

# 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*



**Jeff Comstock**  
*President, CX Product & Technology*



**Craig Costigan**  
*CEO, NICE Actimize*



**Arun Chandra**  
*Chief Operating Officer*



**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



# Create a NiCE world



## Customer Experience

**Reimagining**


Customer Experience



## Financial Crime & Compliance

**Fighting**

Financial Crime and Fraud



## Public Safety & Justice

**Digitally Transforming**

Criminal Justice







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

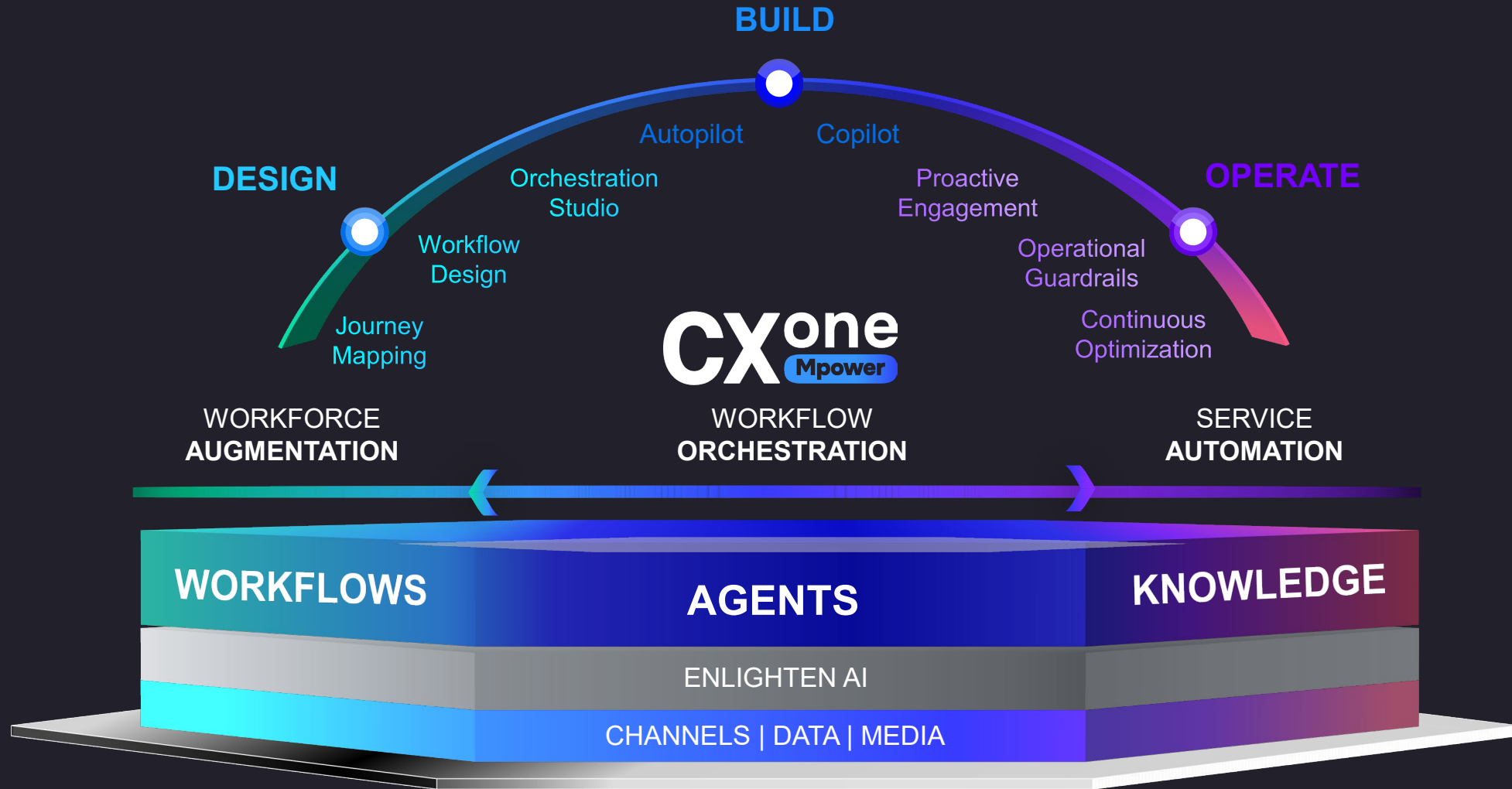
Redefining CX with AI purpose-built to automate and scale customer service.



