



NICE

CORPORATE PRESENTATION

Q2 2021

120M+

Recorded
calls per day

3M+

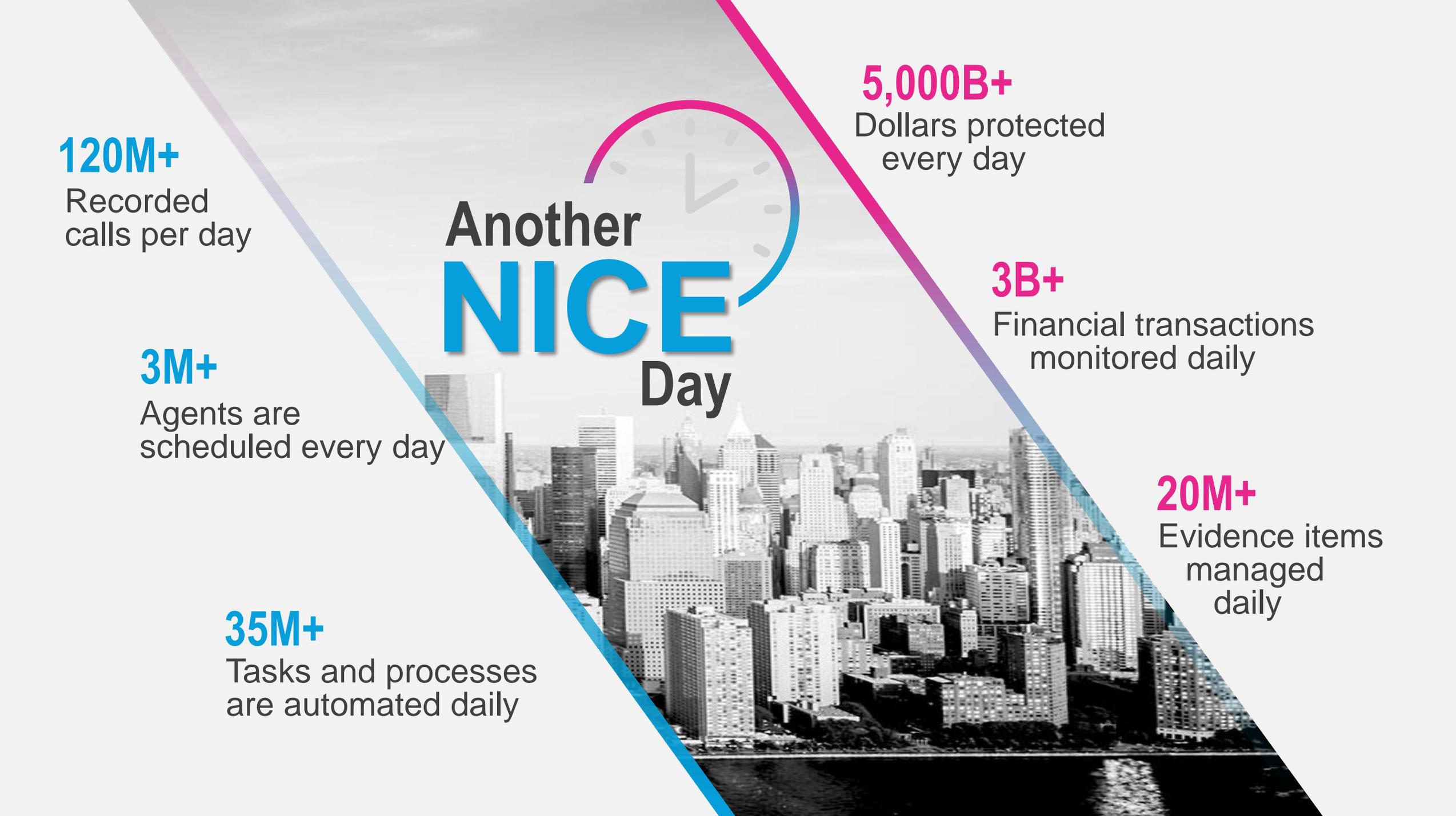
Agents are
scheduled every day

35M+

Tasks and processes
are automated daily



Another **NICE** Day



5,000B+
Dollars protected
every day

3B+

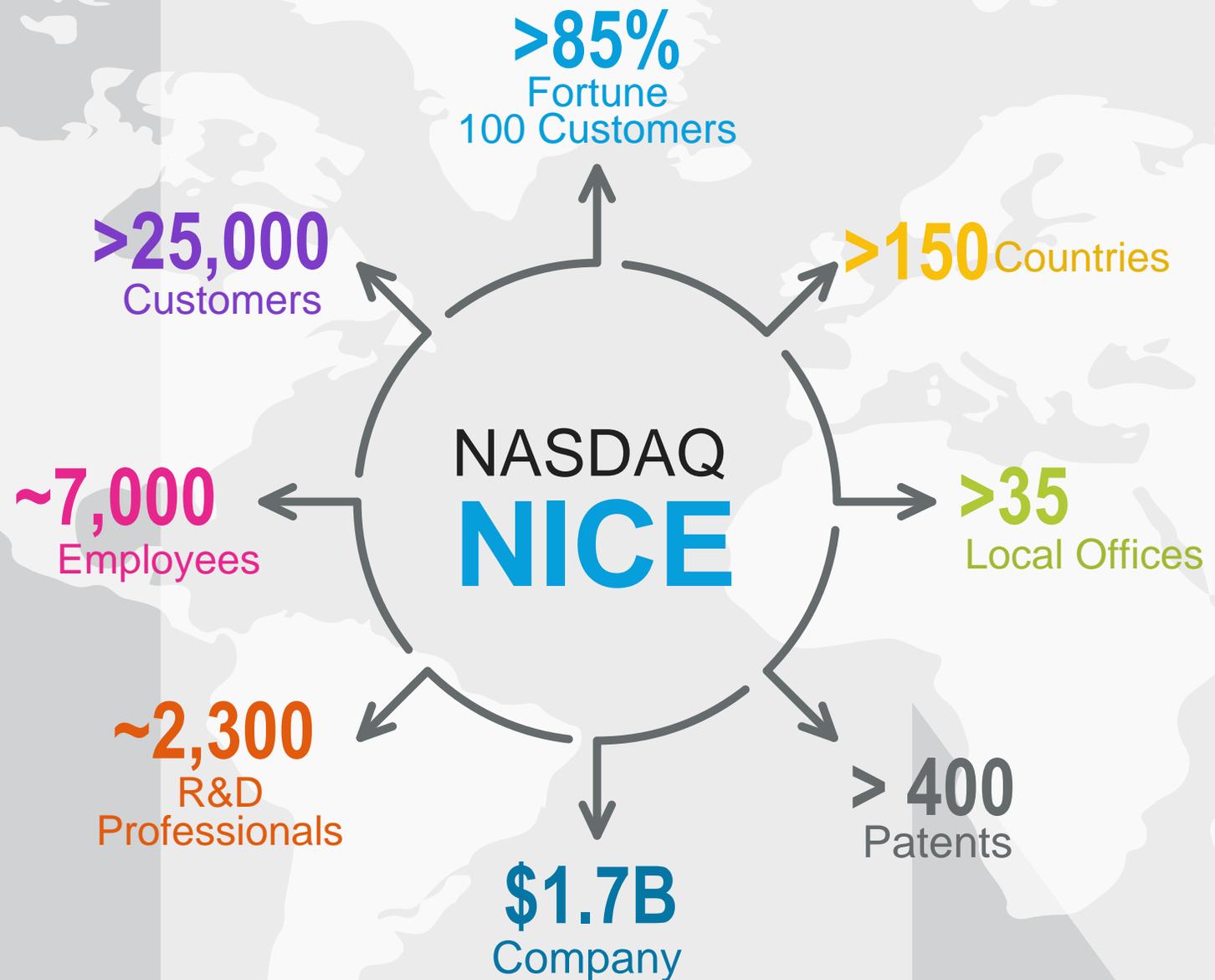
Financial transactions
monitored daily

20M+

Evidence items
managed
daily

NICE

Transforming
EXPERIENCES
to be
Extraordinary
and **TRUSTED**



CUSTOMER ENGAGEMENT

CREATING
Extraordinary
Customer
Experience



FINANCIAL CRIME & COMPLIANCE

OUTSMARTING
Financial Crime
with Intelligent
Solutions

This is
NICE

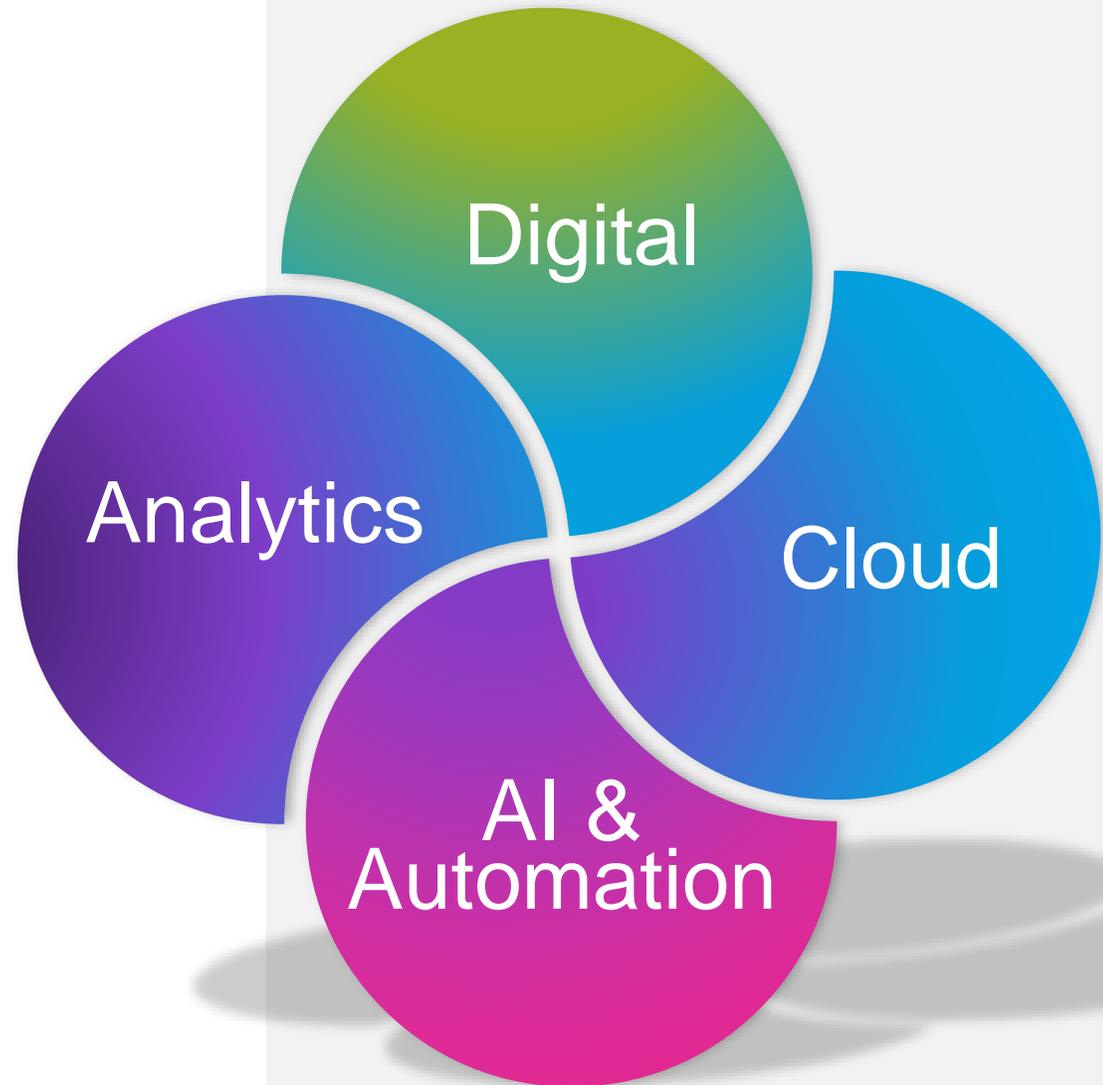


PUBLIC SAFETY

DRIVING
Digital Policing
Transformation

Transforming
EXPERIENCES to be
EXTRAORDINARY
and TRUSTED

Our
**STRATEGIC
PILLARS**



GLOBAL LEADER CLOUD PLATFORMS

CXone

X-Sight

Evidencentral

Cloud-native
Open Platform

Powered by
Analytics and AI

Covering All
Markets and
Segments

Large
Ecosystem

Scalability and
Elasticity Serving
Organizations of
all sizes

