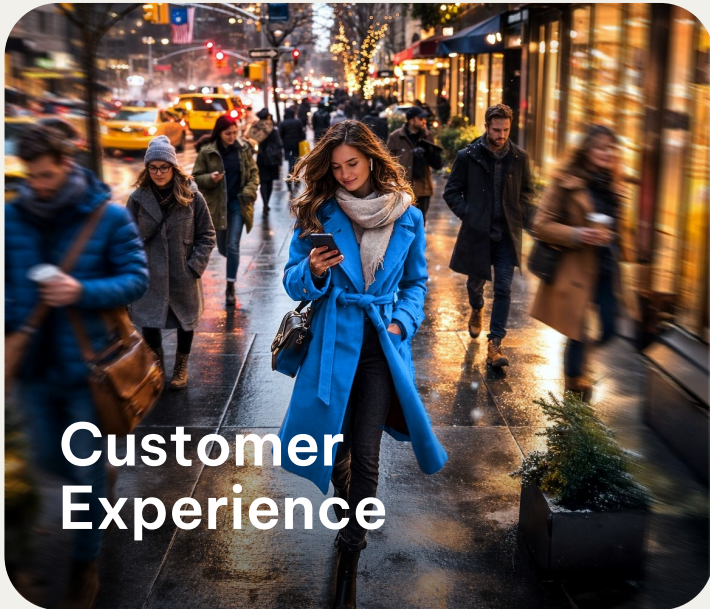


Corporate Overview

April 2026

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

20B+

CXone customer interactions orchestrated yearly

5,000B+

Dollars protected every day

5B+

Financial transactions monitored daily



2T

AI-analyzed words per month

1M+

Agents delivering exceptional service on CXone daily

30M+

Evidence items collected

6B

AI-Augmented interactions



NiCE

**We are passionate
about transforming
experiences to be**

extraordinary and trusted

NiCE

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

25,000
Customers



Global leadership



>3,500
Software engineers

>85%
of fortune 100



>9,600
Employees

\$2.9B
Revenue



150
Countries

27
Local offices

Our **innovative** leading AI hyper platforms

CXone

X-Sight

EVIDENCENTRAL

System of Record

System of Intelligence

System of Workflows

Customer engagement

25,000 customer service organizations globally

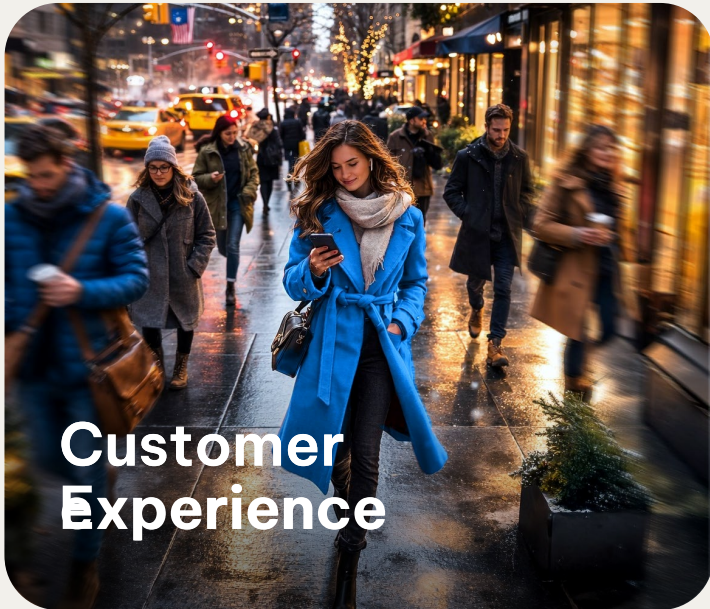
Financial crime and compliance

1,000+ financial institutions around the globe

Public safety & justice

30,000 policing and criminal justice operations

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Seamless

Personal

Connected

That's so NiCE



We are NiCE CX

Leading the future of customer engagement



Leader

Unmatched leadership and proven expertise in transforming customer engagement



Innovator

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



Trusted partner

Empowering enterprises to achieve extraordinary results -together

NiCE CXone

The Complete CX AI Solution on One Platform.

The only platform that automates customer experience, empowers the workforce, and orchestrates end-to-end customer engagement.



AI agents for agentic automation

Accelerate AI-driven automation to scale customer satisfaction—dramatically reducing time-to-resolution through intelligent containment across agentic voice and chat.



Human agents elevated with AI

Blend real-time Copilot guidance, automated insights, auto summarization and sentiment intelligence to deliver more confident agents and more human customer experiences.



From interactions to outcomes

Bring every customer interaction together into a connected journey. Proactively prevent issues, guide experiences in real time, and unlock insights that improve satisfaction, efficiency, and loyalty.

