

# Turn AI ambition into enterprise-scale results for CX



**NiCE**



AI-powered next-best experiences drive

**+8%**

revenue

**+20%**

CSAT

**-30%**

cost to serve

[McKinsey](#)



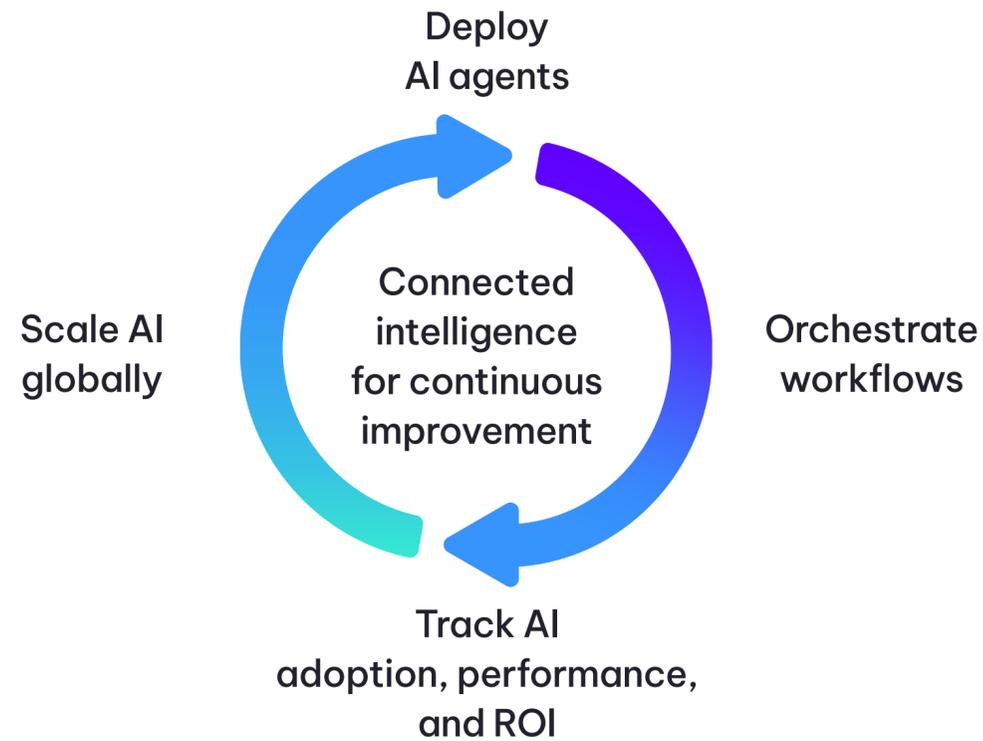
Modernize without compromise on a **proven, secure, and flexible** CX AI platform. >



# Innovate with best-of-breed AI on a unified platform

Renowned for long-lasting vehicles and first-of-its-kind technical solutions, **Toyota is raising the bar for CX innovation** by delivering unique experiences with seamless self-service via phone, chat, and proactive outreach. Prioritizing safety, Toyota's "E-Care" AI agent voicebot proactively calls owners when a warning light appears. At the same time, the AI agent shares relevant technical information with the dealership. The results? **98% of customers love the AI service** and **95% immediately book service appointments**.

## AI-first transformation



## Real impact, real results



25+

AI agents on chat and phone



98%

of customers love the AI service



95%

book service directly with the AI agent

Learn more [→](#)



"With NiCE Cognigy AI, we're able to provide our customers with real added value and deliver even better services and products."

**Peter-Pascal Meik**  
Manager, Innovation & Projects  
Toyota

Choose **market-leading AI on a CX AI platform** that works smarter for your customers and your business.

- **Deploy AI agents** that think, adapt, and act to deliver human-like experiences that are dynamically informed by AI.
- **Orchestrate workflows** across your entire ecosystem, from CRM to ERP to ticketing to payment systems.
- **Track AI adoption, performance, and ROI** in real-time—so you can know (and prove) your investments are delivering results.
- **Scale AI globally** across all use cases.