Creating
EXTRAORDINARY
Customer
Experience



OUTSMARTING
Financial Crime
with Intelligent
Solutions

OUR OFFERINGS



Driving Digital
Policing
TRANSFORMATION

Customer
Engagement

CREATING EXTRAORDINARY CUSTOMER EXPERIENCE

CREATING
EXTRAORDINARY
CUSTOMER
EXPERIENCE



OUTSMARTING
FINANCIAL CRIME
WITH INTELLIGENT
SOLUTIONS

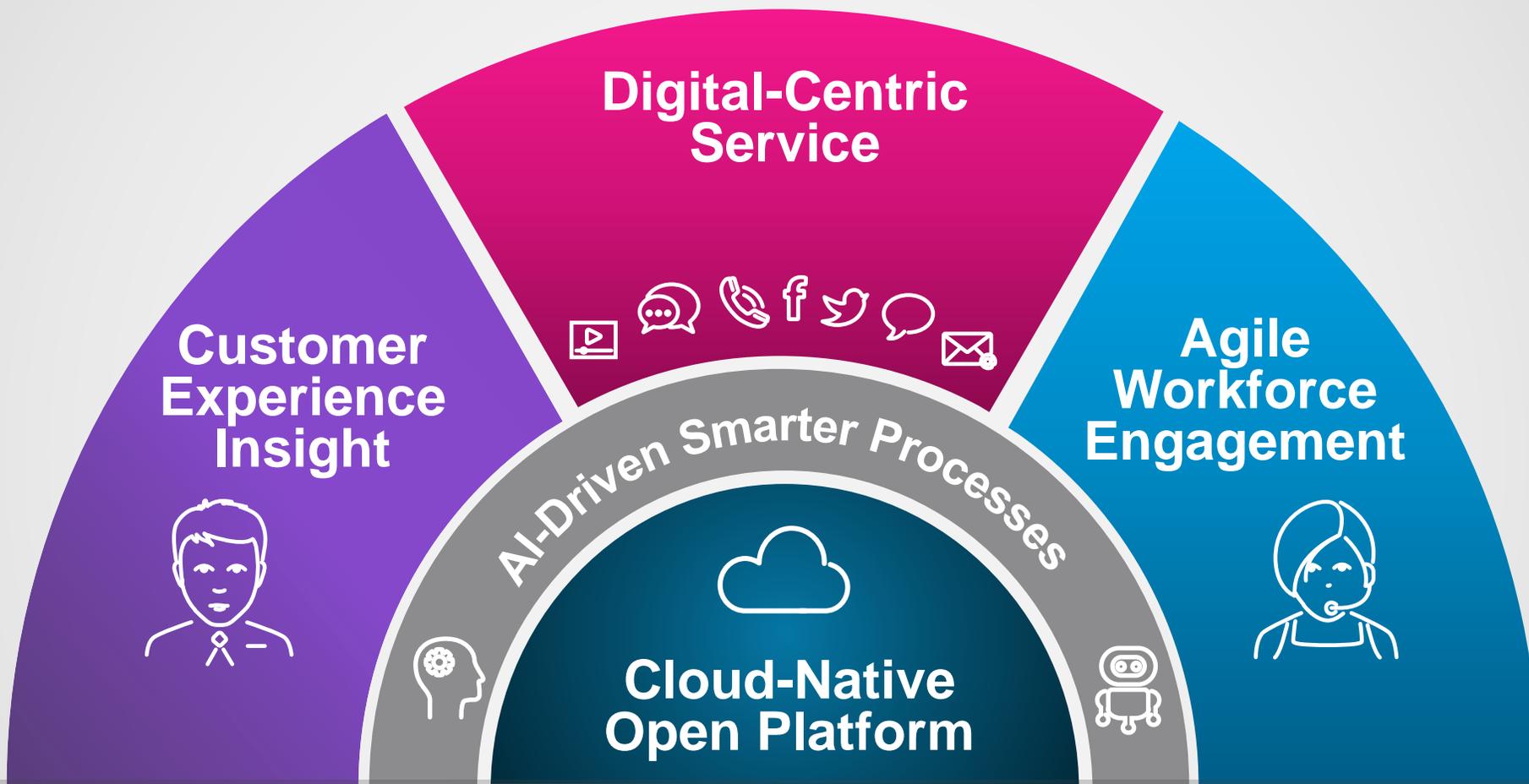
DRIVING DIGITAL
POLICING
TRANSFORMATION

CUSTOMER EXPERIENCE MARKET FORCES





NICE provides
the leading **PLATFORM**
for empowering organizations
to **TRANSFORM** their
Customers and Workforce
EXPERIENCES



NICE EXPERIENCE TRANSFORMATION

Digital-Centric Service

- **Unified voice** and **digital** channels
- Seamless **Omnichannel Routing**
- **Unified Omnichannel CX Suite:** Routing, Recording, WFM, QM, PM, Interaction Analytics & Automation

Customer Experience Insight

- **Comprehensive Customer Insight:** Direct (feedback) + Indirect (interactions)
- **Hyper-Personalized** Experiences
- **Customer Journey Analytics** – Identify intent and predict next action