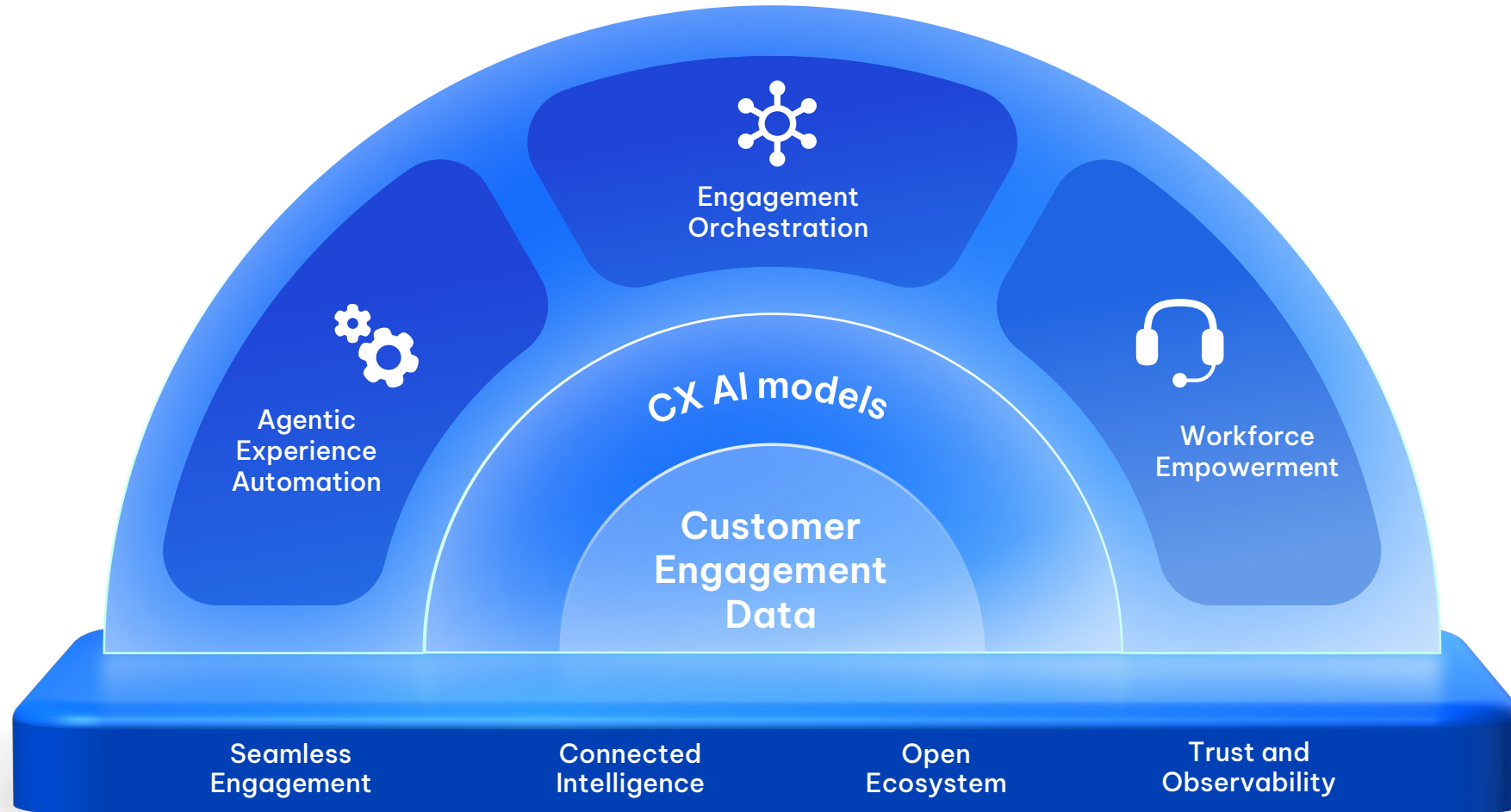


Secure end-to-end platform

A single, sovereign-grade platform that brings together customer engagement, workforce engagement, and knowledge management—delivering seamless experiences from first interaction to final resolution.

NiCE CXone

AI platform built for CX transformation



Transforming CX to be AI-First

Engagement ORCHESTRATION

From fragmented channels to one intelligent engagement layer

- Voice and digital channels
- Synchronous and Async
- Inbound and Outbound
- AI and Human Agents
- Front-, mid-, and back-office systems

20B Interactions
Orchestrated
Annually

Agentic Experience AUTOMATION

From scripted chatbots to autonomous, goal-driven AI Agents

- AI Agents for Self-Service
- AI Agents for Sales & Marketing
- AI Agents for Process Automation
- AI Agents for Proactive Engagement
- Knowledge Management

6B Automated
Experiences
Annually

Workforce EMPOWERMENT

From managing people to optimizing and governing human and AI agents

- Specialized Copilots by role
- Workforce Management
- Quality and Performance Management
- Compliance, Forecasting, Analytics, and more
- Continuous learning across human and AI agents

1M+ Human
Agents

AI PLATFORM

From disconnected AI tools to connected intelligence that compounds value

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

7K 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

Undisputed Market Leadership

2025

#1

Conversational AI for CX
Contact Center as a Service
Intelligent Self-Service
Intelligent Contact Center

Knowledge Management
Customer Interaction Analytics
Workforce Engagement Management
Customer Journey Analytics
Agent Management
Customer Experience

Gartner

FORRESTER®

 **IDC**

 **metrigy**

FROST & SULLIVAN

 **Aragon**
Research

 **opusresearch**

 **VENTANA**
RESEARCH

NiCE

Trusted by the World's Leading Brands

SONY



Efficient. Profitable. Loved.

