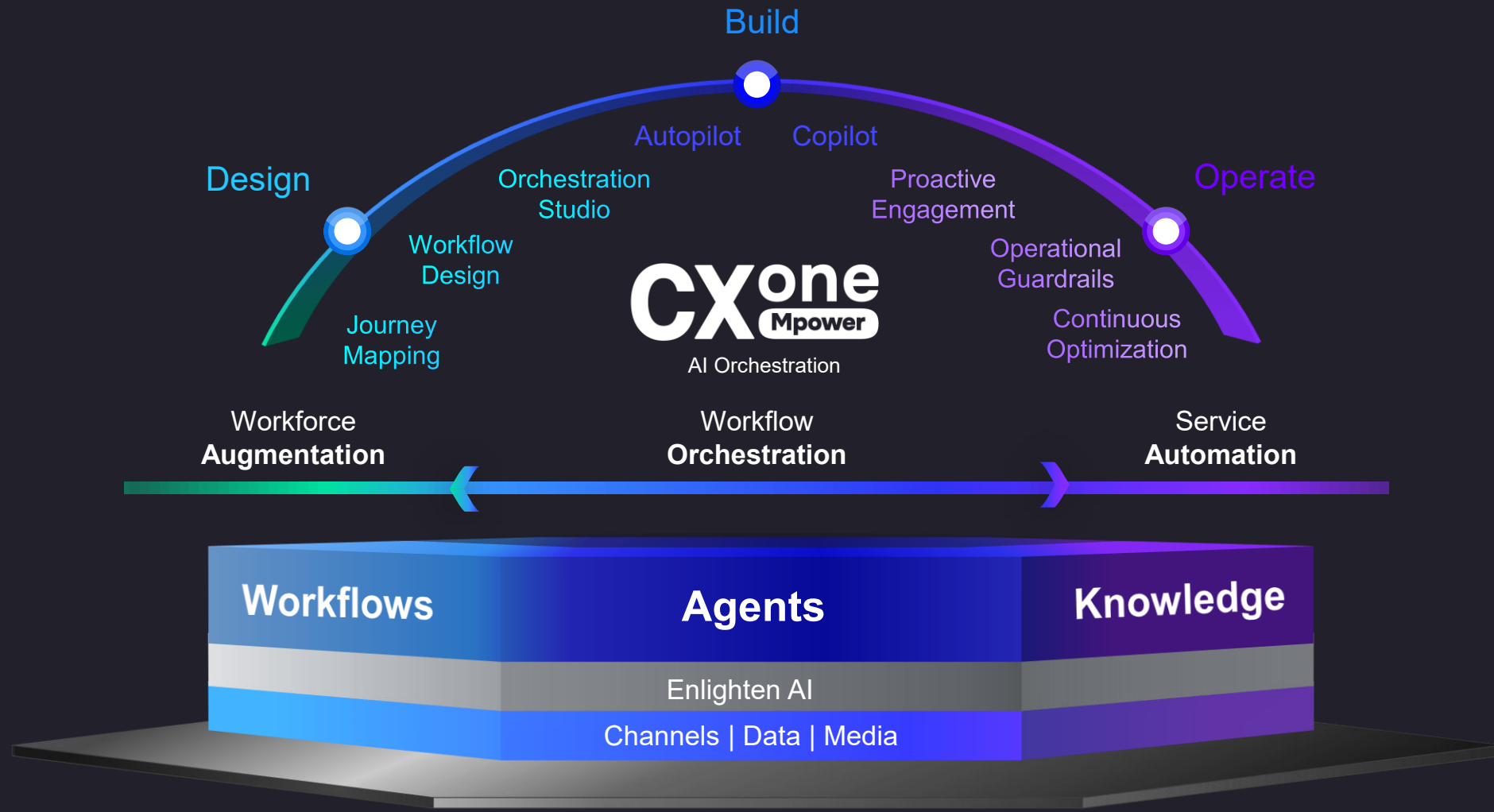


WORKFLOWS

AGENTS

KNOWLEDGE

# One AI Platform. Complete Customer Service Automation.



# NiCE CXone Market Leadership

FORRESTER®

THE FORRESTER WAVE™  
Contact-Center-As-A-Service Platforms  
Q2 2025



\*A halo indicates above-average customer feedback. A double halo indicates that the vendor is a Customer Favorite.  
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The Forrester Wave™: Contact-Center-As-A-Service Platforms, Q2 2025, Max Ball, Fiona Swerdlow and Sarah Morana.  
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Gartner®