NICE Experience Transformation

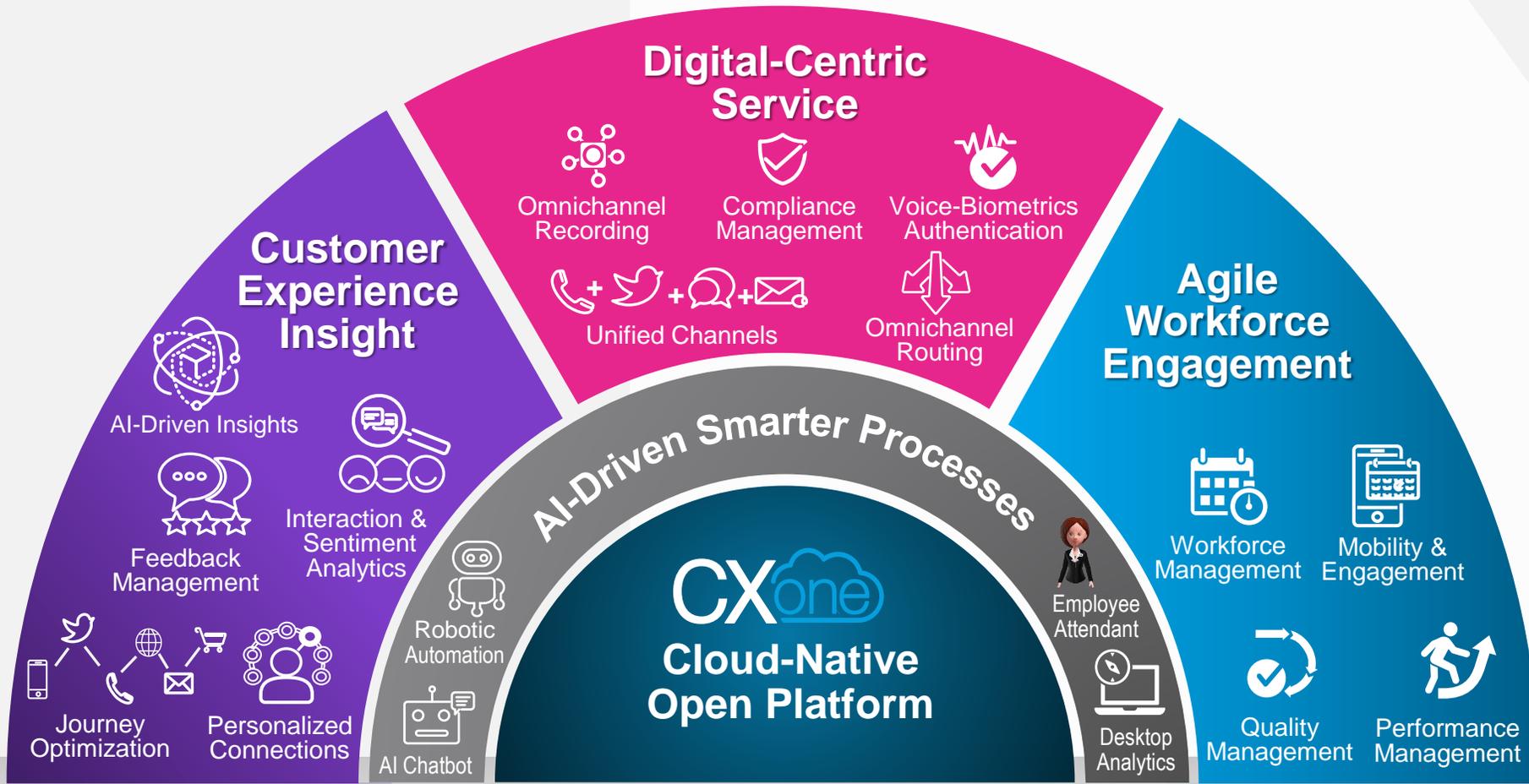
CXone OUR PORTFOLIO

Agile Workforce Engagement

- Flexible **Mobile** Enablement
- **Personalized SMART** Goals and **Gamification**
- **AI-Enabled WFO** & Forecasting

AI-Driven Smarter Processes

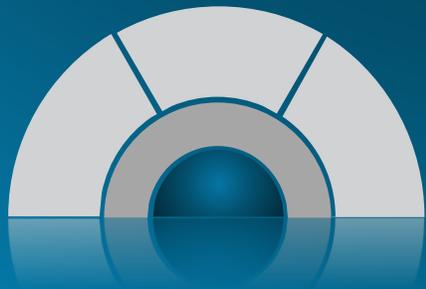
- **Attended & Unattended** Automation Platform
- **Smart self-help chatbots**
- **AI-Driven Action** and **Smart CX Automation** (Routing, WFO, Analytics)



NICE EXPERIENCE TRANSFORMATION PORTFOLIO

Most Complete, Unified, and Intelligent Cloud CX Platform

CXone



one experience

A single unified solution for employees and customers across centers



one cloud

Enterprise grade, secure, proven global cloud native platform built for multinational operations



one destination

Fast onboarding of new capabilities and employees



one step ahead

Predict and act on AI-powered insights to delight customers and engage employees



one ecosystem

Open platform-as-a-service with hundreds of APIs to easily extend CXone



CLOUD CONTACT CENTER LEADER

430,000+

Agents using
CXone Worldwide

FedRAMP

Fully Certified
to Operate

100+

Countries

15

Years in
the Cloud

85+

Fortune 100
Customers

99.99%

Guaranteed
Uptime

(no downtime for maintenance)

NICE the Only Vendor Named a Leader by Gartner for Both Workforce Engagement Management and Contact Center as a Service

Figure 1. Magic Quadrant for Contact Center as a Service



For 6th Consecutive Year NICE inContact Named a Leader in 2019 Gartner Magic Quadrant for Contact Center as a Service, North America

NICE names a **leader** for 13th Consecutive Years in the Gartner Workforce Engagement Magic Quadrant, a **Leader on Each Axis**, Furthest on Completeness of Vision and Highest on Ability to Execute

Figure 1: Magic Quadrant for Workforce Engagement Management



NICE Recognized with More than 40 Awards and Leadership Rankings by Market Leading Industry Analysts

THE FORRESTER WAVE™
Contact-Center-As-A-Service (CCaaS) Providers
Q3 2020



NICE inContact CXone has been recognized as a leader by Forrester Research in The Forrester Wave: **Contact-Center-As-A-Service**, Q3 2020 Top ranked in current offering Highest score possible in market presence

[Read more >](#)



THE FORRESTER WAVE™
Journey Visioning Platforms
Q4 2019



NICE has been recognized as a leader by Forrester Research in The Forrester Wave: **Journey Visioning Platforms**, Q4

[Read more >](#)



NICE Recognized as Market Share Leader in **Workforce Management** by DMG Consulting for 10th Consecutive Year

[Read more >](#)

Everest Group Robotic Process Automation (RPA) Products PEAK Matrix™ Assessment 2019

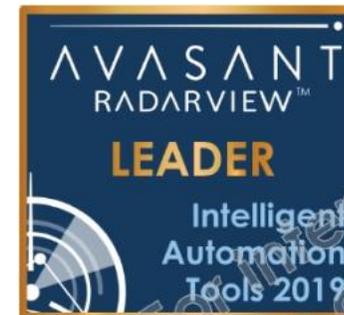


NICE **Robotic Process Automation** Named a Leader in Everest Group's PEAK Matrix for Second Consecutive Year

[Read more >](#)



NICE **Incentive Compensation Management** Recognized as Leader by Ventana Research



NICE **Robotic Process Automation and NEVA** recognized as a Leader in Avasant's "Intelligent Automation Tools Radar/View 2019" report. Avasant noted NICE's consistent innovation and cutting-edge capabilities.

[Read more >](#)

CUSTOMER ENGAGEMENT: Selected Customers

10/10 TOP U.S.
Health Insurance

5/5 TOP U.S.
Telco

9/10 TOP GLOBAL
Financial Services

6/10 TOP
Fortune 10



CREATING EXTRAORDINARY EXPERIENCE - The NICE Advantage

Completeness

End-to-end comprehensive digital-first CX solutions for organizations of all sizes

Market Leadership

Industry recognized leader with a proven track record of innovation & financial stability, chosen by more than 85 of the Fortune 500

Cloud Platform Foundation

World's leading cloud-native open CCaaS platform, offering a unified & scalable suite of CX applications

Domain Expertise

Empowering unique customer and employee experiences for over 35 years

Advanced Analytics & AI

Analytics-driven CX solutions fueled with Artificial Intelligence and Machine Learning



