



Investors Presentation

November 2023



Disclaimer

Forward Looking Statements Disclaimer

This presentation contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. In some cases, forward-looking statements may be identified by words such as “believe,” “expect,” “seek,” “may,” “will,” “intend,” “should,” “project,” “anticipate,” “plan,” and similar expressions. Forward-looking statements are based on the current beliefs, expectations and assumptions of the Company’s management regarding the future of the Company’s business, future plans and strategies, projections, anticipated events and trends, the economy and other future conditions. Examples of forward-looking statements include guidance regarding the Company’s revenue and earnings and the growth of our cloud, analytics and artificial intelligence business.

Forward looking statements are inherently subject to significant economic, competitive and other uncertainties and contingencies, many of which are beyond the control of management. The Company cautions that these statements are not guarantees of future performance, and investors should not place undue reliance on them. There are or will be important known and unknown factors and uncertainties that could cause actual results to differ materially from those expressed or implied in the forward-looking statements. These factors, include, but are not limited to, risks associated with changes in economic and business conditions, competition, successful execution of the Company’s growth strategy, success and growth of the Company’s cloud Software-as-a-Service business, difficulties in making additional acquisitions or effectively integrating acquired operations, products, technologies and personnel, the Company’s dependency on third-party cloud computing platform providers, hosting facilities and service partners, rapidly changing technology, cyber security attacks or other security breaches against the Company, privacy concerns and legislation impacting the Company’s business, changes in currency exchange rates and interest rates, the effects of additional tax liabilities resulting from our global operations, the effect of unexpected events or geo-political conditions, such as the impact of conflicts in the Middle East, that may disrupt our business and the global economy and various other factors and uncertainties discussed in our filings with the U.S. Securities and Exchange Commission (the “SEC”).

You are encouraged to carefully review the section entitled “Risk Factors” in our latest Annual Report on Form 20-F and our other filings with the SEC for additional information regarding these and other factors and uncertainties that could affect our future performance. The forward-looking statements contained in this presentation speak only as of the date hereof, and the Company undertakes no obligation to update or revise them, whether as a result of new information, future developments or otherwise, except as required by law.

Explanation of Non-GAAP measures

Non-GAAP financial measures are included in this press release. Non-GAAP financial measures consist of GAAP financial measures adjusted to exclude share-based compensation, amortization of acquired intangible assets, acquisition related expenses, amortization of discount on debt and loss from extinguishment of debt, and the tax effect of the Non-GAAP adjustments.

The Company believes that these Non-GAAP financial measures, used in conjunction with the corresponding GAAP measures, provide investors with useful supplemental information about the financial performance of our business. We believe Non-GAAP financial measures are useful to investors as a measure of the ongoing performance of our business. Our management regularly uses our supplemental Non-GAAP financial measures internally to understand, manage and evaluate our business and to make financial, strategic and operating decisions. These Non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Our Non-GAAP financial measures are not meant to be considered in isolation or as a substitute for comparable GAAP measures and should be read only in conjunction with our consolidated financial statements prepared in accordance with GAAP. These Non-GAAP financial measures may differ materially from the Non-GAAP financial measures used by other companies. Reconciliation between results on a GAAP and Non-GAAP basis is provided in a table immediately following the Consolidated Statements of Income. The Company provides guidance only on a Non-GAAP basis. A reconciliation of guidance from a GAAP to Non-GAAP basis is not available due to the unpredictability and uncertainty associated with future events that would be reported in GAAP results and would require adjustments between GAAP and Non-GAAP financial measures, including the impact of future possible business acquisitions. Accordingly, a reconciliation of the guidance based on Non-GAAP financial measures to corresponding GAAP financial measures for future periods is not available without unreasonable effort.

NICE

THE Cloud Leader Powering AI in Three Large Specialized Markets

25K
Customers

>85%
Fortune
100 Customers

>150
Countries

>7,900
Employees

>2,600
R&D
Professionals

\$2.3B
Revenue*

>\$1.5B
Cloud ARR*

>\$1.9B
Recurring
Revenue*

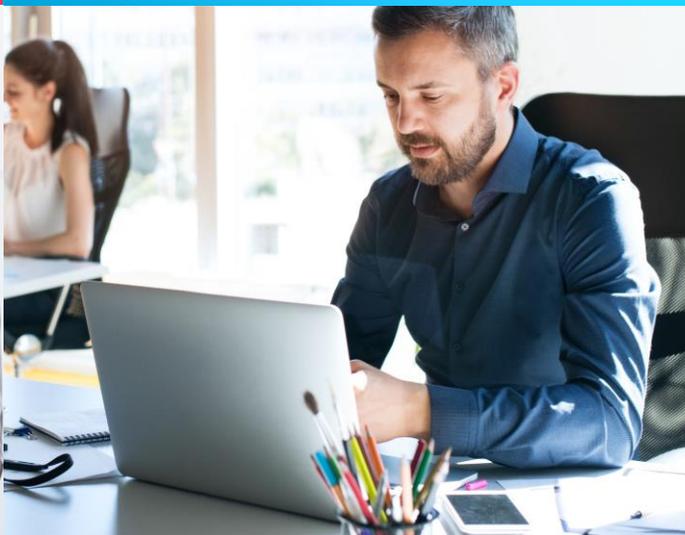
>\$550M
Cash from
Operations*

*Financial figures for last 12 months ended September 30, 2023.