## The NiCE difference

Unlock the value of your AI-first transformation with the only platform that automates experiences from intent to fulfillment, combines generative and CX-specific AI in real-time, and tracks AI impact.



# Transform CX with confidence

The Department for Work and Pensions (DWP) for the UK government is driving service innovation and ensuring data sovereignty with a strategic migration from legacy on-premise infrastructure to a **secure, UK-sovereign cloud platform**. In partnership with NiCE and Route 101, DWP is modernizing its contact center operations, supporting **over 40,000 agents** and transforming both **phone and digital services**.

At NiCE, we work with the largest, most demanding organizations in the world. Earning that trust means putting the **security of your data** and the **reliability of your business operations** first. Trust is built into the CXone platform with enterprise-grade security and compliance safeguarding every interaction on a resilient platform backed by a 99.99% guaranteed uptime, so that you can move forward with confidence.

## Trust by design



Most FedRAMP-authorized applications



Only provider offering sovereign cloud regions (Australia, EU, UK)



27+ Years of cloud and contact center experience



150+ countries, trusted by 25,000+ customers

### Securely transforming phone and digital services

Department for Work & Pensions



40,000+ agents



Serving 20M people



Secure data sovereignty

[Learn more](#) →

### Securing your trust with every interaction

NiCE delivers a secure platform that upholds industry standards and best practices, no matter the industry or geography.



“211 LA is the lifeline for wildfire survivors, and NiCE was ours. It’s more than a solution; it’s a lifelong partnership.”

**Gilbert Zavala**  
Communications Director

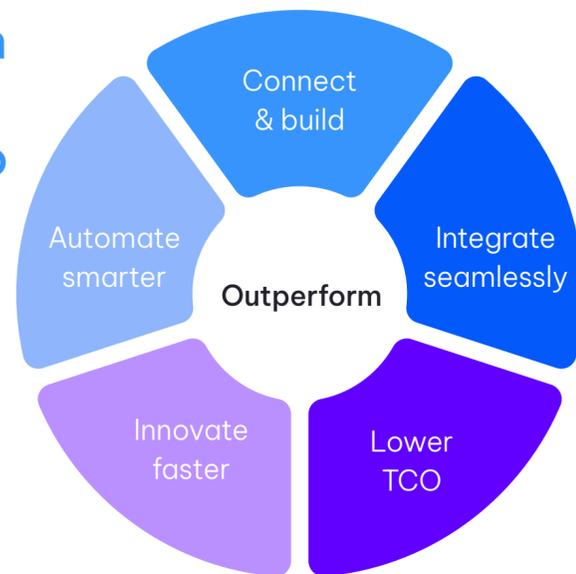


# Streamline on an open and flexible platform

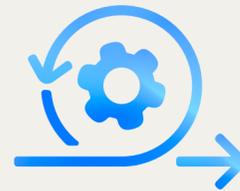
**Marriott International** replaced its static, fragile, and costly legacy CX systems to gain powerful interoperability and scalability for its growing needs. With NiCE, the hospitality leader consolidated **20 global customer experience centers** onto a single platform, migrating off 11 vendors and simplifying operations. The result: **lower TCO, higher quality interactions, and improved agent satisfaction.**

With pre-built connectors, seamless integrations, and best-of-breed native solutions, NiCE **lowers total cost of ownership (TCO)** while adapting to your needs as they evolve. What's more, connected components become **intelligent extensions of the platform.** Our purpose-built AI understands, automates, and orchestrates workflows to **take action and complete tasks** across your entire, unique service operation, including your custom elements.