Financial Crime
& Compliance

OUTSMARTING FINANCIAL CRIME WITH INTELLIGENT SOLUTIONS

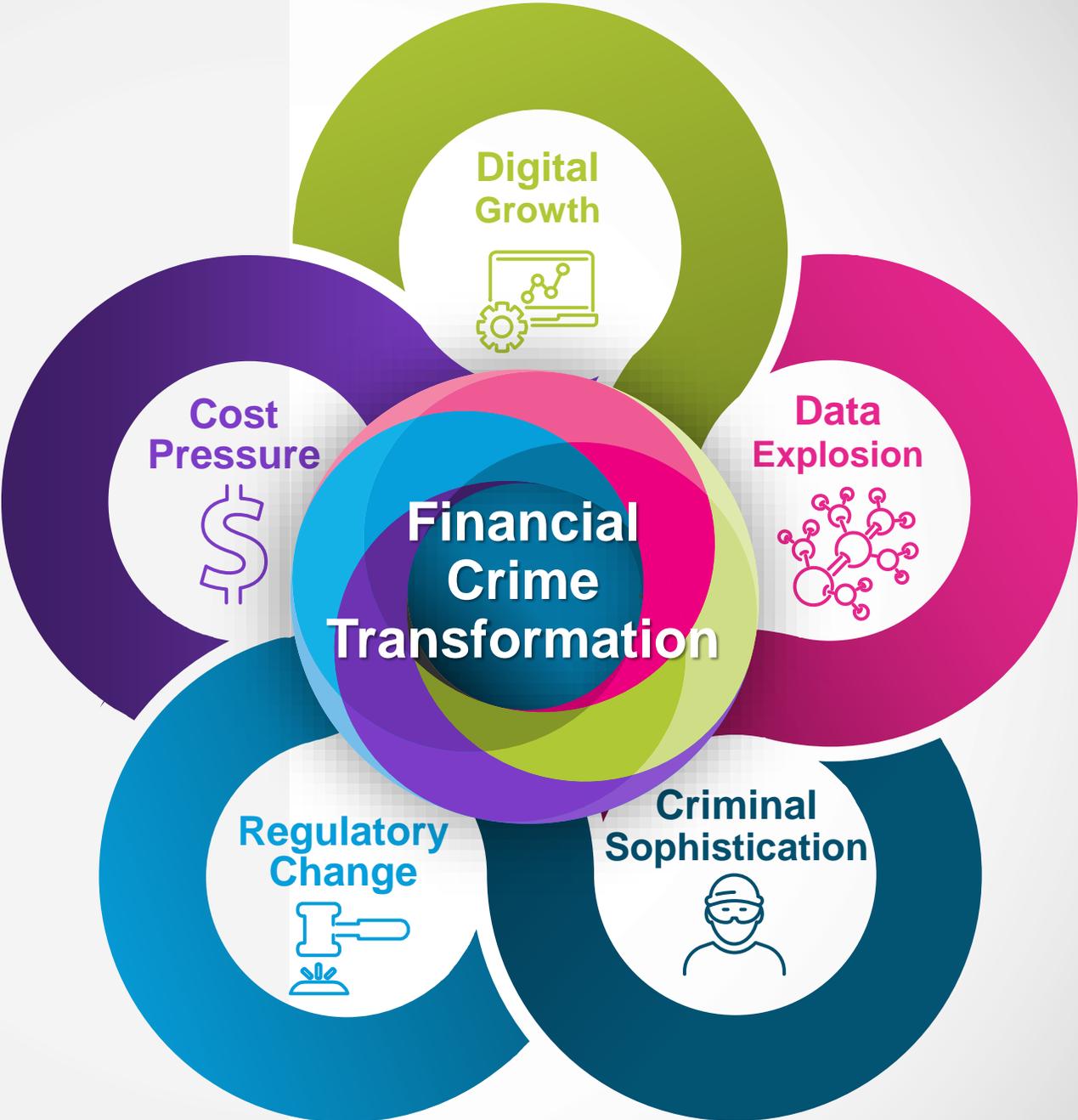
CREATING
EXTRAORDINARY
CUSTOMER
EXPERIENCE



OUTSMARTING
FINANCIAL CRIME
WITH INTELLIGENT
SOLUTIONS

DRIVING DIGITAL
POLICING
TRANSFORMATION

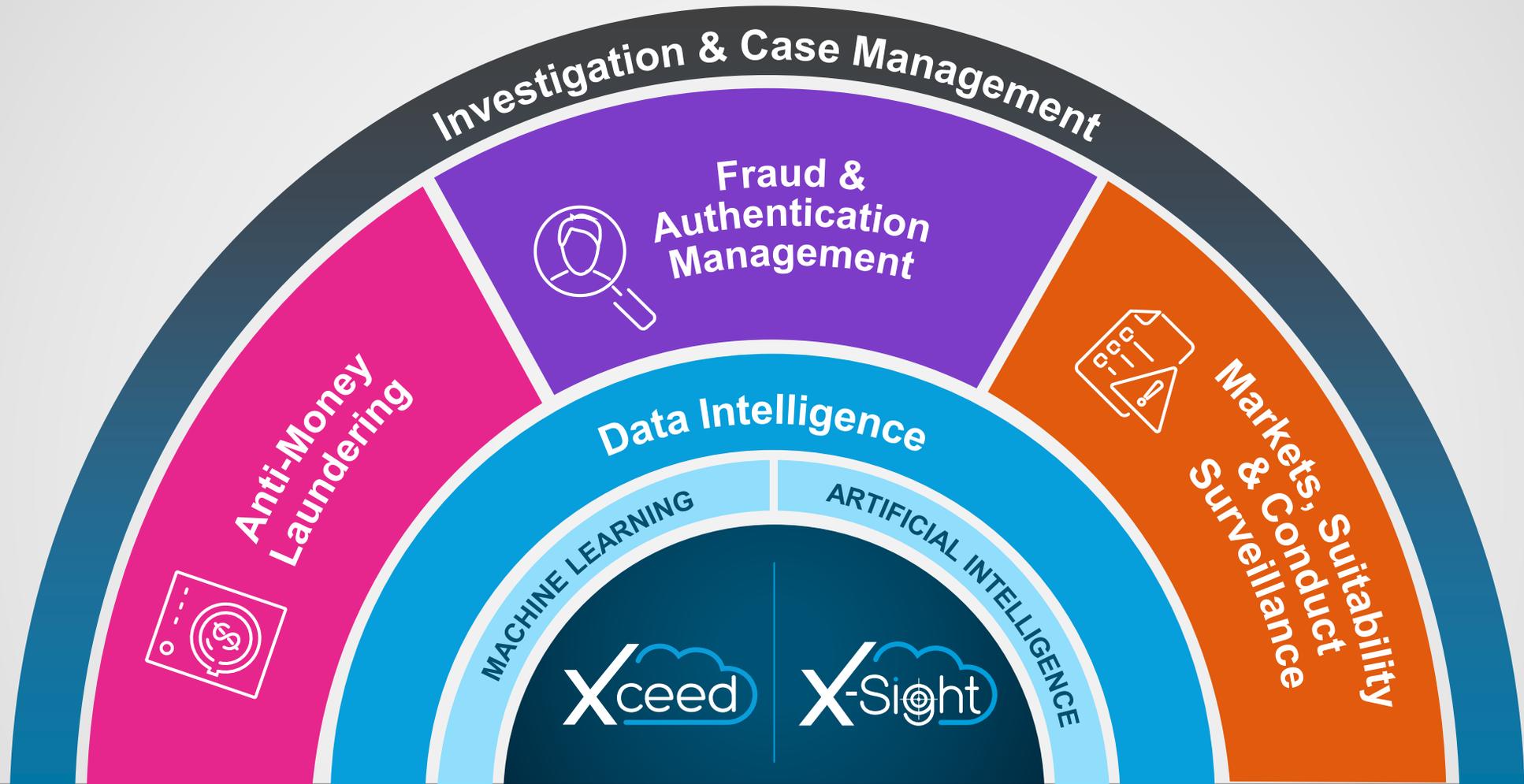
FINANCIAL CRIME CHALLENGES





Harnessing the power of **CLOUD, AI, and AUTOMATION** to fight financial crime – safeguarding transactions, institutions and customers





FINANCIAL CRIME TRANSFORMATION FRAMEWORK

Data Intelligence

Empowers a new level of customer centricity with **streamlined investigations** and **trusted, actionable intelligence** – resulting in **improved risk scoring** and **faster decisioning**

AML

Transforms AML programs by bringing together **AI, machine learning**, and **robotic process automation (RPA)** to combat money-laundering and terrorist financing

Fraud

Empowers fraud teams with **boundless data**, **agile analytics** and **transformed operations** to prevent fraud in the digital era, while **increasing operational efficiencies** and **frictionless customer experiences**



NICE Actimize Financial Crime Transformation

OUR PORTFOLIO

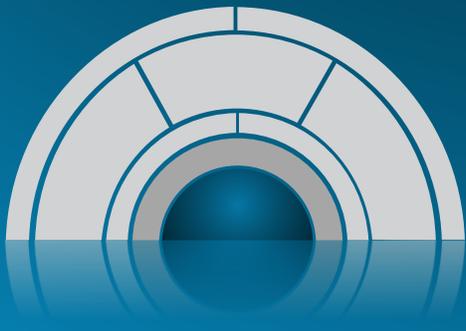
Investigations & Case Management

Transforms investigations and compliance operations with **advanced analytics** and **automation** – reducing investigation time by up to **70%**

Markets and Conduct Surveillance

Drives compliance with a true holistic surveillance solution that **uncovers risky behavior**, all powered by **advanced analytics** and **advanced visualization tools**

Integrated Fraud & AML on the Cloud



Brings together best-in-class **data intelligence, analytics, and insights** on a single native **cloud platform**



Offers **simplified cloud deployments** while optimizing resource efficiency

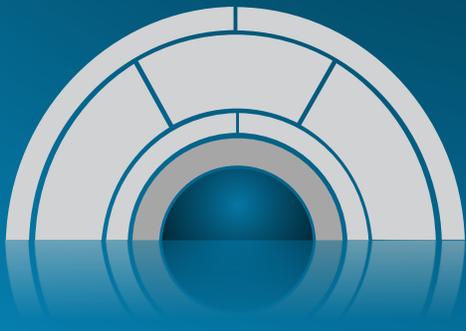


Delivers **real-time contextual insights** for end-end financial crime risk management



Enables higher detection accuracy and lower false positives, **fueled by AI**

Financial Crime Risk Management Platform-as-a- Service



Offers **choice in analytics**, powered by the security of the cloud, to **supercharge Actimize solutions**



Enables **smarter, faster decisions** throughout the customer lifecycle with the **power of data and analytics**



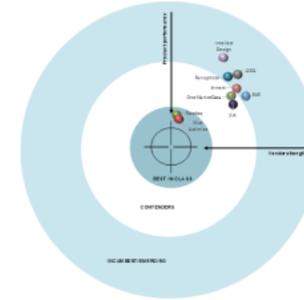
Powers the **first** financial crime and compliance ecosystem

NICE Actimize Recognized with More than 20 Awards and Leadership Rankings by Market Leading Industry Analysts



Forrester Research, a leading global research and advisory firm, has named NICE Actimize a **Leader** in the “**The Forrester Wave™: Anti-Money-Laundering Solutions, Q3 2019**” report

[Read more >](#)



Aite Group named NICE Actimize “**Best in Class**” in its **AIM Evaluation: Trade Surveillance and Monitoring Solution Vendor Landscape Report 2019**

[Read more >](#)



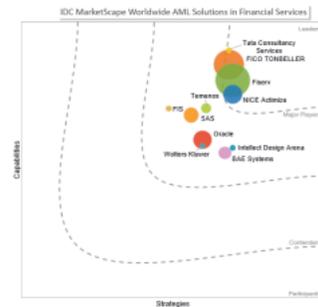
Forrester Research, a leading global research and advisory firm, has named NICE Actimize a **Leader** in the “**The Forrester Wave™: Enterprise Fraud Management, Q3 2018**” report.

[Read more >](#)



NICE Actimize recognized for the Fifth Consecutive Year in the **Chartis 2020 RiskTech100®** Rankings and Winner in **Financial Crime – Ant- Money Laundering**

[Read more >](#)



NICE Actimize is positioned as a **Leader** in the “**IDC MarketScape: Worldwide Anti-Money Laundering Solutions in Financial Services 2018 Vendor Assessment**” (Sept 2018) and the “**IDC MarketScape: Worldwide Know-Your-Customer Solutions in Financial Services 2018 Vendor Assessment**” (Sept 2018).