Real results from real customers.



100+

Countries supported in global expansion



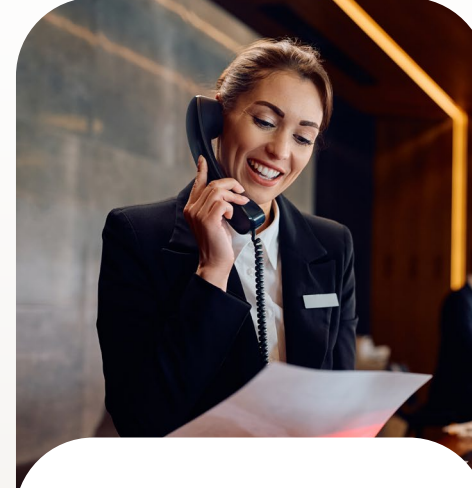
98%

Love the AI Agents for customer care and in-car Voice Assistance



14%

Decrease in Average Handle Time with Agent Assistance



11

Vendors migrated off to create streamlined stack



15%

Increase in self-service success

Loved by the world's leading brands...

4.8 ★★★★★ Outranking Kore AI, Soundhound Amelia and Sierra AI on Gartner Peer Insights and G2.

**“While others do the slides,
NiCE Cognigy does the work.”**



Gartner Peer Insights review
(2025)
30B+ USD Manufacturer

**“Surpassing
Expectations”**



Gartner Peer Insights review
(2025)
10B – 30B USD FMCG Industry

**“Agentic AI Boosts
Teams with Easy Use”**



Gartner Peer Insights review
(2025)
10B – 30B USD FMCG Industry

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

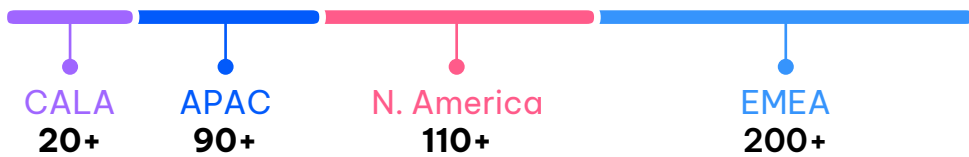
NiCE has **made it easy** to support all our customer service and telesales organizations, delivering operational efficiencies, cost reduction and **improved performance** worldwide.

