

# NiCE Q4 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





# NiCE

## THE Cloud Leader Powering AI in Three Large Specialized Markets

\*Financial figures for the year ended December 31, 2025.

# 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





## Reimagining Customer Experience

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



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

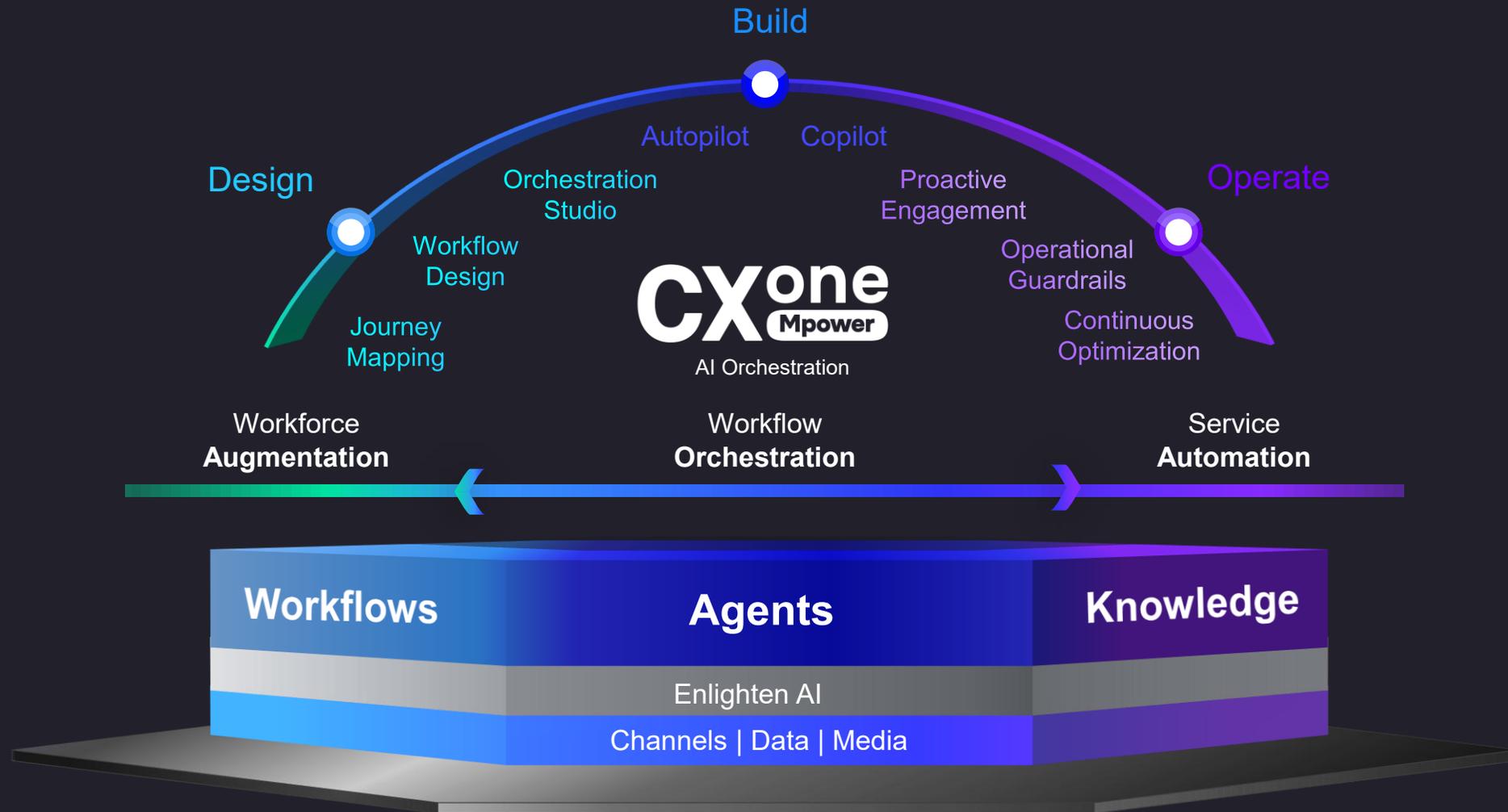


WORKFLOWS

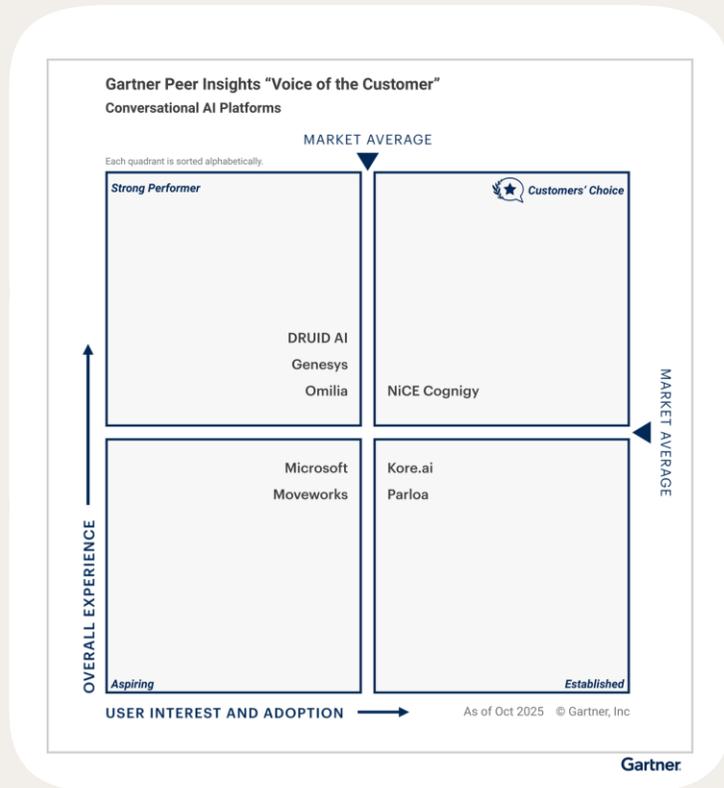
AGENTS

KNOWLEDGE

# One AI Platform. Complete Customer Service Automation.



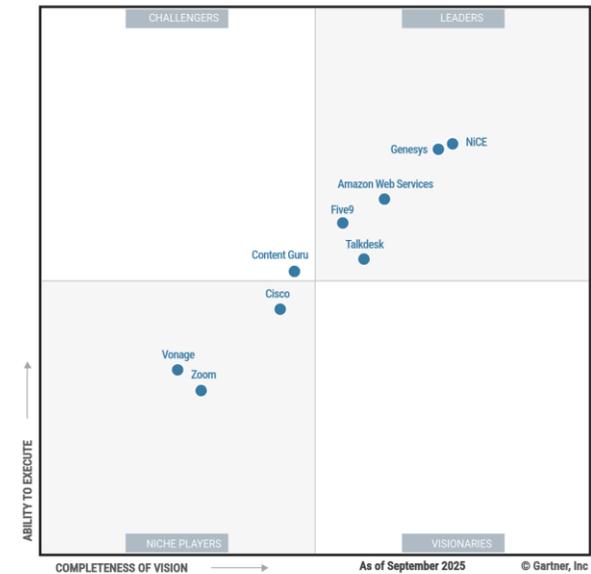
# NiCE CX Market Leadership



Gartner (December 2025)



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



Gartner Magic Quadrant for Contact Center as a Service, Q3 2025, Drew Kraus, Jason Bridge, Megan Fernandez, Pri Rathnayake, Pankil Sheth © 2025 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. and its affiliates. Gartner does not endorse any vendor, product or service depicted in its research publications and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.



# 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



360 NICE PARTNER PROGRAM



75%

Of wins involve Partners

NiCE CXexchange

170+

Pre-integrated apps in the Marketplace

Global System Integrators	NTT DATA, cognizant, accenture, Deloitte., Capgemini, HCLTech, Infosys, ttec 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, SANDLER PARTNERS, AppDirect, AVANT, BRIDGEPOINTECX, INTELISYS
Technology Alliance Partners	Google, zendesk, SAP CRM, Microsoft, servicenow, salesforce, Epic, ORACLE, aws, zoom
CXexchange Marketplace Partners	TEXTTEL, Sycurio, NovelVox, SpinSci, bluiP, Customer Dynamics, SightCall, gryphon.ai, SPICE X, Meltwater, INTERACT CX
Service partners	SOFTTEL, Condado GROUP, Navixus™, FRONTLINE, servion, bright, SKYBOX COMMUNICATORS, Webhelp, InflowCX, BRIDGEPOINTECX



# The NiCE Foundations for Growth

The icon features the letters 'Ai' in a light blue font, with a small star above the 'i'.