[Read more >](#)



NICE Actimize Voted “**Best Anti-Money Laundering Compliance Solution Provider**” for Sixth Consecutive Year in **2019 Waters Rankings**

[Read more >](#)

FINANCIAL CRIME & COMPLIANCE: Selected Customers

10/10 TOP U.S.
Banks



4/5 TOP APAC
Banks



10/10 TOP EU
Banks



10/10 TOP Global
Investment Banks



FINANCIAL CRIME & COMPLIANCE – The NICE Actimize Advantage

End-to-End Protection

Most advanced and complete financial crime risk management coverage for organizations of all sizes

Advanced Analytics & AI

Sophisticated analytics drive fast and accurate decisioning, fueled by superior AI and machine learning

Cloud Platform

Best in class capabilities in the cloud, built for scalability

Ecosystem

Industry's first and only ecosystem of financial crime solution providers: X-Sight Marketplace

Leadership

Recognized globally as THE industry leader – 20+ years of protecting with innovation & domain expertise



Public Safety
**DRIVING
DIGITAL
POLICING
TRANSFORMATION**

CREATING
EXTRAORDINARY
CUSTOMER
EXPERIENCE



OUTSMARTING
FINANCIAL CRIME
WITH INTELLIGENT
SOLUTIONS

DRIVING DIGITAL
POLICING
TRANSFORMATION

PUBLIC SAFETY CHALLENGES





Improving Public Safety
Emergency Response and
Investigations through
DIGITAL TRANSFORMATION,
AUTOMATION and
INTELLIGENCE



NICE DIGITAL POLICING TRANSFORMATION

Emergency Response Optimization

NICE ▪ Inform

- **Next Generation 9-1-1** Ready
- **Multimedia** Incident Reconstruction and Sharing
- CAD-Driven **Automated** Reconstruction, Quality Assurance and Reporting
- **Real-time** Incident Intelligence Dashboards

Digital Investigation & Evidence Management

NICE ▪ Investigate

- **Breaks down information siloes**
- **Automates the collection and analysis** of digital evidence
- **Mobile access** to emergency calls and digital evidence enhances situational awareness
- Built-in **investigation tools**
- **Secure sharing** with DAs and criminal justice partners

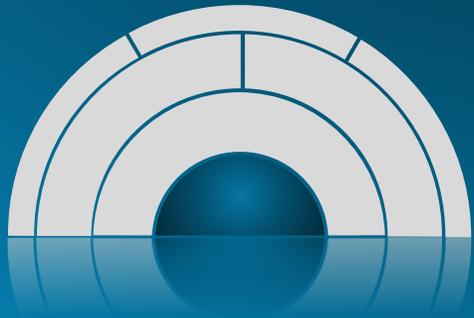


NICE Digital Policing Transformation

OUR PORTFOLIO

Digital Evidence Management Platform-as-a-Service

Evidencentral



unified experience

Single solution breaks down data siloes
– connect to, store and manage all
incident information and evidence



rapid insights

Get clearer insights, search across everything
and streamline workflow with scalable, cloud-
based analytics and automation



simple sharing

Grant access or share content
securely with external parties



secure cloud

Secure, cloud-native platform
with chain of custody audit trail

NICE Recognized as a Leader in Public Safety

“NICE’s pace of innovation, the breadth and depth of solutions, and its commitment and experience serving the needs of the public safety market continue to impress.”

- Brendan Read, Senior Industry Analyst, Digital Transformation, Frost & Sullivan



NICE has been recognized by Frost & Sullivan:

- **NICE Inform** – Public Safety Answering Point (PSAP) Solutions Product Leadership Award
- **NICE Investigate** – Investigation and Evidence Management Solutions Technology Leadership Award
- **NICE** – 911 Recording & Quality Management Company of the Year

[Read more >](#)



NICE was recognized by American Security Today in 2019 and 2018:

- **NICE Inform Elite** awarded Best 911 Recording & Analytics Solution
- **NICE Investigate** awarded Best Investigation/ Surveillance/Detection Product

[Read more >](#)

PUBLIC SAFETY: Selected Customers

85%

TOP U.S.
& Canadian Cities

94%

U.K Police
Forces

100%

Australian
States



Government
of South Australia



PUBLIC SAFETY – The NICE Advantage

Innovation

From IP radio recording to cloud-based digital evidence management, we have led the way

Breadth & Depth

Widest and deepest technology integrations and analytical capabilities across public safety and policing

Scalability

We deliver digital transformation and analytics to over 3,000 agencies, from the smallest to the largest public safety agencies

Domain Expertise

For over 30 years, we have focused purely on mission-critical Public Safety – all day, every day

Market Leadership

#1 incident intelligence provider worldwide and 1st digital evidence transformation platform



OUR FINANCIALS

Q1 2021 Highlights (Non-GAAP)

Total revenue increased 11% to \$457M; compared to Q1 2020

Cloud revenue increased 33% compared to Q1 2020; Representing 50% of total revenue

Q1 Cloud gross margin increased 470 bps to 67.6%; compared to 62.9% in Q1 last year

Recurring revenue increased to 78% of total revenue; compared to 75% in Q1 last year

Gross margin increased to 72.7%; compared to 70.9% in Q1 2020

Operating income increased 17% to \$129M; compared to Q1 last year

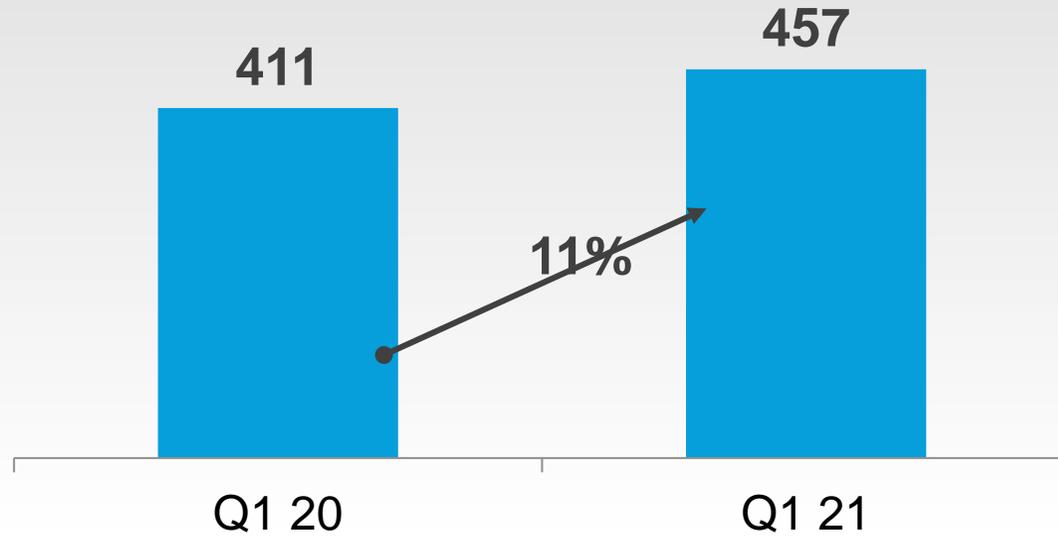
Operating margin increased 130 bps to 28.2%; compared to 26.9% in Q1 last year

EPS increased 15% to \$1.54; compared to \$1.34 in Q1 2020

* All numbers presented are Non-GAAP

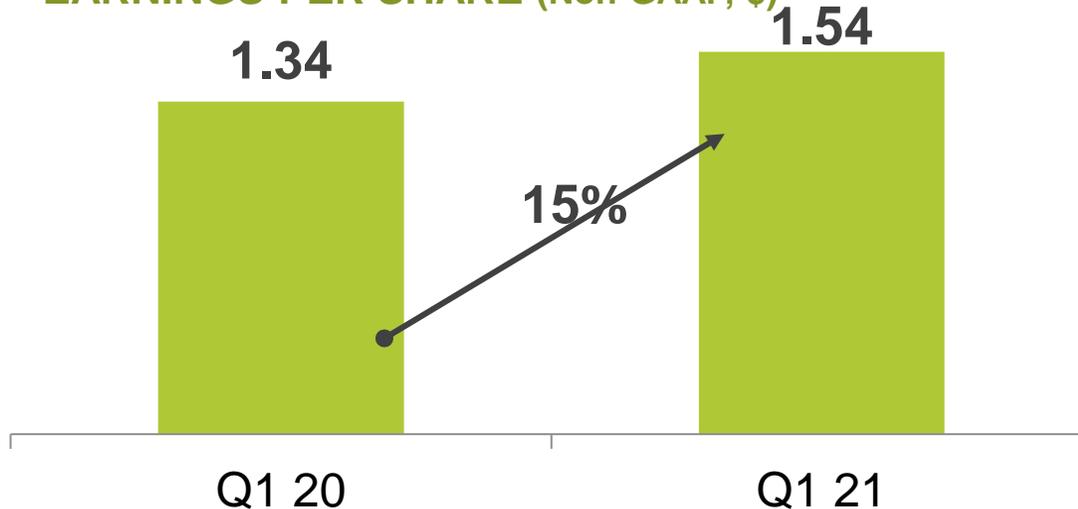
Solid Growth and Execution

REVENUES (Non-GAAP, \$M)



- Solid growth in total revenue driven by 33% increase in cloud revenue in Q1
- Cloud revenue of \$230M represented 50% of total revenue in Q1
- Recurring revenue accounted for 78% of total revenue for Q1