David Fox
Sr. Director, Tripadvisor



Broadest partner ecosystem

400+ Global CX Partners



110
new partners
in 2024

75%
of CXone new logo wins
involve partners

63%
of CXone new ACV is
partner-led

70%
of large enterprise deals
were partner led

NiCE

200+
pre-integrated apps in
the marketplace

Global System Integrators



Communication Service Providers



Solution Partners



Technology Solution Distributors



Technology Alliance Partners



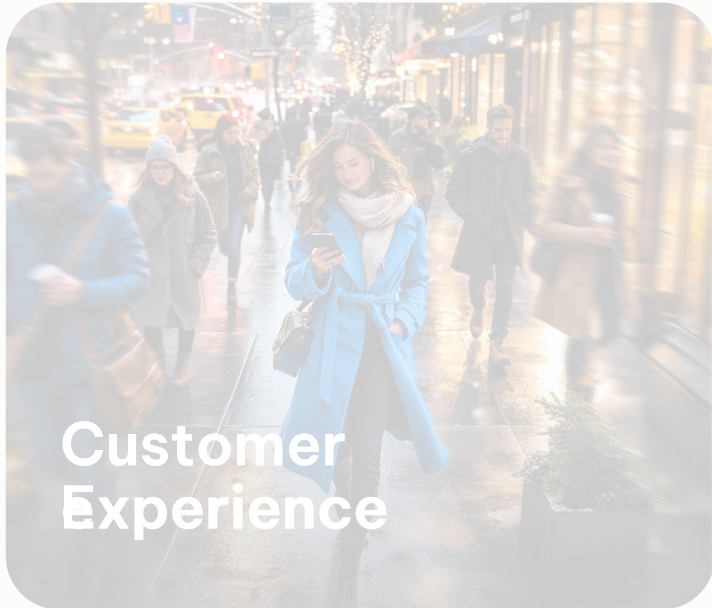
CXexchange Marketplace Partners



Service partners



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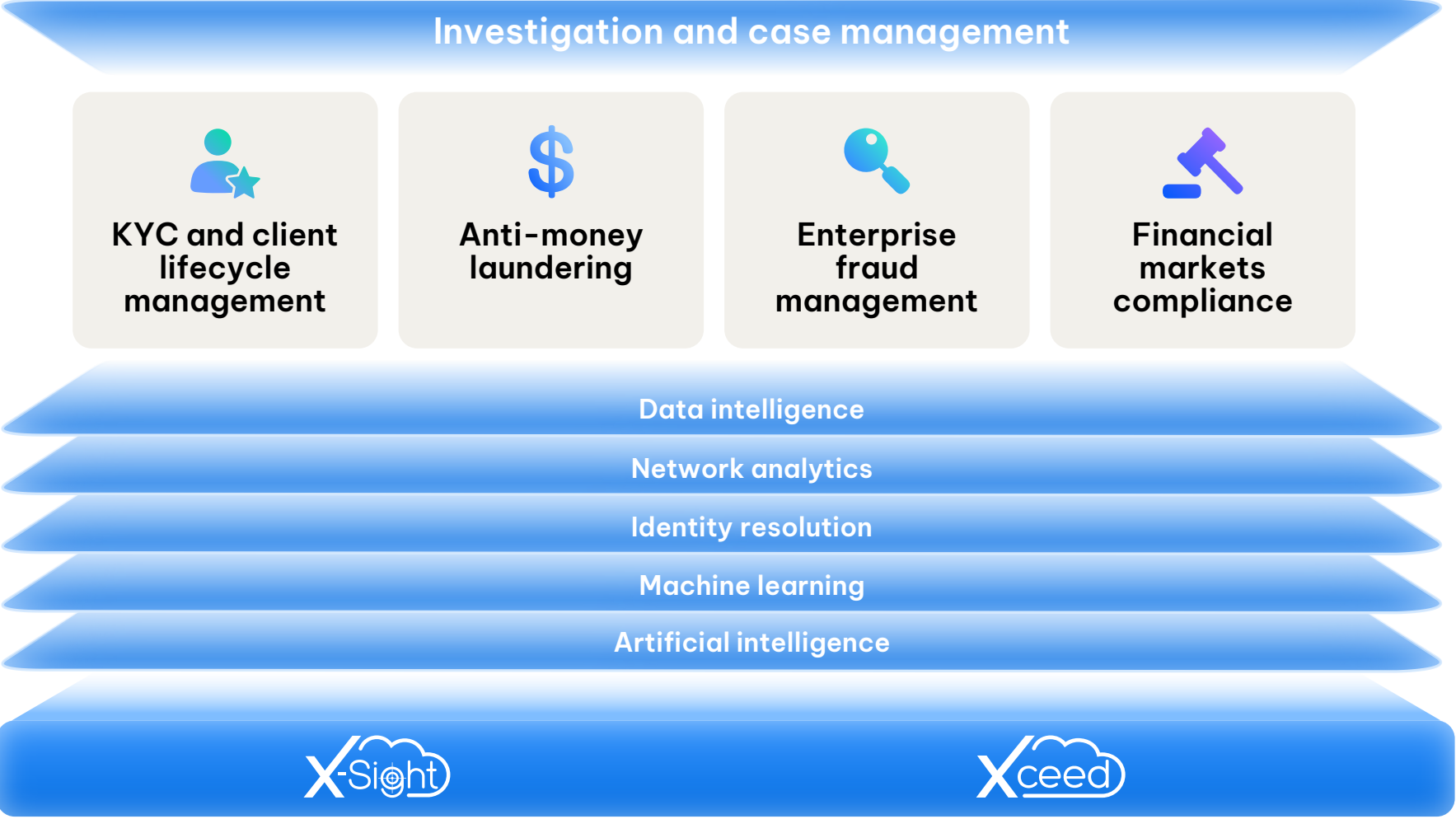
NiCE

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 US 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



+400
US patents



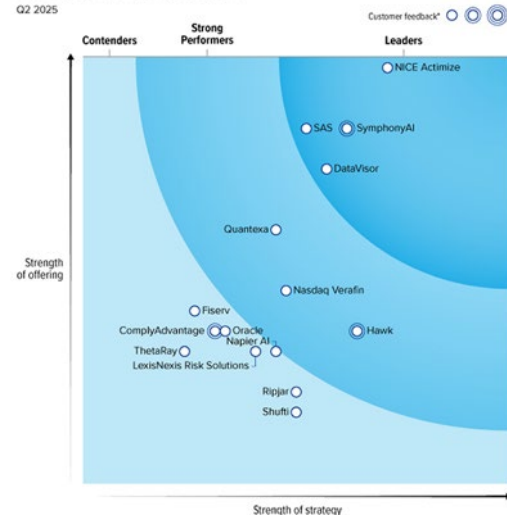
NiCE Actimize recognized as the industry leader in financial crime & compliance risk management