The freedom to choose, the power to outperform at scale



## Streamlined operations, at a global scale



**11** vendors migrated off for streamlined tech stack



**20** CX centers consolidated onto one platform

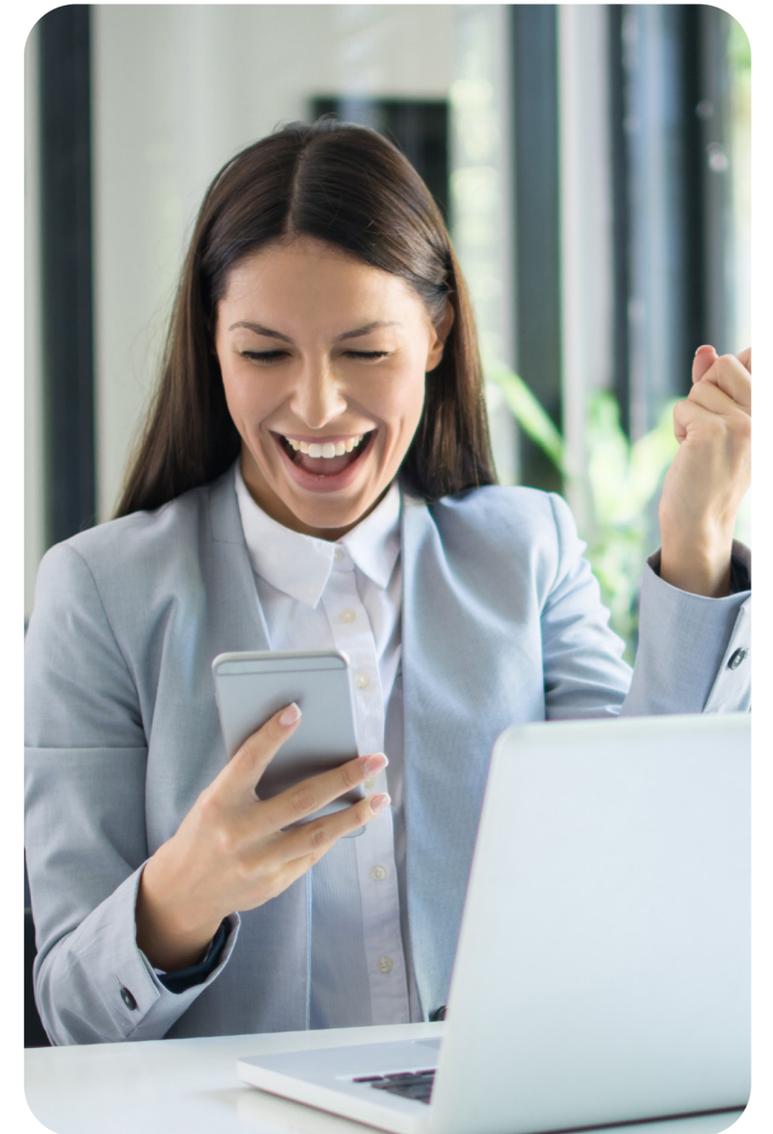


**6,500+** agents, 46M interactions, 18 languages

[Learn more](#) →

## Your CX AI platform, your way

Bring your own models, connect external data, integrate third-party apps, and choose from our complete suite. All on an open, flexible platform that accelerates your time to value.



“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.”

**Kristina Heidesch**

Director of CEC Systems, Product Services  
Marriott International



# Inside our unique approach: Everything you need for AI-first CX

**NiCE CXone**

## Engagement Orchestration

### Orchestrate end-to-end customer engagement

- Omnichannel Engagement
- Workflow Orchestration
- Voice Services

**>15B** Interactions orchestrated annually

## Workforce Empowerment

### Empower workforce productivity

- Workforce Engagement Management
- Copilots

**>1M** Human agents on the platform

## Agentic Experience Automation

### Automate experiences with AI agents

- Conversational AI and Agentic Platform
- Knowledge Management

**>6B** Interactions automated annually

## CX AI Platform

### One unified AI platform built for CX transformation

- Seamless engagement
- Connected intelligence
- Open ecosystem
- Trust and observability