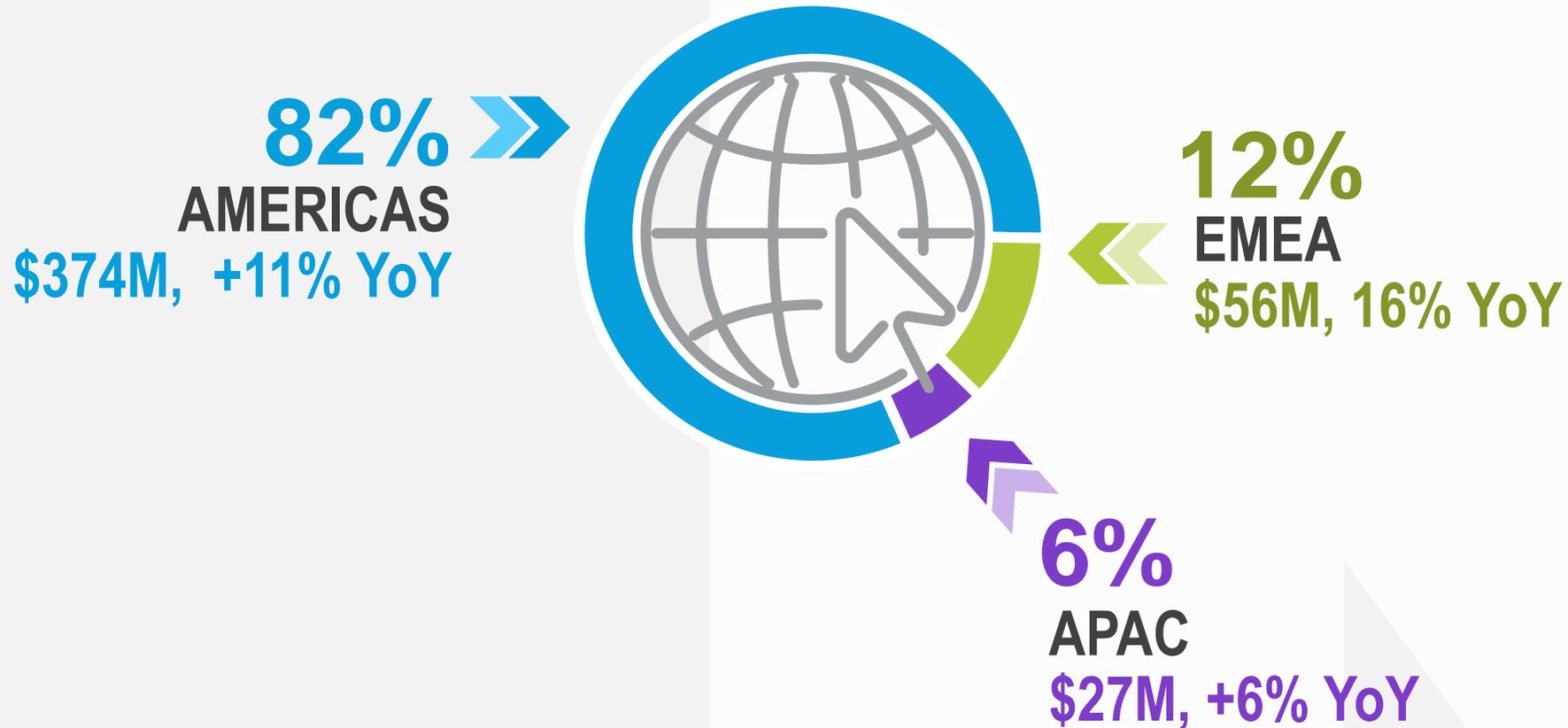
EARNINGS PER SHARE (Non-GAAP, \$)



- Strong growth in Q1 EPS due to expanded gross and operating margins

Q1 2021

Revenue Breakdown by Region (Non-GAAP)



Q1 2021

Revenue Breakdown by Business Unit (Non-GAAP)

81% **»»**
CUSTOMER
ENGAGEMENT
\$369M, +13% YoY



«« 19%
FINANCIAL CRIME &
COMPLIANCE
\$88M, +6% YoY



SOCIAL RESPONSIBILITY



NICE

COMMUNITY.
ENVIRONMENT.
DIVERSITY.



```
<code:code>
```



```
<code:c=da>
```





We Are **NICE**

Customer-centric

Domain Expertise

**Innovation-
as-a-Service**

**Analytics and
AI Powerhouse**

**Complete
Offering**

**Market
Leadership**

**Robust Cloud
Platforms**

Digital-centric

**CUSTOMER
ENGAGEMENT**



**FINANCIAL
CRIME &
COMPLIANCE**



**GET IN
TOUCH**

nice.com/get-in-touch/

**PUBLIC
SAFETY**





Thank You

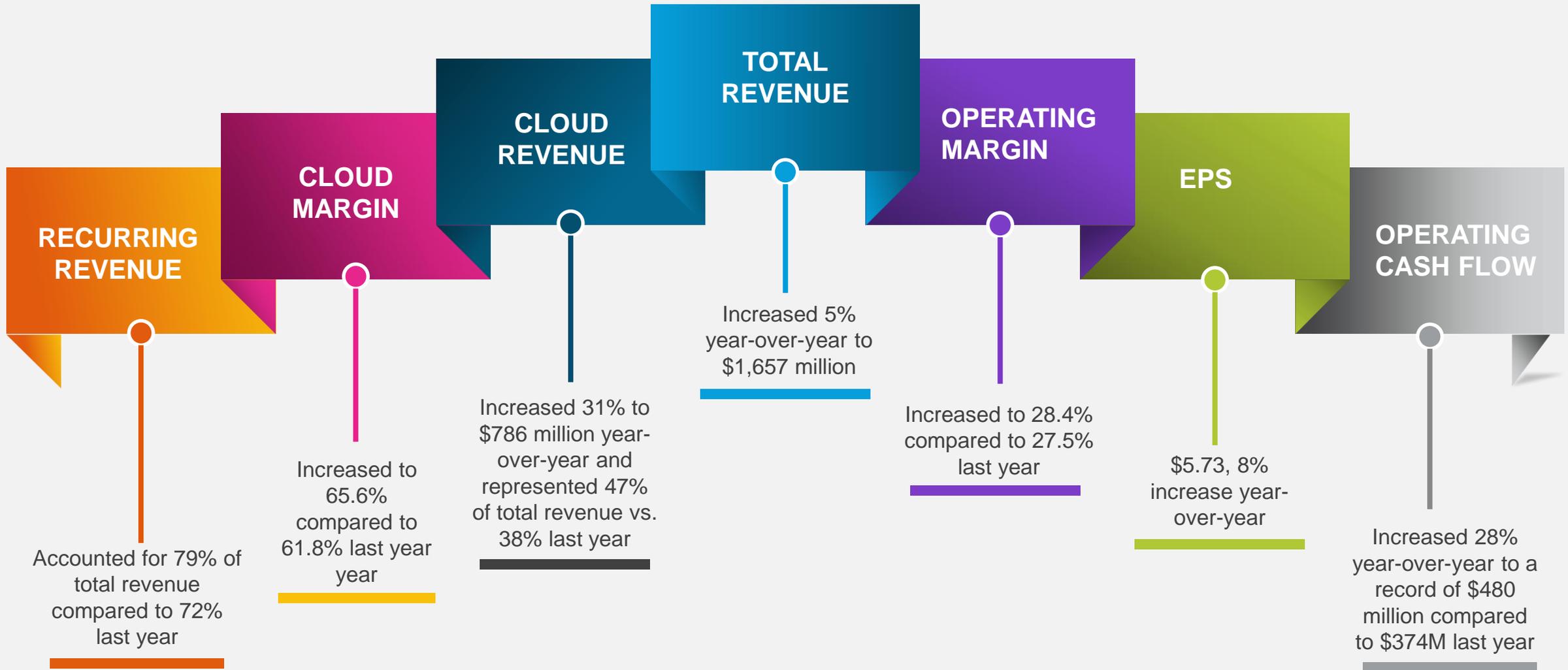
NICE

2020 RESULTS



Full Year 2020

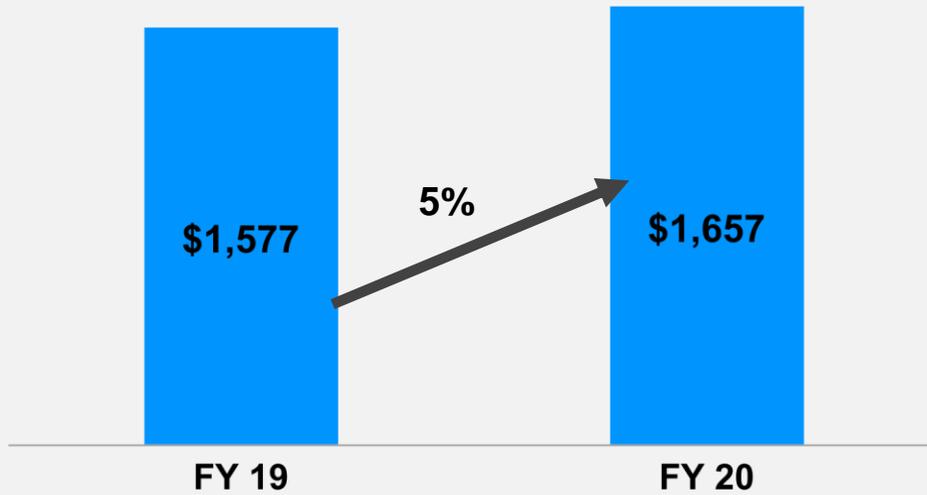
Highlights*



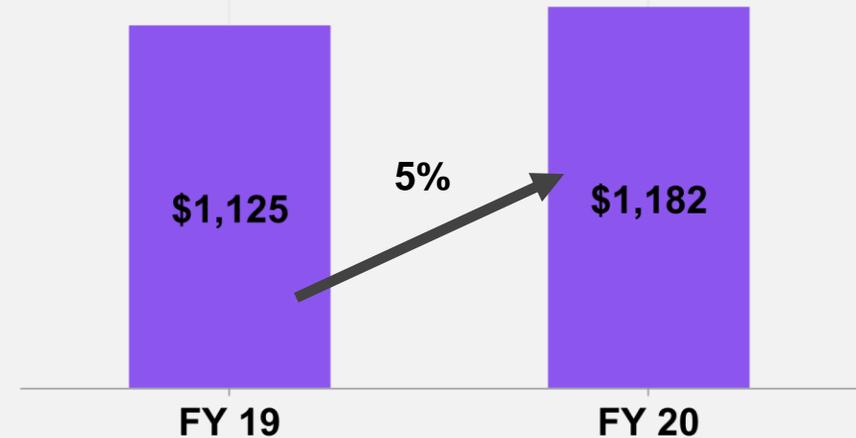
* All numbers are Non-GAAP

Record Results Full Year 2020

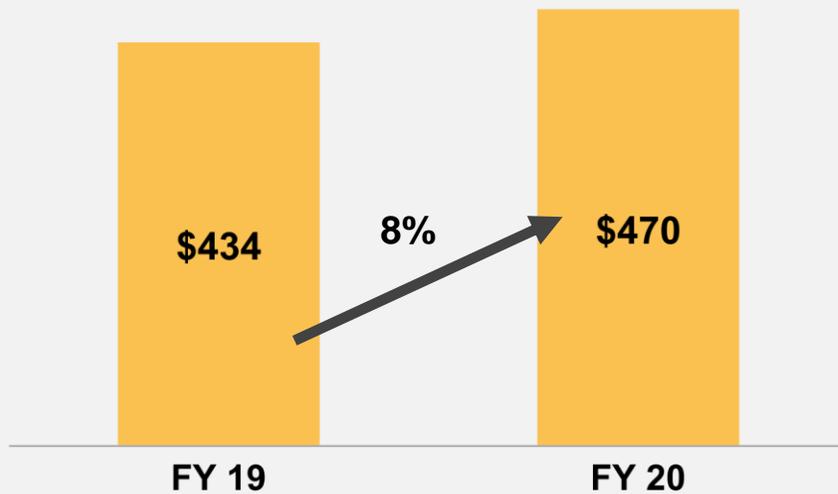
TOTAL REVENUE (M\$)