**CUSTOMER
ENGAGEMENT**

**FINANCIAL CRIME
& COMPLIANCE**

**PUBLIC
SAFETY**



CREATING
Extraordinary
Customer
Experience

OUTSMARTING
Financial Crime
with Intelligent
Solutions

DRIVING
Digital Policing
Transformation

This is
NICE

GLOBAL PLATFORM LEADER

CXone

X-Sight

EVIDENCENTRAL

AI-IZATION

DIGITALIZATION

CLOUDIFICATION

The NICE Journey

2021 - 2022

AI EXPANSION

- Enlighten AI Growth
- \$2B Total Revenue
- Doubling Digital Revenue

2017 - 2018

CLOUDIFICATION & PLATFORMIZATION

- CXone launch
- \$1.5B Total Revenue
- inContact acquisition

2014 – 2015

CEMENTING LEADERSHIP

- Significant profitability expansion
+450 bp in Operating Margin
- WEM leadership

2023 and beyond

BRINGING IT ALL TOGETHER

2019 - 2020

DIGITAL EXPANSION

- Expanding to 35+ digital channels
- Significant self-service solutions expansion

2016

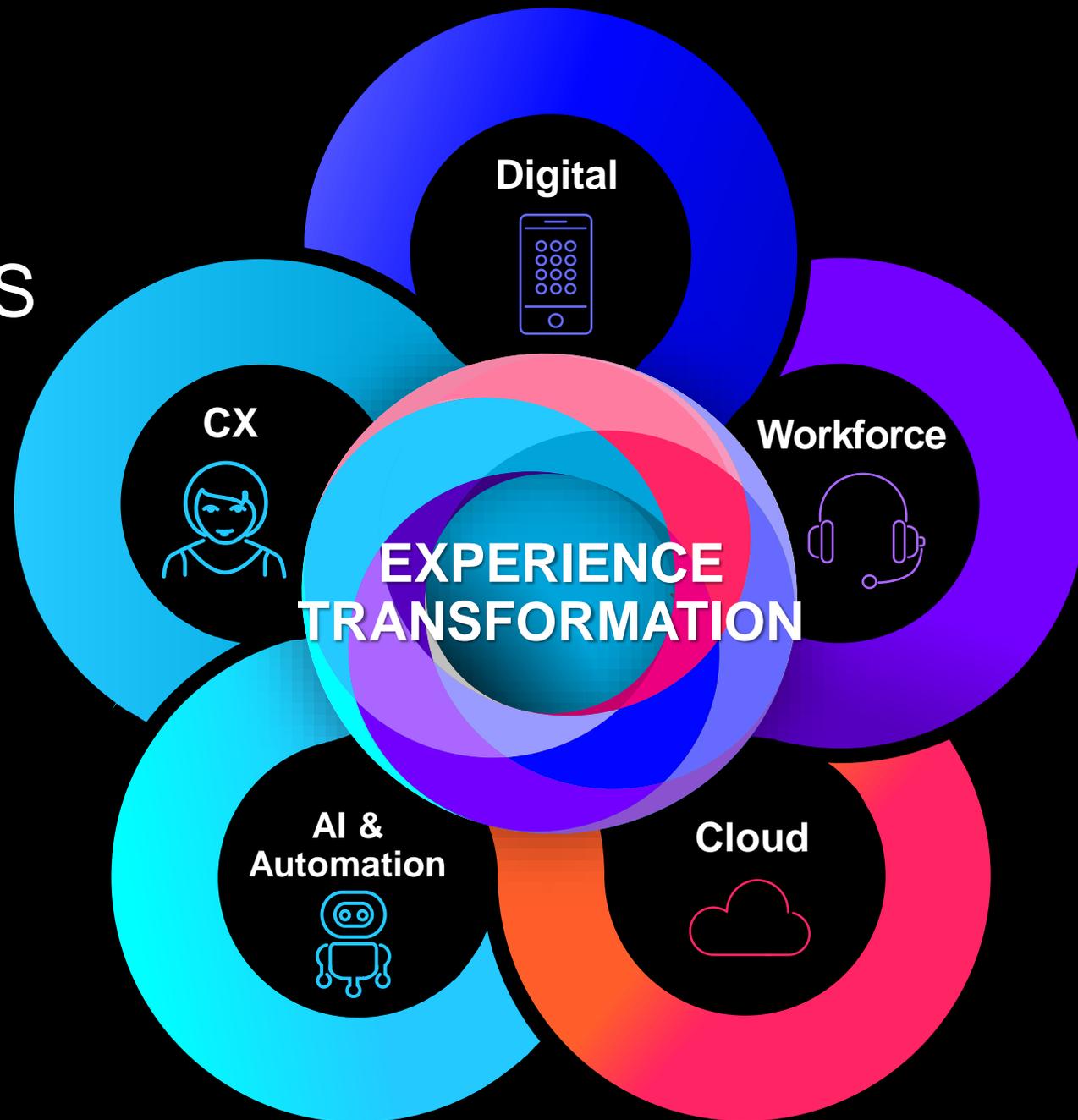
ANALYTICS POWERHOUSE

- \$1B Total Revenue
- Nexidia acquisition

CUSTOMER ENGAGEMENT



CUSTOMER EXPERIENCE MARKET DYNAMICS



CXi

Focus on all interactions beyond CCaaS

DIGITAL

The driving force for every CX conversation

MAKING EXPERIENCES FLOW

The NICE Advantage