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

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

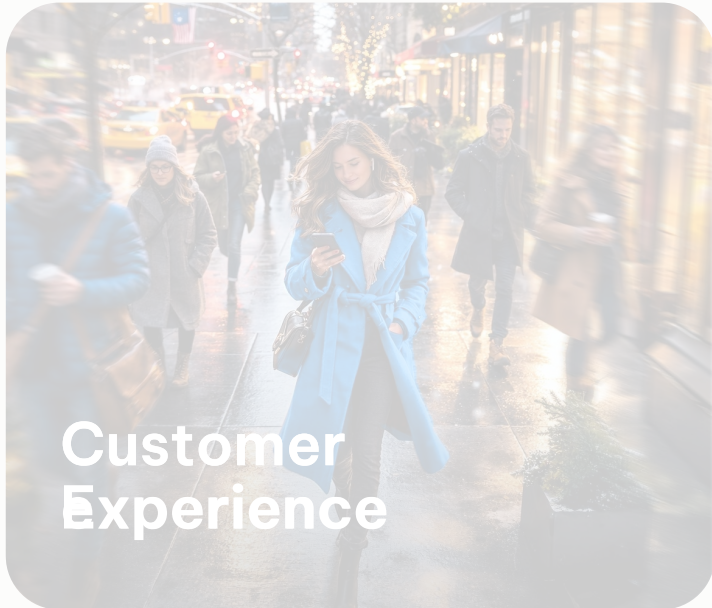
THE FORRESTER WAVE™
Anti-Money-Laundering Solutions
Q2 2025



THE FORRESTER WAVE™
Enterprise Fraud Management Solutions
Q2 2024



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Criminal Justice

NiCE

Making the world

a safer place



Evidencentral is the world's #1 Public Safety & Justice AI Cloud Platform



EVIDENCENTRAL

Emergency
Communications

Police

Prosecution

Defense

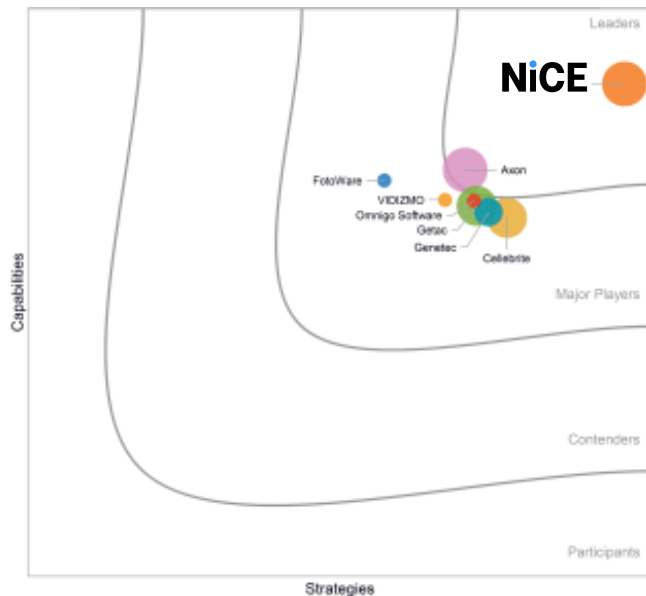
Courts

Corrections

Connecting the Entire Criminal Justice System

NiCE recognized as the industry 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



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.

John Yoxall

Detective Inspector at South Yorkshire Police

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



What we stand for



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.

NiCE SHINE

Customer Reference Program

Spotlighting your
success so you can
light the way for others



Your Moment in the CX Limelight

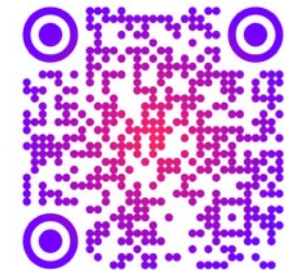
The CX Excellence Awards
recognizing our customers who are
driving innovation and creating value
within their organizations.