### 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

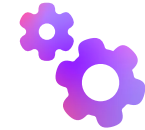
## Streamline Technology



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

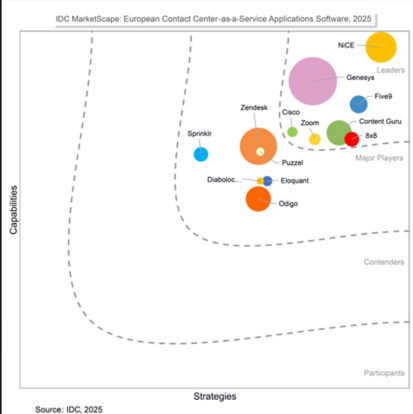


For 11th Consecutive Year  
NICE named a Leader in  
2025 Gartner Magic  
Quadrant for Contact Center  
as a Service



**Gartner**

NiCE positioned a **Leader**  
in **IDC MarketScape**  
**European** for Contact  
Center-as-a-Service 2025



**IDC**

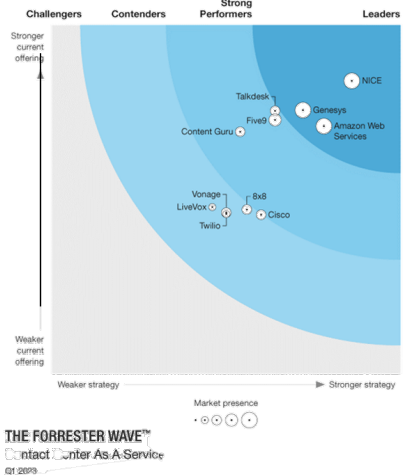
Ventana ranks NICE  
**Leader in every**  
Contact Center & Agent  
Management category

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%
Six8	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 as a Service (Global)  
© 2025 Ventana Research

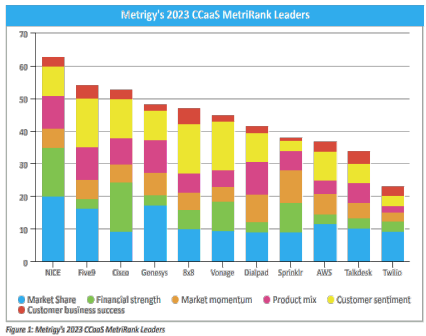
**VENTANA  
RESEARCH**

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

## Business Services



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.

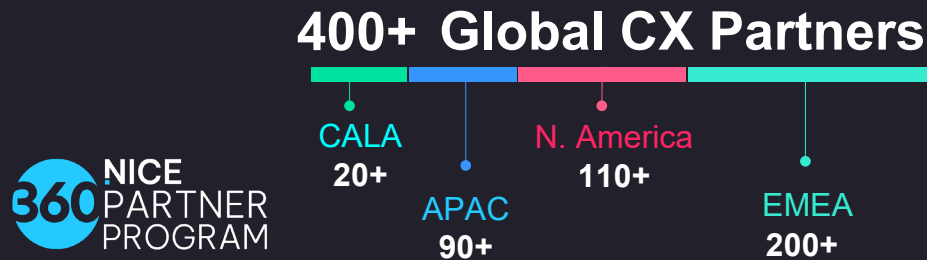
David Fox,  
**Sr. Director, Tripadvisor**

”