AI

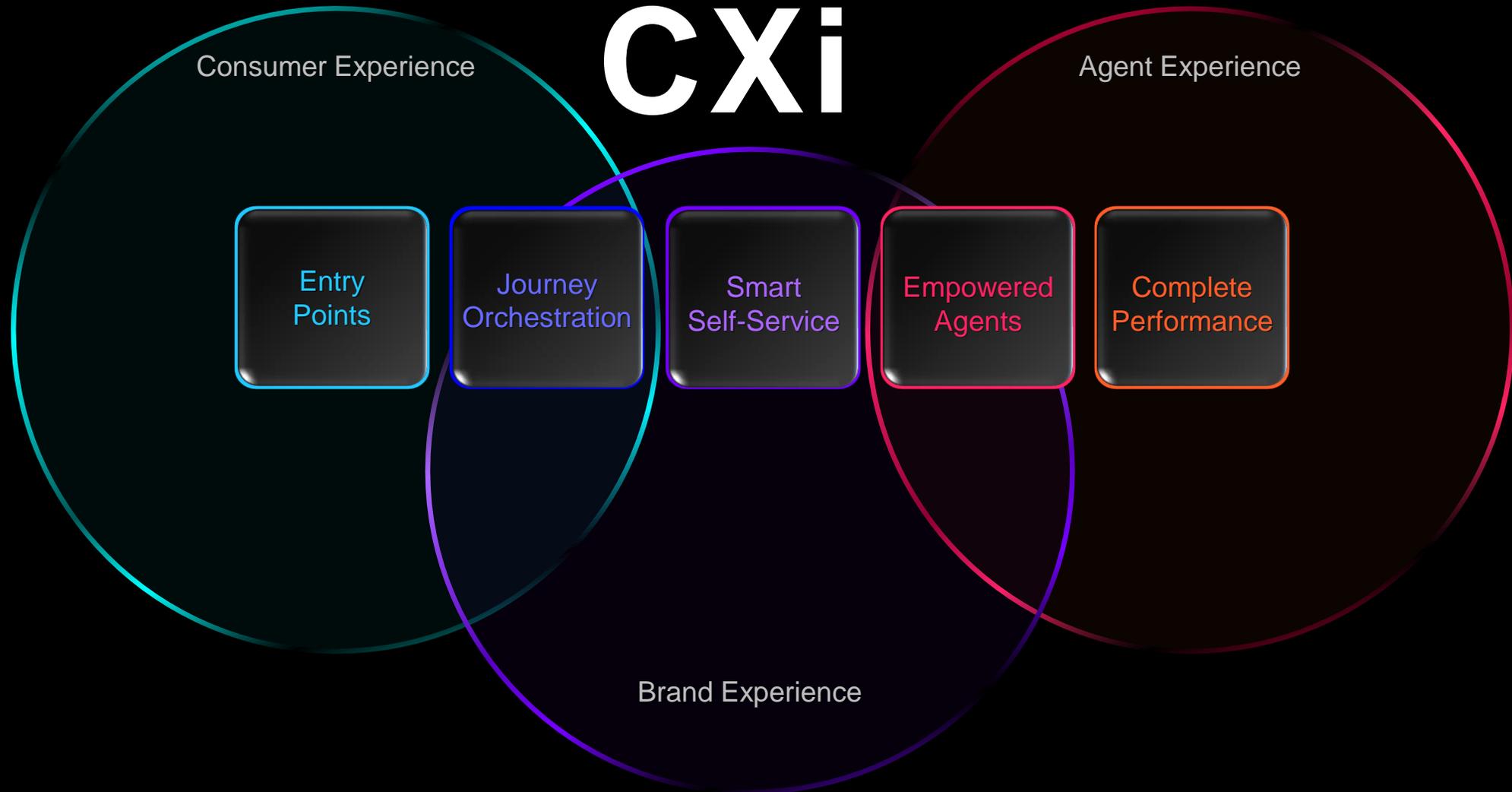
Purpose built to make every conversation smarter

RAPID EXECUTION

To deliver new products & features

Customer eXperience interactions

CXi encompasses the entire journey and the needs of all CX stakeholders



CXone is the most complete platform for every CXi journey



CXone is the most complete platform for every CXi journey



Complete platform for every CXi journey

Entry Points

- Voice
- SEO Enhanced Knowledge
- Async In-app Messaging
- 30+ Channels
- Proactive Outreach

Journey Orchestration

- AI-driven Omnichannel Routing
- Contextual Knowledge
- Unified Config & Design

Smart Self-Service

- Proactive Virtual Agents
- Responsive Virtual Agents
- Knowledge Presentation
- Web & Mobile Guidance
- Self-service Analytics
- 3rd Party Bot Integration

Empowered Agents

- Unified Agent Experience
- Contextual Knowledge
- Knowledge Presentation
- Real-Time Guidance
- Task Automation

Complete Performance

- AI-driven Forecast/Schedule
- Analytics driven Quality
- Performance Mgmt.
- Journey & Context Analytics
- Voice of the Customer



Enlighten AI

CXone

Reliable. Secure. Carrier grade.