**>25K** Brands trust NiCE



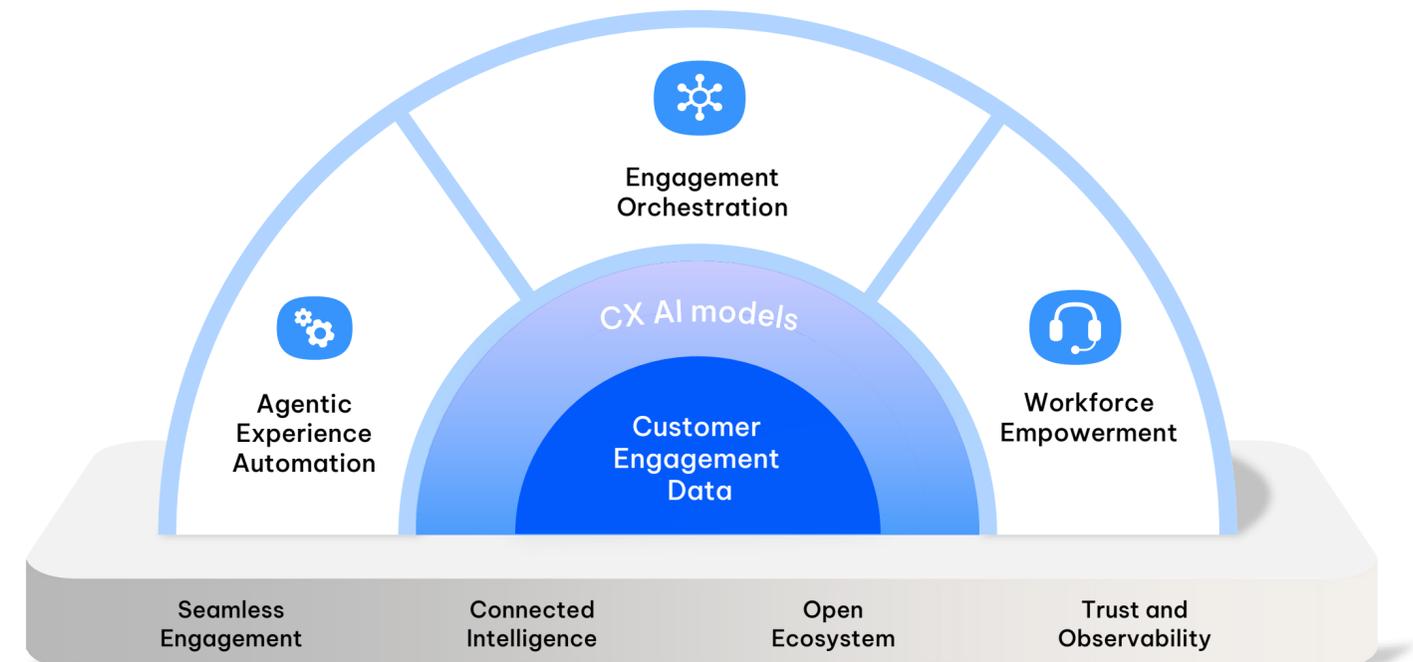
# Empowering enterprises for the AI-first future of customer experience

NiCE CXone is the CX AI platform for orchestrating human and AI agents to automate experiences, empower the workforce, and accelerate smarter experiences at every point of engagement.

Built for the AI-first enterprise, NiCE unifies an AI-ready data foundation, connected systems, and customer experience on one platform, turning data into intelligent action across your business.

Only NiCE securely combines generative and CX-specific AI with contextual memory to deliver automation that's proactive, trusted, and always improving. Open and extensible by design, NiCE simplifies legacy complexity and empowers leaders to turn CX into a strategic engine for enterprise growth, efficiency, and innovation.

**NiCE CXone**



# Experience the NiCE advantage for your business

Watch the demo here



## About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

[www.nice.com](http://www.nice.com)

Contact us