Figure 1: Gartner Magic Quadrant for Contact Center as a Service



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NiCE

# 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

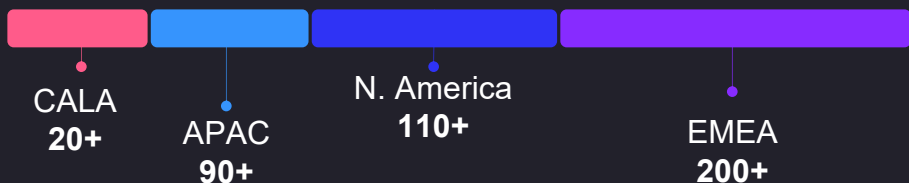


## Telco



# Broadest Partner Ecosystem

400+ Global CX Partners



75%

Of wins  
involve Partners

**NiCE**  
CXexchange

170+

Pre-integrated apps  
in the Marketplace

360 NICE  
PARTNER  
PROGRAM

## Global System Integrators

NTT DATA  
cognizant

accenture  
Deloitte.

Capgemini  
HCLTech

Infosys  
ltec DIGITAL

## Communication Service Providers

orange

verizon  
OPTUS

Bell

e2  
etisalat and

Deutsche Telekom  
NTT Communications

## Solution Partners

BRIGHTCONTACT  
Experts in Customer Engagement  
nwn carousel

FourNet  
CCT

inovo  
ECS

Exato  
NATILIK



## Technology Solution Distributors

TELARUS

BRIDGEPOINTECX

SANDLER PARTNERS

AppDirect

AVANT

INTELISYS  
Independence. No limits.

## Technology Alliance Partners

Google

zendesk

SAP CRM

Microsoft

salesforce

servicenow

Epic

ORACLE

aws

zoom

## CXexchange Marketplace Partners

TEXTTEL

Customer Dynamics

Sycurio.

SightCall VISION

NovelVox

gryphon.ai

SpinSci

SPICE X

bluip

Meltwater

INTERACT CX

## Service partners

SOFTTEL

SKYBOX COMMUNICATIONS

Condado GROUP

Webhelp

Navixus™

InflowCX

servion

FRONTLINE

BRIDGEPOINTECX

bright  
BrightCloud Group



NiCE

# The NiCE Foundations for Growth



**The most complete  
AI-platform in the  
industry** –  
intent to fulfillment



**Billions of labelled  
data** to power intelligent  
purpose-built AI



Accelerating growth  
with **key strategic  
partnerships**



**Decades of domain  
expertise** delivering  
mission-critical  
outcomes



**Financial strength**  
provides flexibility  
and long-term  
commitment to  
innovation



**Proven track record**  
of first to innovate  
and first to deliver

# Create a NiCE world



## Customer Experience

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## Financial Crime & Compliance

**Fighting** Financial Crime and Fraud



## Public Safety & Justice

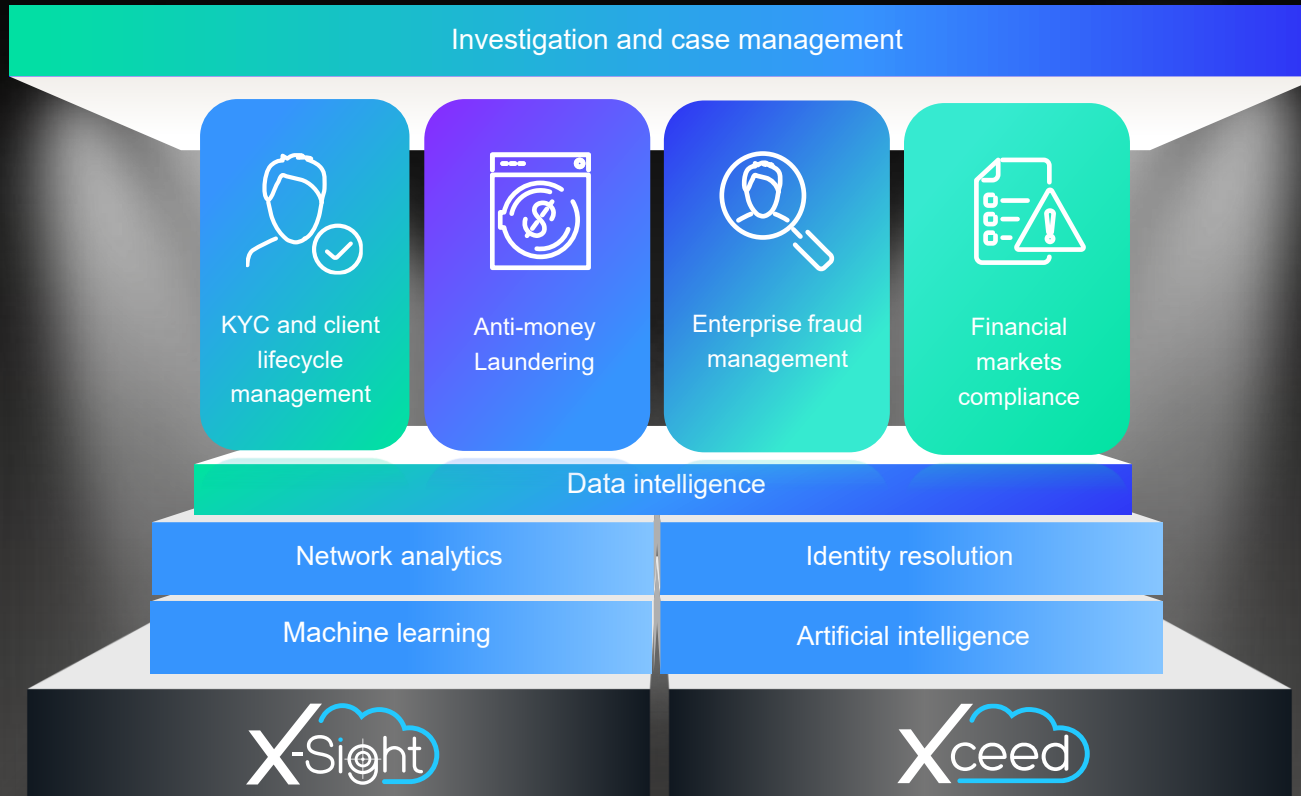
**Digitally Transforming** Criminal Justice