Extreme Availability

99.99% Uptime
Voice quality SLA MOS 4.0+

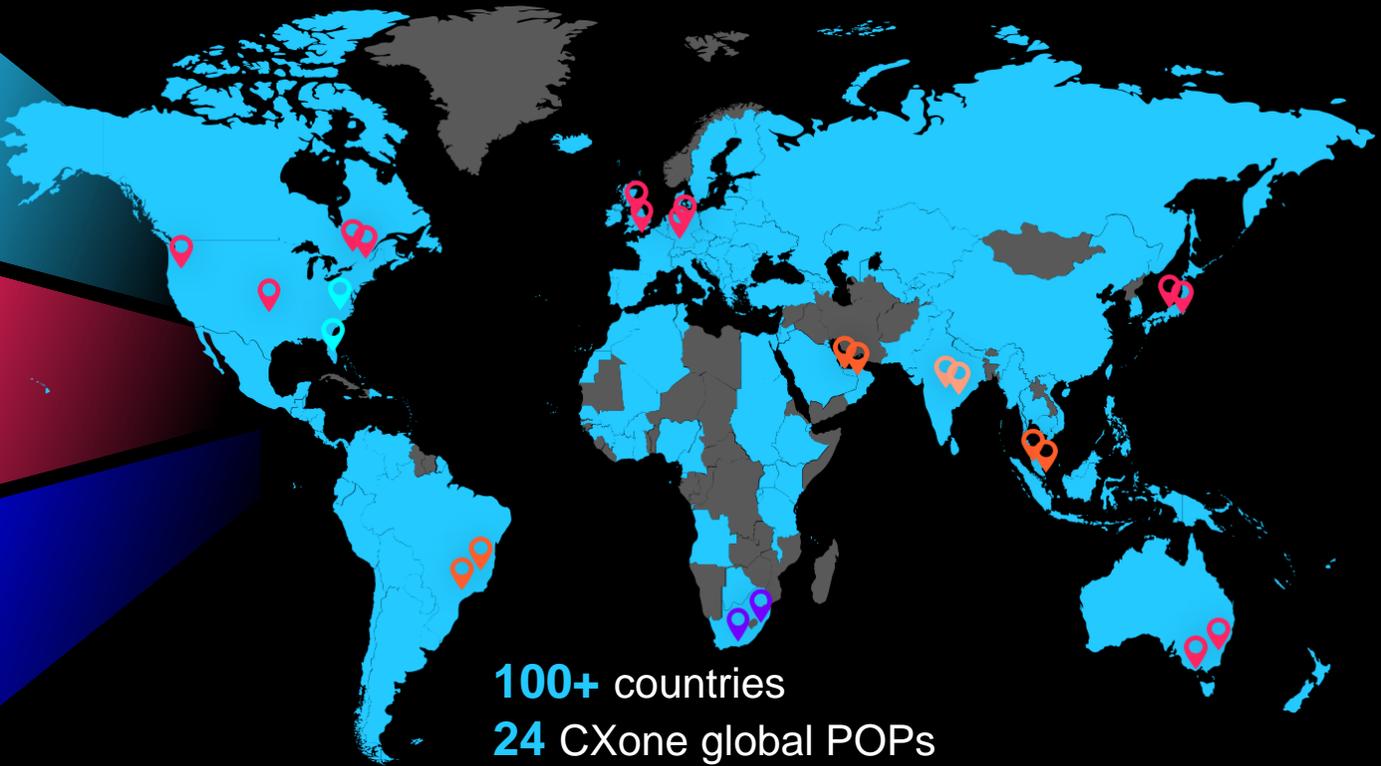
High Availability through Multi-Region, Multi-Availability Zone, Multi-Network & Multi-Service Provider **Redundancy**

Unmatched Security & Compliance



Unmatched Openness & Extensibility

Programable **CPaaS** with hundreds of **APIs**
Over **140** pre-integrated **partner apps**
Try and buy e-commerce marketplace



100+ countries
24 CXone global POPs
19 global inbound carriers
14 global outbound carriers