NICE Interactions
THANK YOU TO OUR
SILVER SPONSORS



CX Ai Realized

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



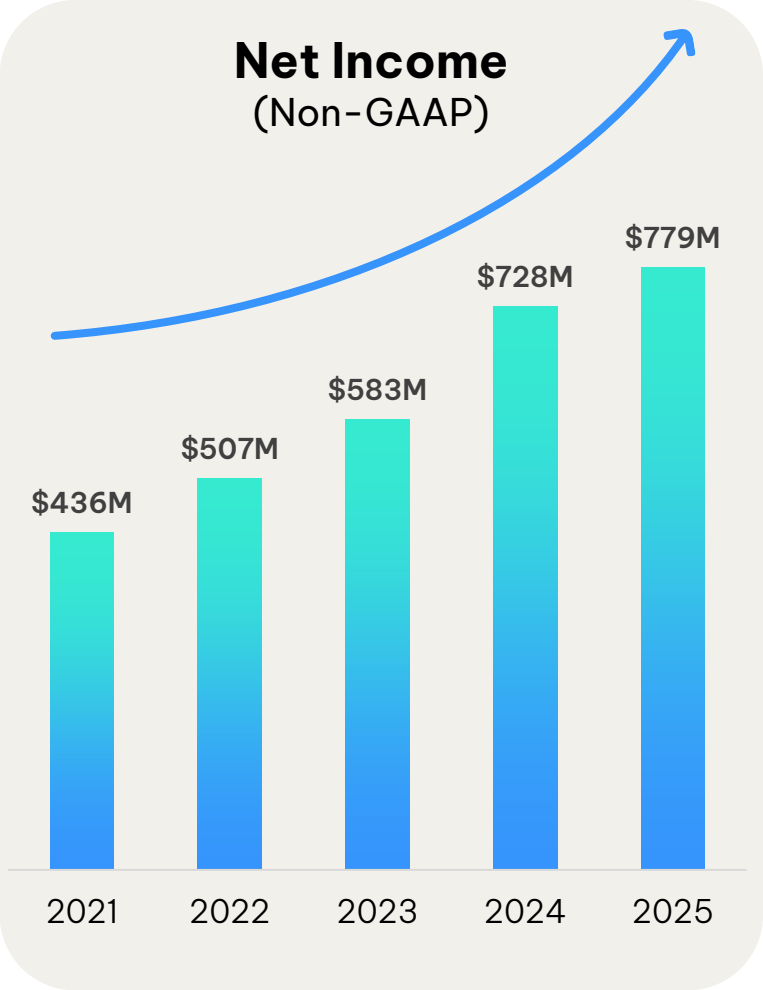
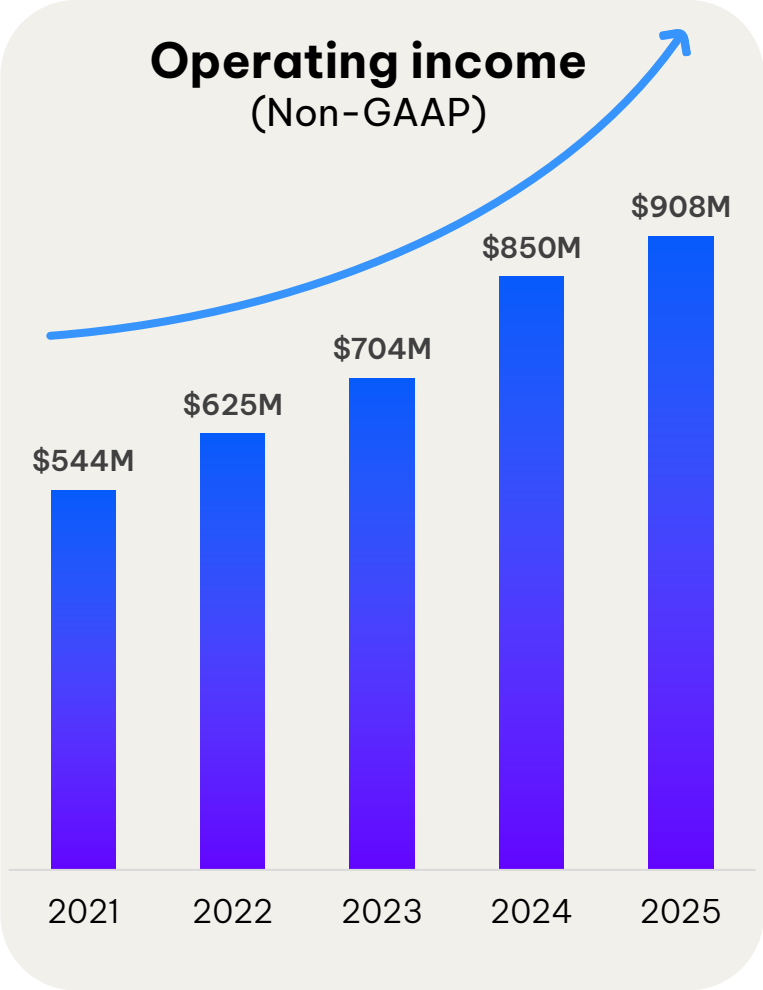
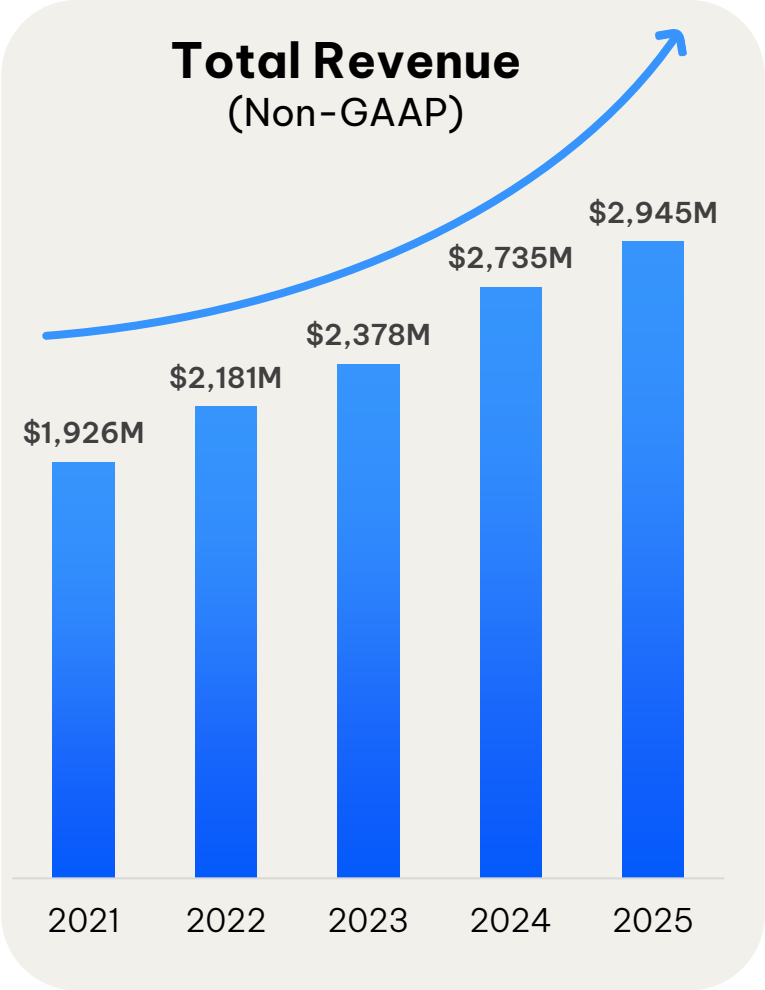
Celebrating diversity and inclusion