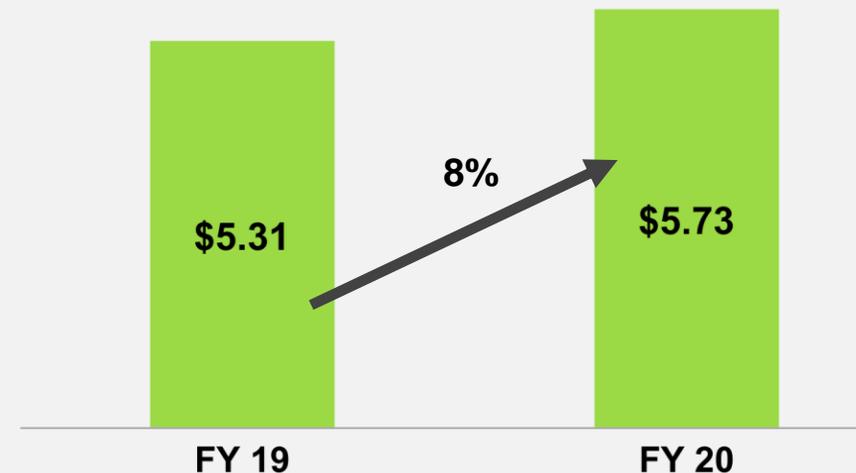
GROSS PROFIT (M\$)



OPERATING INCOME (M\$)