BROADEST PARTNER ECOSYSTEM

260+ Global
CX Partners

75% of Wins
Involve Partners

200+ Active
DEVone Partners



Technology
Solution
Distributors



Solution
Partners



Communication
Service Providers



Global System
Integrators



Technology
Partners



Services
Partners



Marketplace
Partners

CUSTOMER Experience Selected Customers

10/10 TOP U.S.
Health Insurance

5/5 TOP U.S.
Telco

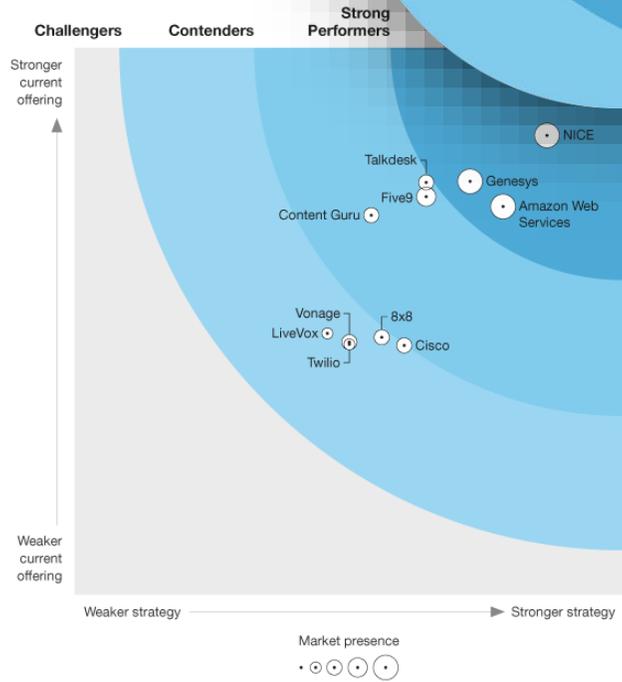
9/10 TOP GLOBAL
Financial Services

6/10 TOP
Fortune 10



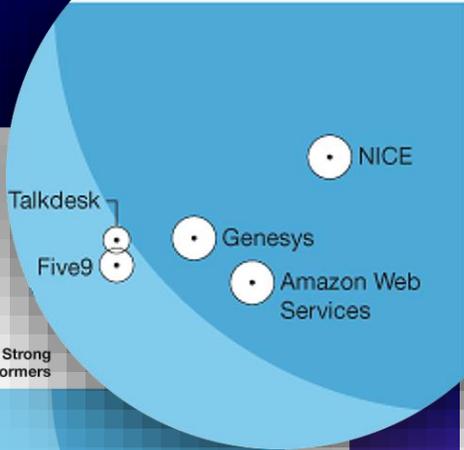
CCaaS

THE FORRESTER WAVE™