# BROADEST Partner Ecosystem



**110 new partners  
in 2024**

**75% of CXone  
Mpower new logo wins  
involve partners**

**63% of CXone Mpower  
new ACV is partner led**

**70% of large enterprise  
deals were partner led**

**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





# Create a NiCE world



## Customer Experience

**Reimagining**

Customer Experience



## Financial Crime & Compliance

**Fighting**

Financial Crime and Fraud



## Public Safety & Justice

**Digitally Transforming**

Criminal Justice







Making the world

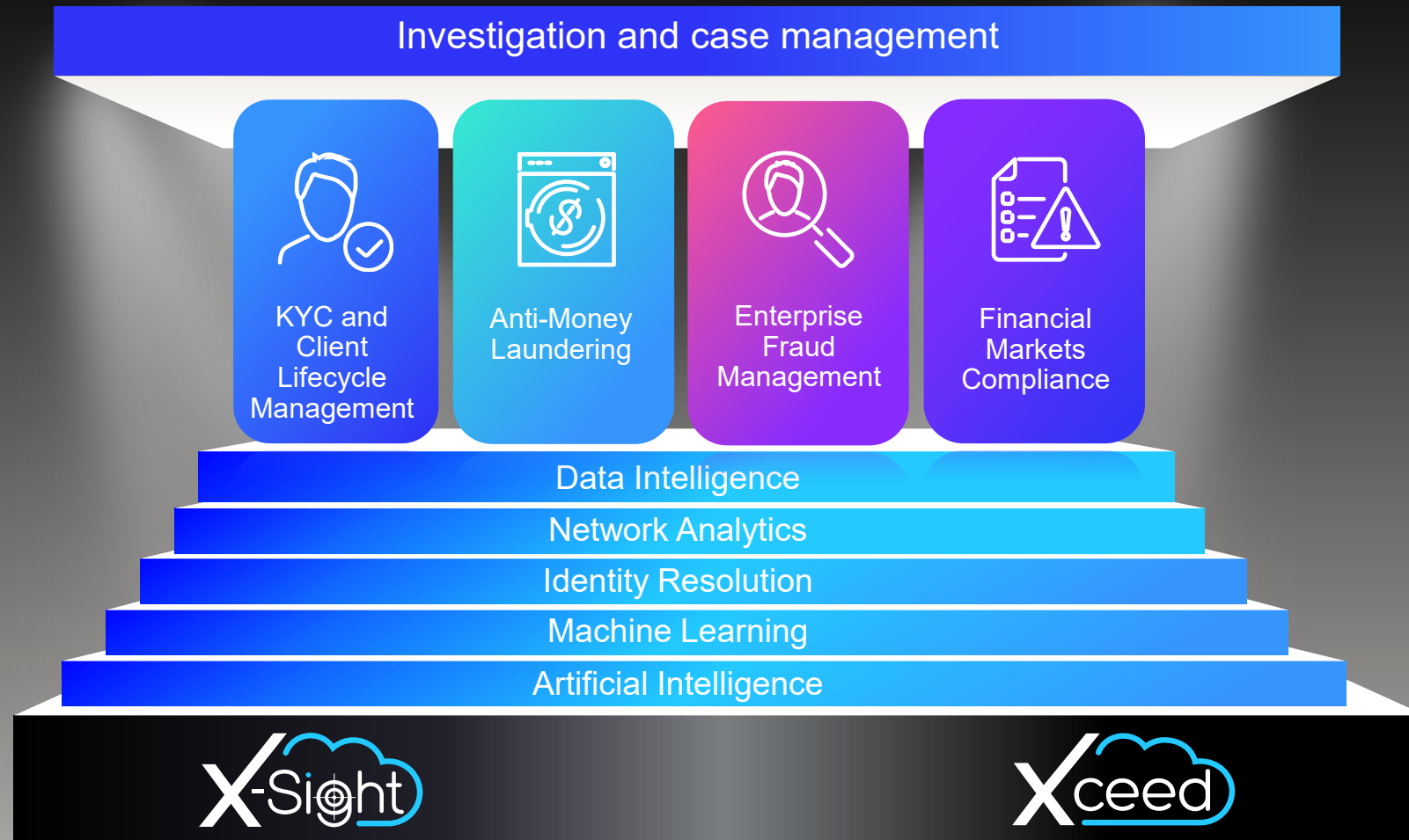


a trusted place





# NICE Actimize Portfolio



Safeguards financial institutions, customers and assets.