NiCE financial assets



Profitable growth industry leading



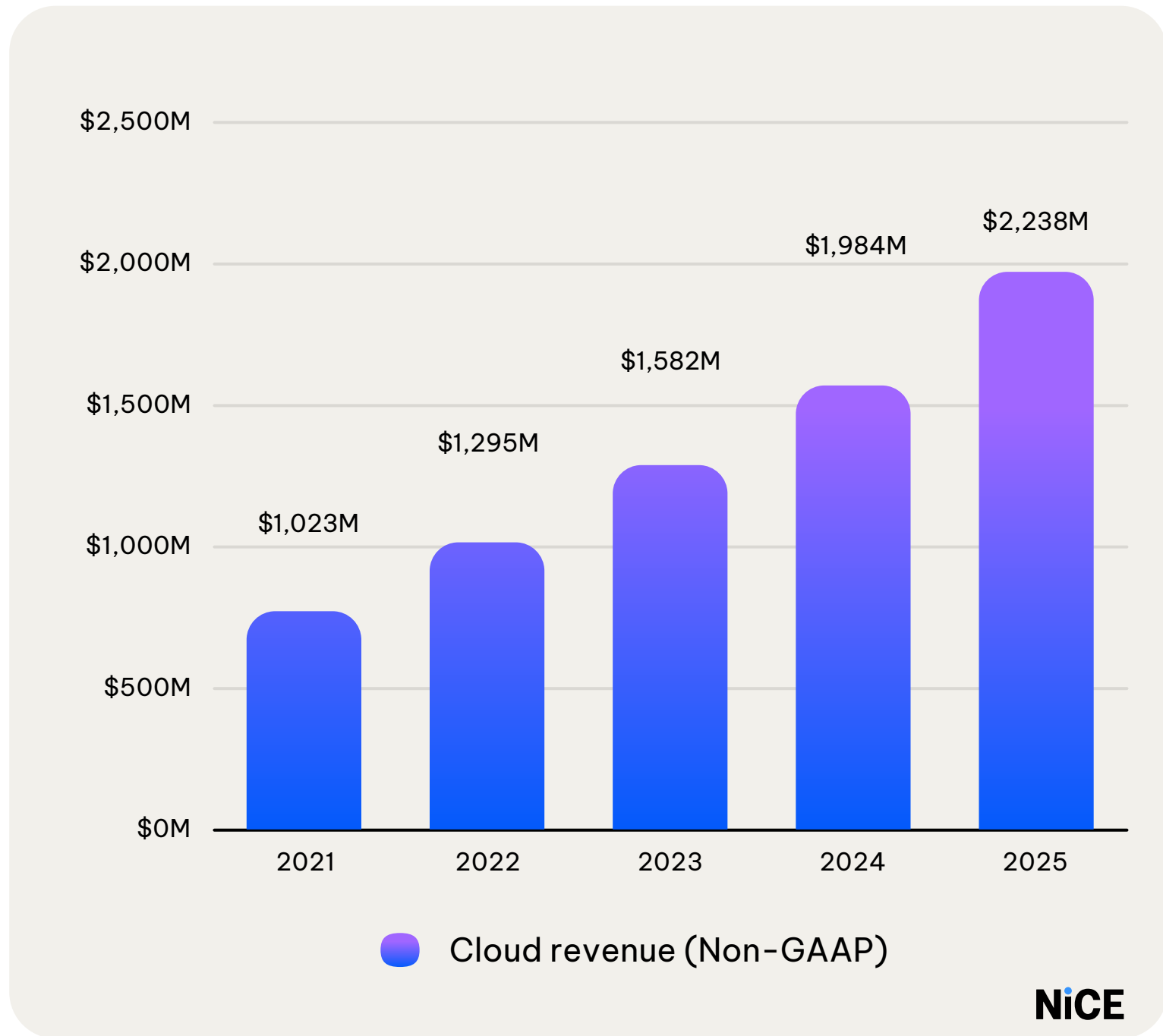
Unmatched profitability

~\$717M

Cash flow generated in 2025

\$417M

Total cash position



Largest innovation force

>3,600

R&D professionals

650

AI engineers

520+

Product Ideas of annual Sparkathon

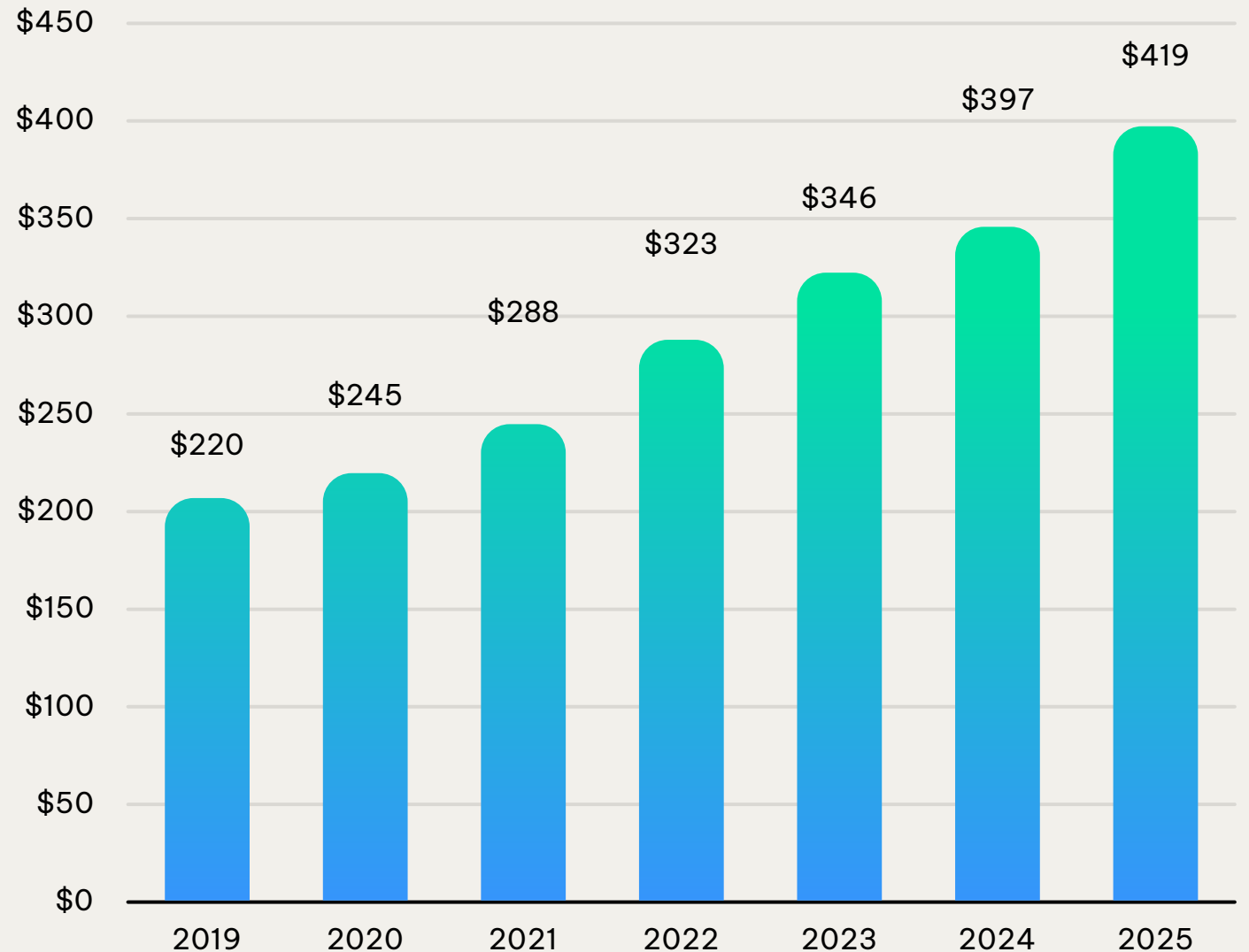
70+

Patents submitted annually

>30%

Sparkathon ideas embedded in product

NiCE R&D investment 2019-2025 (\$M)



FY-25

Financial highlights

FY 2025 Results	Annual Results	Increase Y/Y
Total Revenue	\$2,945M	8%
Cloud Revenue	\$2,238M	13%
Non-GAAP Operating Income	\$908M	7%
Non-GAAP Operating Margin	30.8%	(20 bps)
Non-GAAP EPS	\$12.30	11%

Revenue breakdown by geographic region

FY 2025



84%

Americas \$2,466M, +6% YoY

11%

EMEA \$325M, +17% YoY

5%

APAC \$155M, +14% YoY

Thank You

Create a **NiCE** world 😊