Contact Center As A Service
Q1 2023



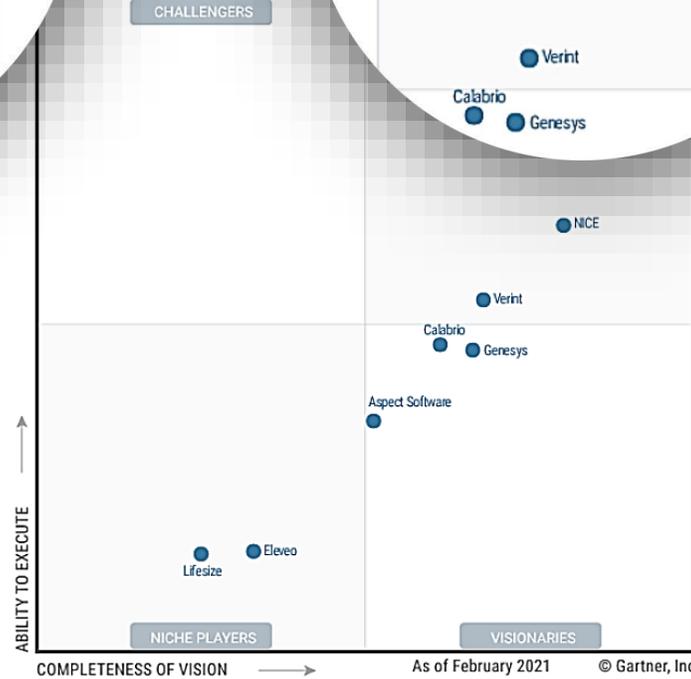
FORRESTER®

Leaders



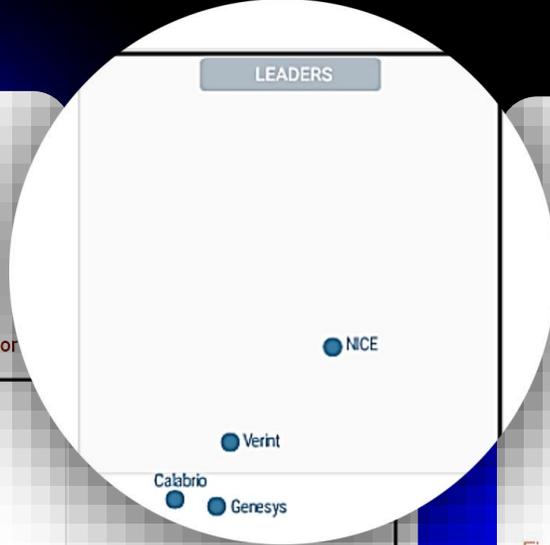
WEM

Figure 1: Magic Quadrant for WEM



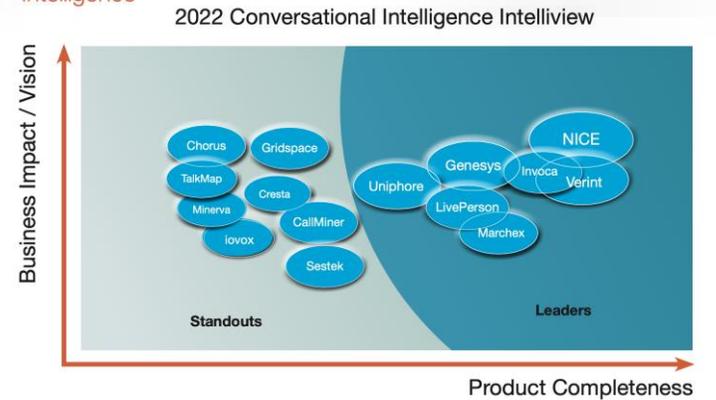
Gartner®

LEADERS

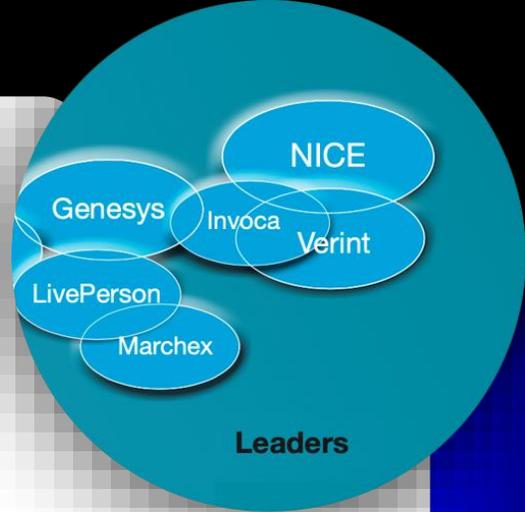


AI

Figure 5: 2022 Leaders & Standouts for Conversational Intelligence



opusresearch



THE Leader in all **CX** Categories

CREATING EXTRAORDINARY EXPERIENCES

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

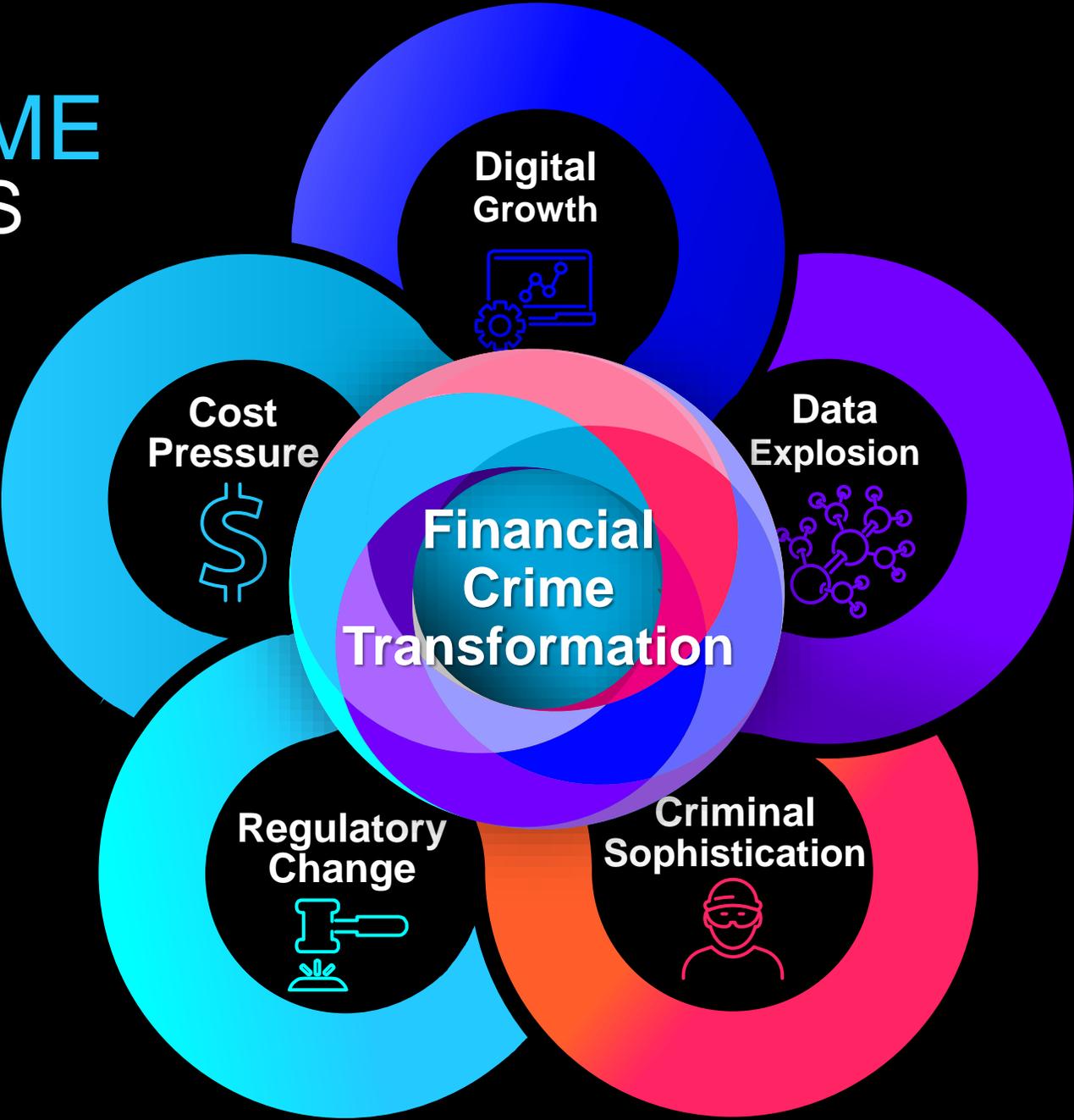
Advanced Analytics & AI