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



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



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





# Create a NiCE world



## Customer Experience

### Reimagining

Customer Experience



## Financial Crime & Compliance

### Fighting

Financial Crime and Fraud



## Public Safety & Justice

### Digitally Transforming

Criminal Justice

# 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 flowchart 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

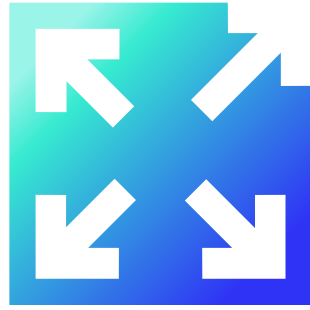




Yes.  
We Definitely  
Can



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

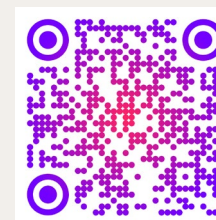


Your Moment in the  
**CX Limelight**

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



Join today at  
[NICE.com/clubs](https://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



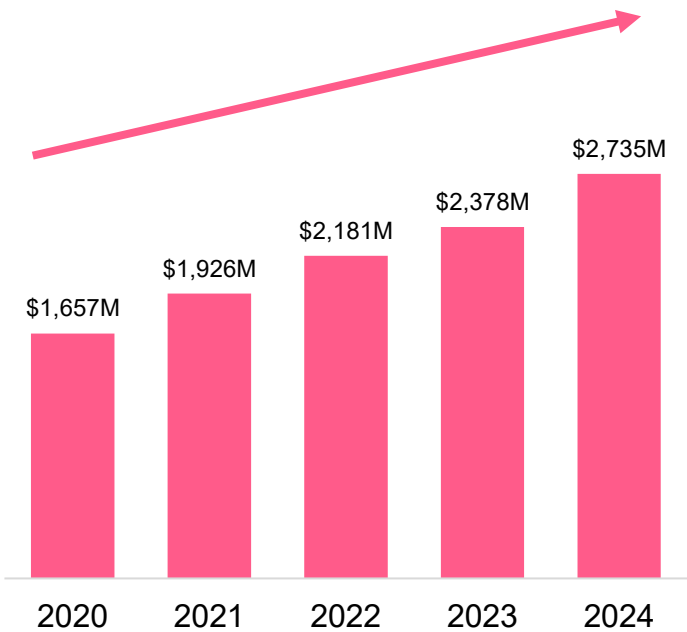


# NiCE financial assets

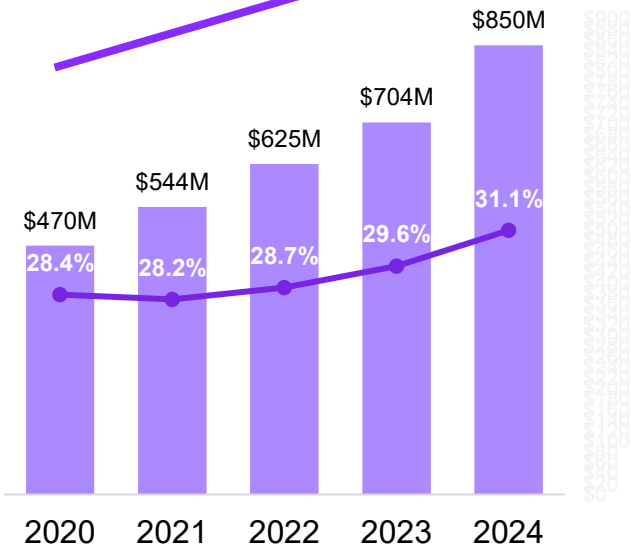


# Profitable Growth Industry Leading

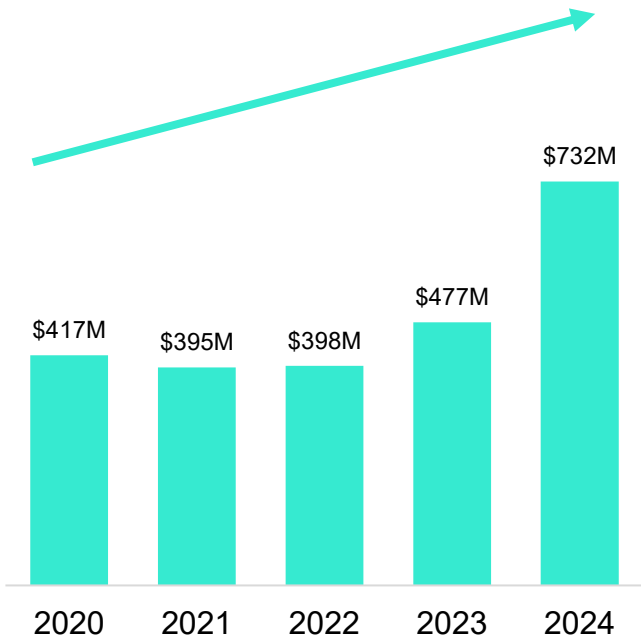
**Total Revenue**  
(Non-GAAP)