# Making the world a Trusted Place



# 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.



## 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

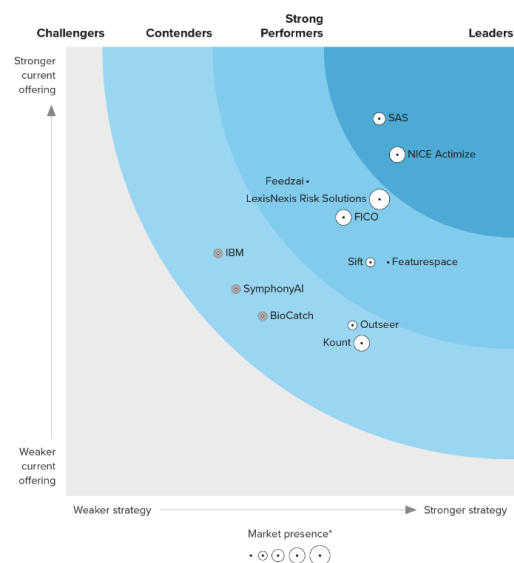


# NiCE Actimize Market Leadership

## FORRESTER®

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

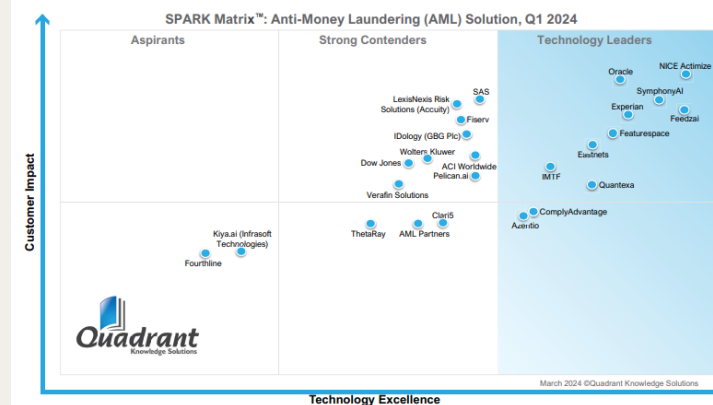
THE FORRESTER WAVE™  
Enterprise Fraud Management Solutions  
Q2 2024



## Quadrant

Knowledge Solutions

### The SPARK Matrix™: Anti-Money-Laundering (AML) Solution, Q1 2024



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The SPARK Matrix™ is copyrighted by Quadrant Knowledge Solutions Private Limited.

## NiCE

# Create a NiCE world



## Customer Experience

Automating



## Financial Crime & Compliance

Fighting



## Public Safety & Justice

Digitally Transforming



# Making the world a Safer Place



# Evidencentral is the World's #1

## Public Safety & Justice AI Cloud Platform



The image features a background photograph of police officers in tactical gear at a crime scene. Overlaid on this is a large blue cloud-like shape containing the Evidencentral logo and a flowchart. The logo consists of the word 'EVIDENCENTRAL' in white, with a stylized signal icon replacing the 'C'. Below the logo is a horizontal flowchart with six dark blue rounded rectangular boxes connected by lines, representing the criminal justice system: Emergency Communications, Police, Prosecution, Defense, Courts, and Corrections. At the bottom of the cloud shape, the text 'Connecting the Entire Criminal Justice System' is written in white.

# EVIDENCENTRAL

Emergency  
Communications

Police

Prosecution

Defense

Courts

Corrections

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



Thank You

Create a **NiCE** world 😊