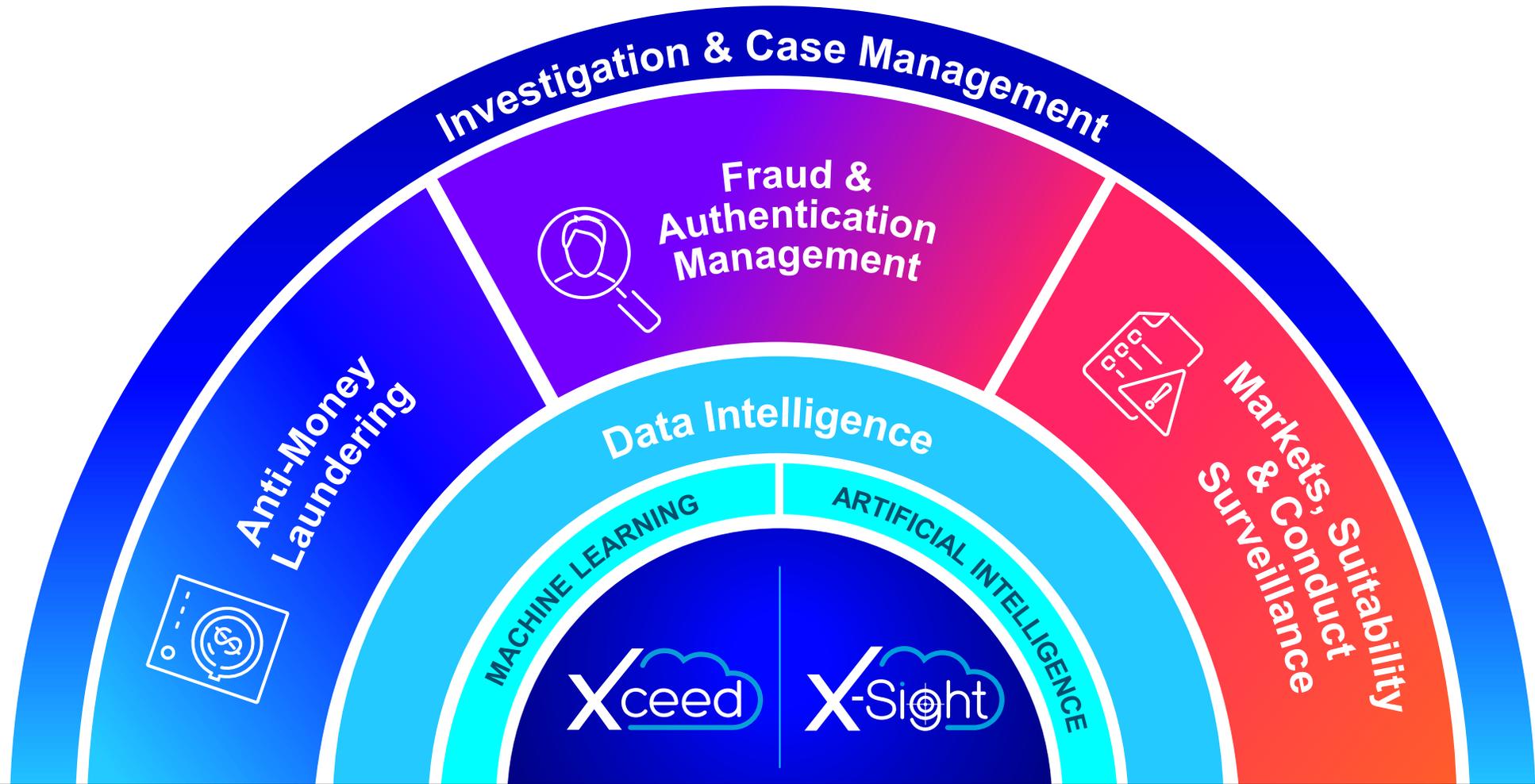
Analytics-driven CX solutions fueled with Artificial Intelligence and Machine Learning

FINANCIAL CRIME & COMPLIANCE



FINANCIAL CRIME MARKET DYNAMICS





FINANCIAL CRIME FRAMEWORK

Enterprise Fraud Management

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**

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



NICE Actimize Financial Crime

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

Flexible



High-End Market

- Industrialized and extensible platform
- Self-service tools
- Open for customer and partner development