**Operating Income and Margin**  
(Non-GAAP)



**Free Cash Flow**



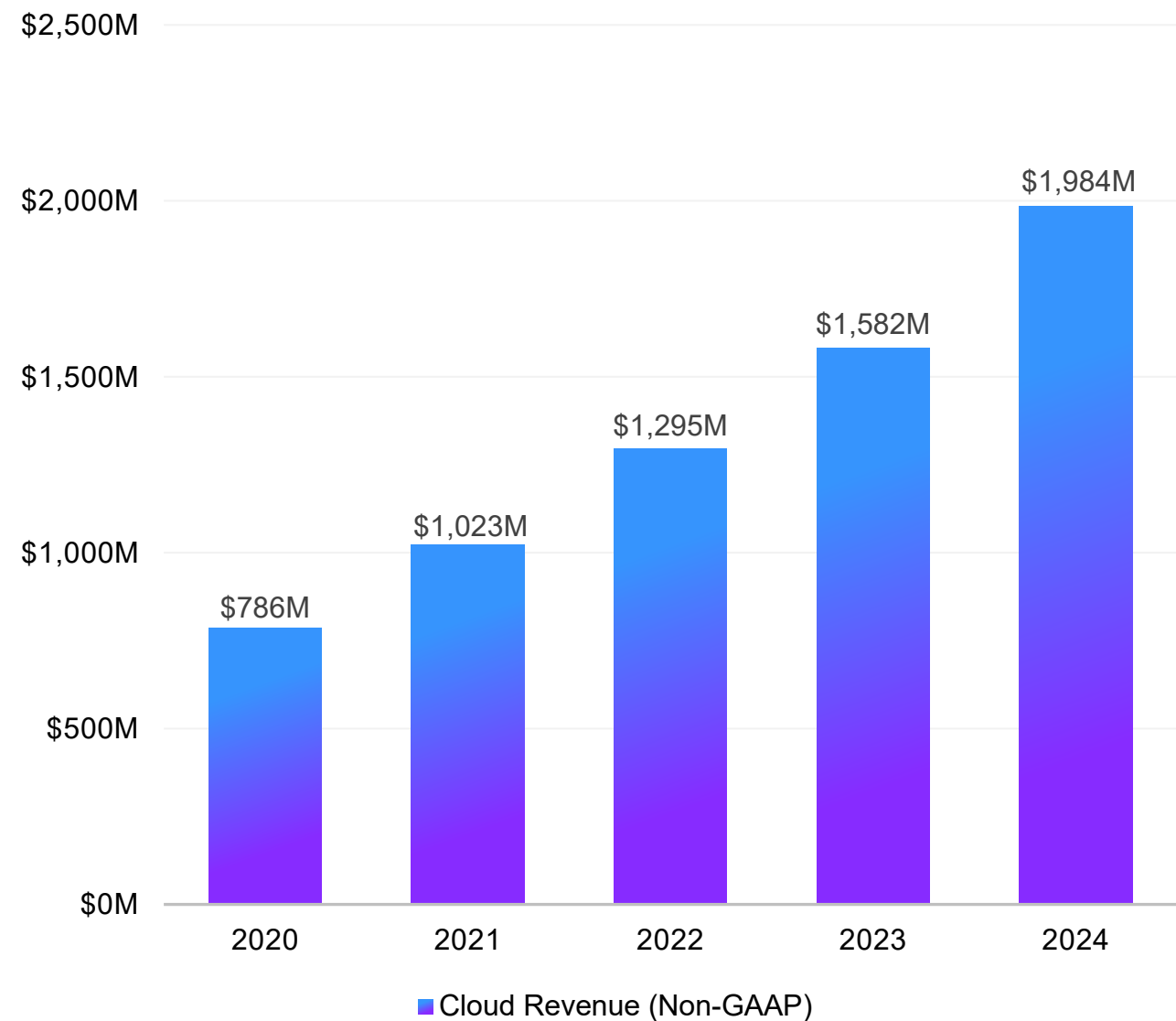
# Unmatched Profitability