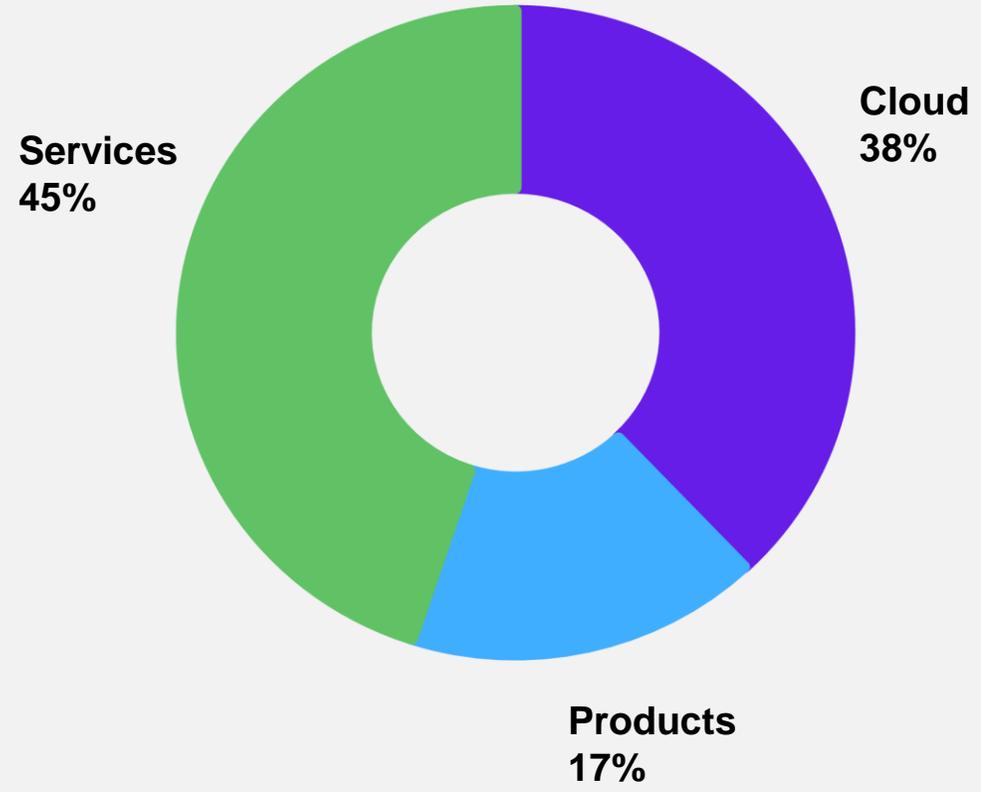
EARNING PER SHARE



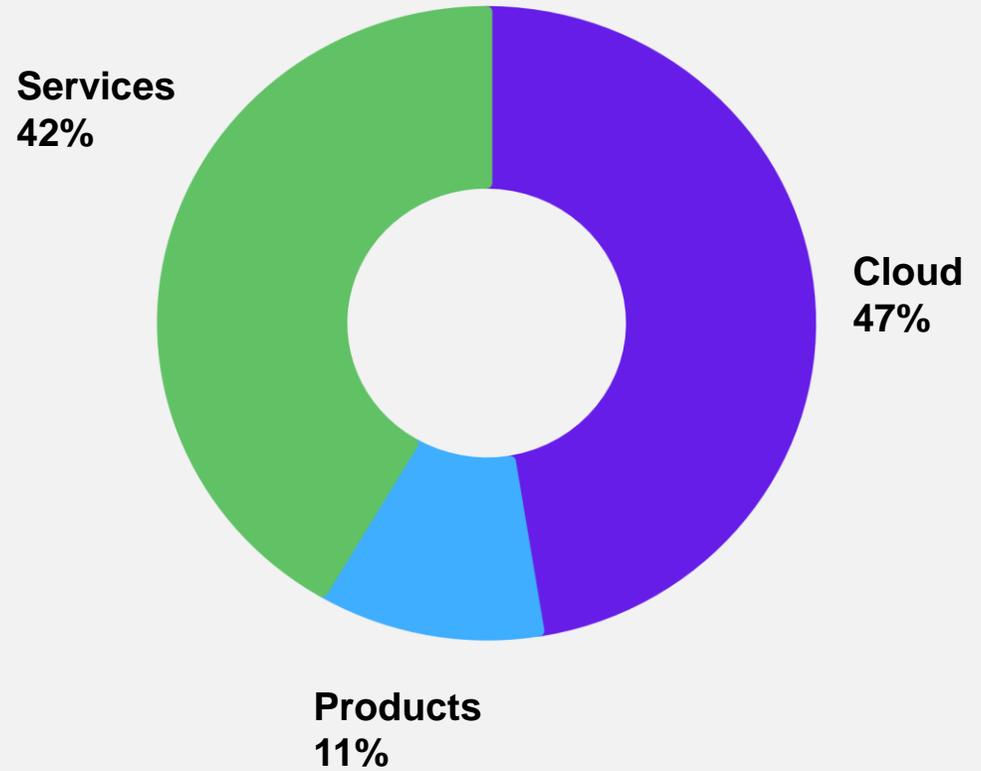
* All numbers are Non-GAAP

Business Model (% Total Revenue)*

Full Year 2019



Full Year 2020

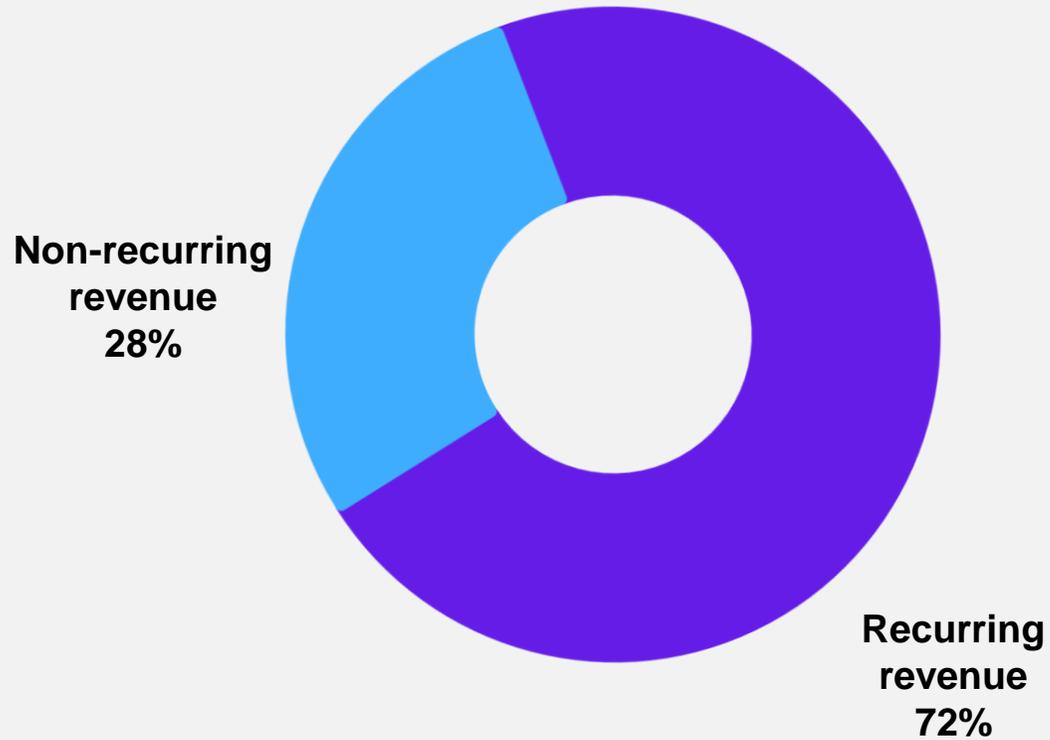


* All numbers are Non-GAAP

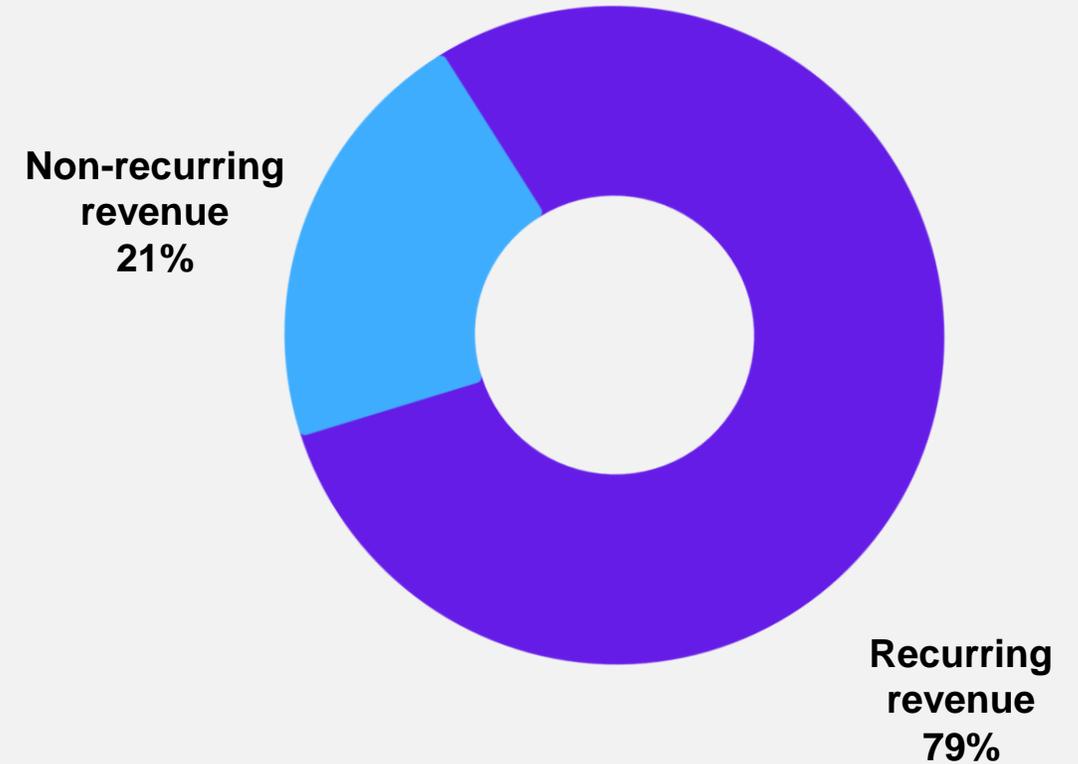


Business Model (% Total Revenue)*

Full Year 2019



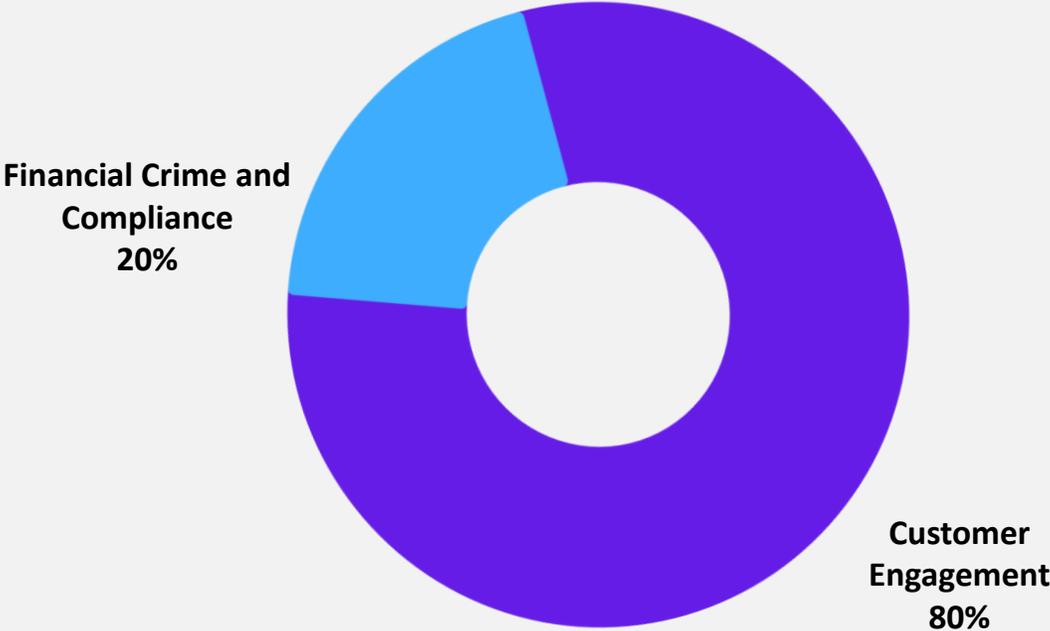
Full Year 2020



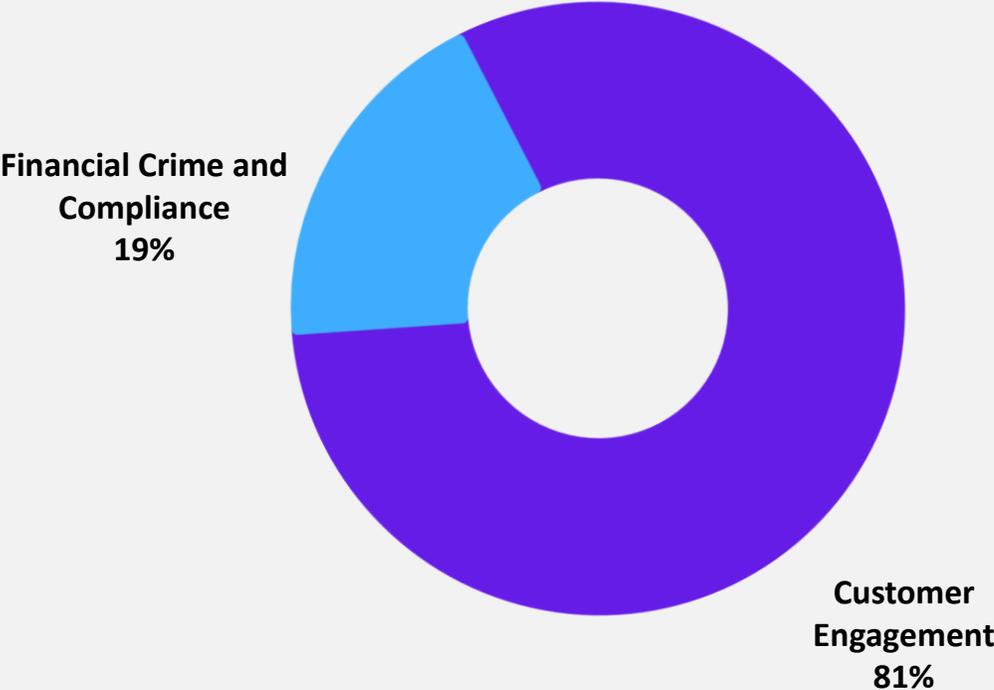
* All numbers are Non-GAAP

Business Units Breakdown (% Total Revenue)*

Full Year 2019



Full Year 2020



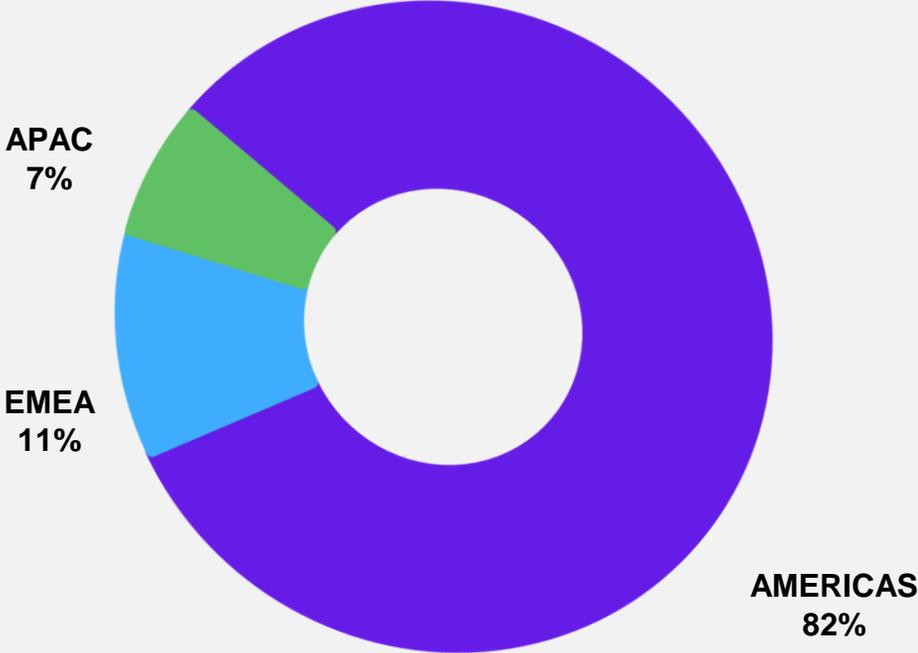
* All numbers are Non-GAAP

Global Presence (% Total Revenue)*

Full Year 2019



Full Year 2020



* All numbers are Non-GAAP