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

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



## Financial Crime & Compliance

**Fighting** Financial Crime and Fraud



## Public Safety & Justice

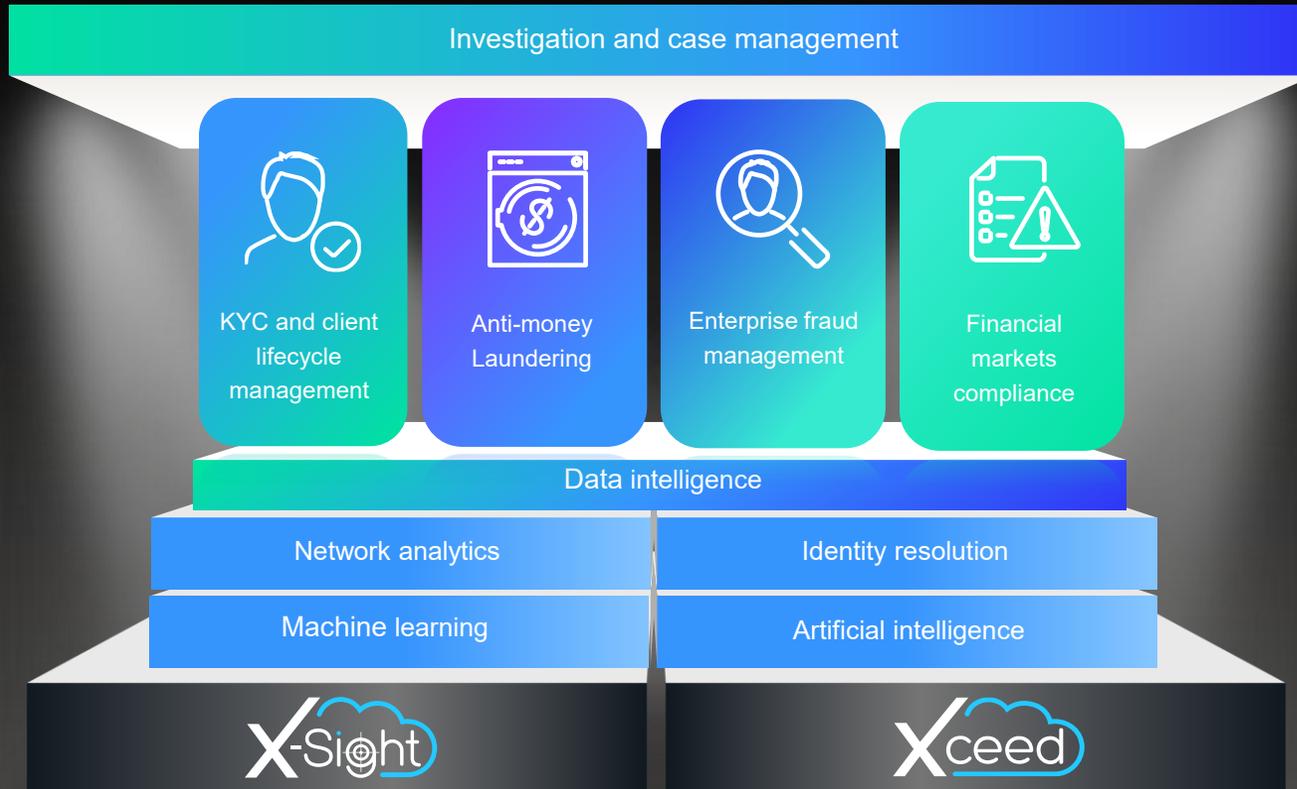
**Digitally Transforming** Criminal Justice



# Making the world a 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

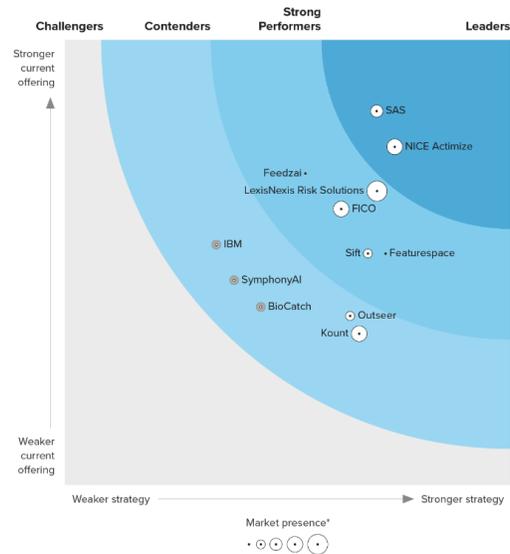


# NiCE Actimize Market Leadership

## FORRESTER®

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

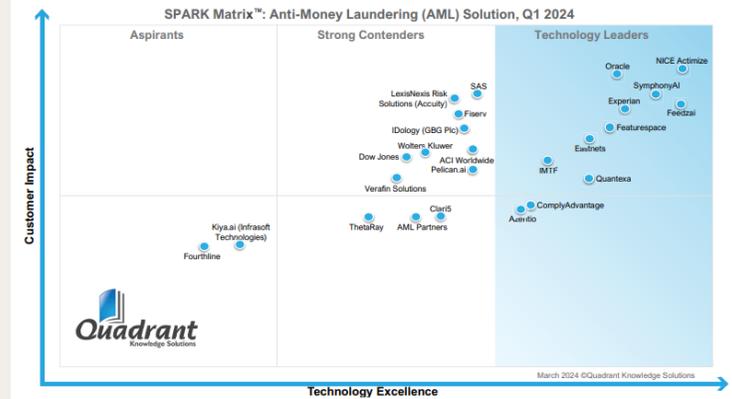
THE FORRESTER WAVE™  
Enterprise Fraud Management Solutions  
Q2 2024



\*A gray bubble or open dot indicates a nonparticipating vendor.

## Quadrant Knowledge Solutions

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



Quadrant Knowledge Solutions

March 2024 ©Quadrant Knowledge Solutions

The Forrester Wave™ is copyrighted by Forrester Research, Inc. Forrester and Forrester Wave™ are trademarks of Forrester Research, Inc. The Forrester Wave™ is a graphical representation of Forrester's call on a market and is plotted using a detailed spreadsheet with exposed scores, weightings, and comments. Forrester does not endorse any vendor, product, or service depicted in the Forrester Wave™. Information is based on best available resources. Opinions reflect judgment at the time and are subject to change.

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



**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 😊