~\$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

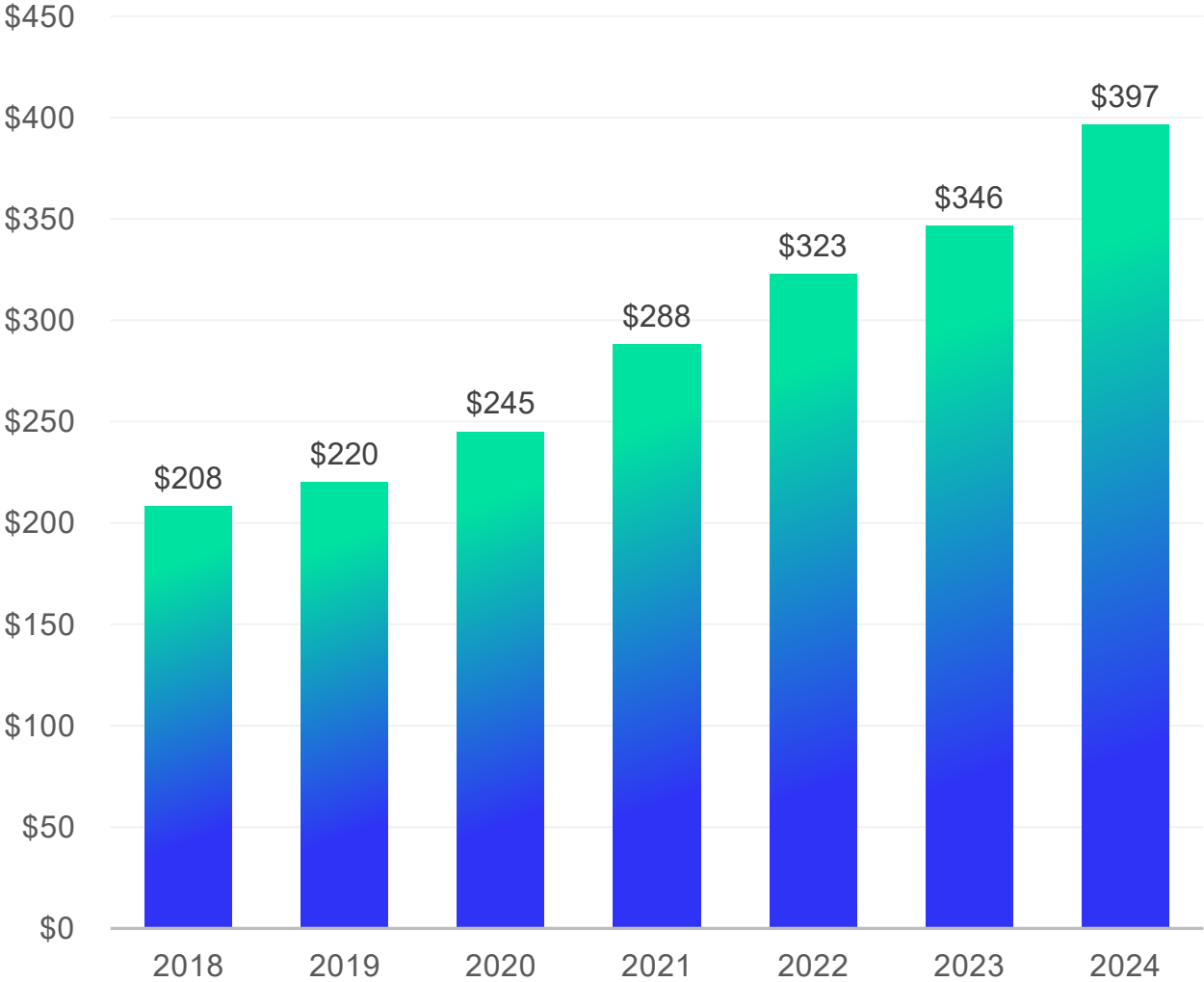
70+

Patents Submitted  
Annually

>30%

Sparkathon ideas  
embedded in Product

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



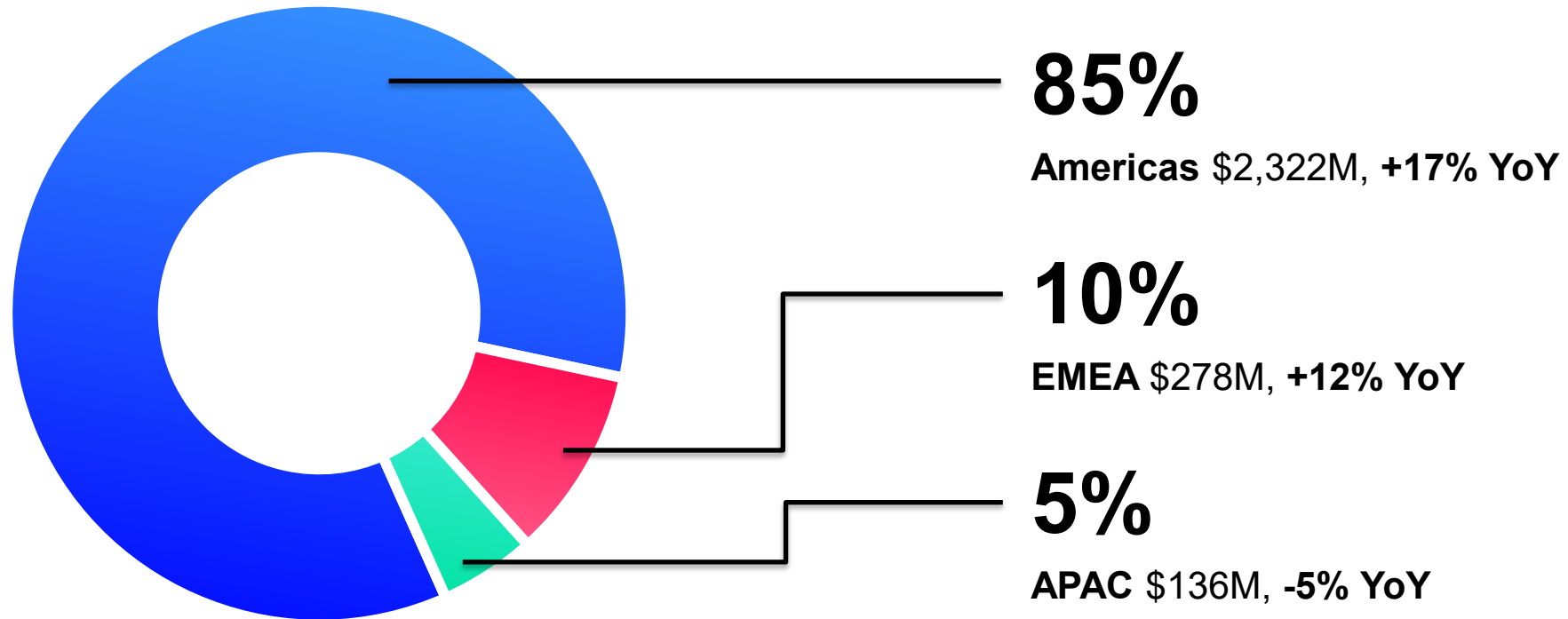
# FY-24

## 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 ☺