Fully Packaged

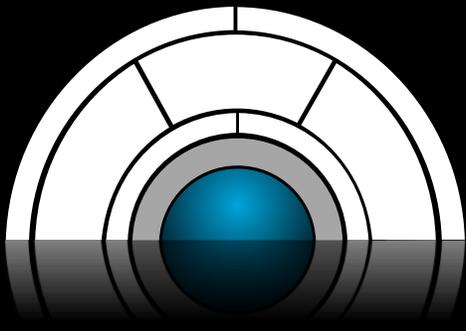


Mid-Market

- Out-of-the-box
- Quick time to value
- Cost effective

PLATFORMS WITH A PURPOSE

Financial Crime Risk Management Platform-as-a- Service



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

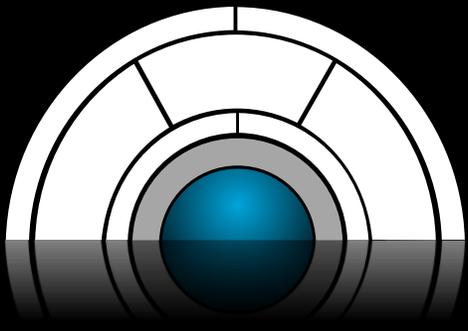


Enables **smarter, faster decisions** throughout the customer lifecycle with the **power of data and analytics**



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

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

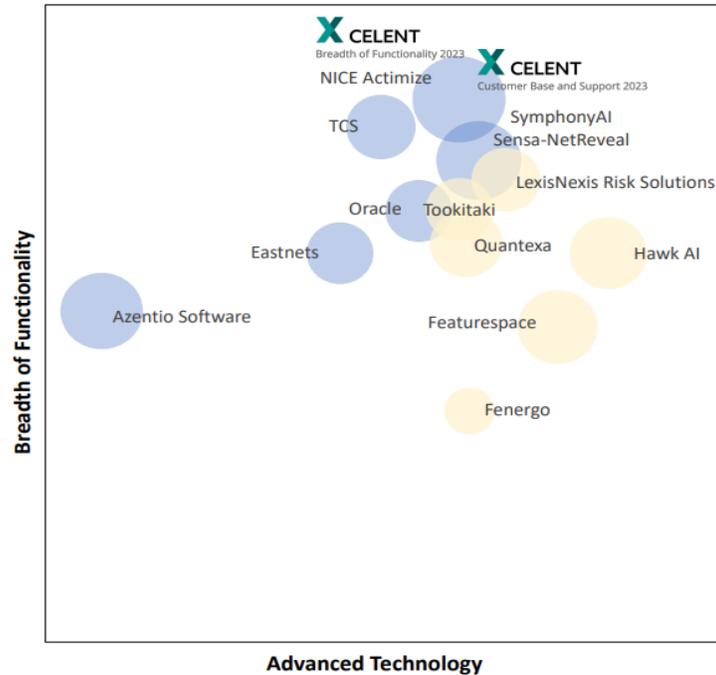


Enables higher detection accuracy and lower false positives, **fueled by AI**

NICE Actimize Recognized as a Market Leader

CELENT

Celent's 2023
AML Transaction Monitoring Report, July 2023

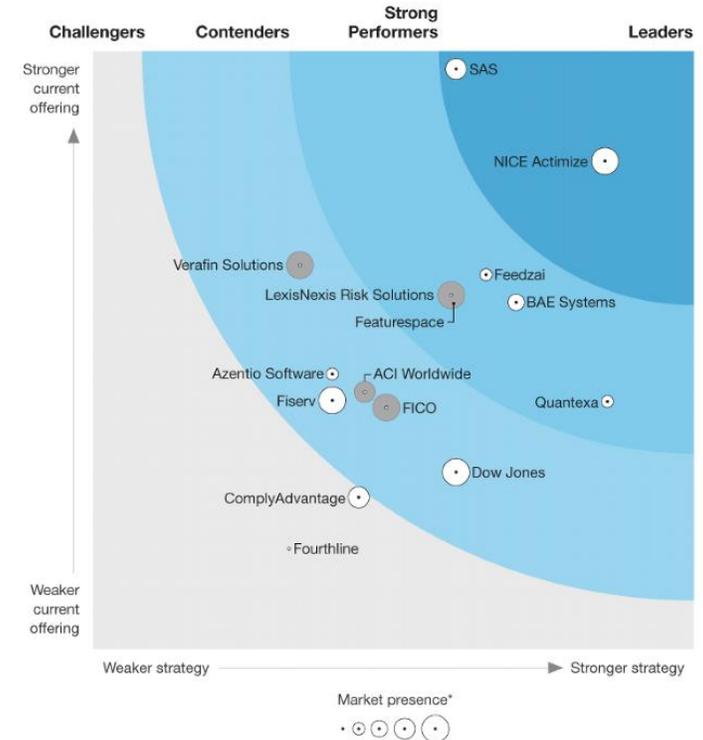


Relative size of bubble = Customer Base and Support. ● = Incumbent solutions ○ = New Entrants

Celent's "Financial Crime Compliance Technology: AML Transaction Monitoring Edition—2023 XCelent Awards, Powered by VendorMatch" designated NICE Actimize as a Luminary in the report's Technology Capabilities Matrix. NICE Actimize also grabbed the firm's "XCelent Breadth of Functionality" and the "XCelent Customer Base and Support" awards.

FORRESTER®

The Forrester Wave™:
Anti-Money-Laundering Solutions, Q3 2022



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

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FINANCIAL CRIME & COMPLIANCE: Selected Customers

10/10 TOP U.S.
Banks

10/10 TOP Global
Investment Banks

10/10 TOP EU
Banks

4/5 TOP APAC
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

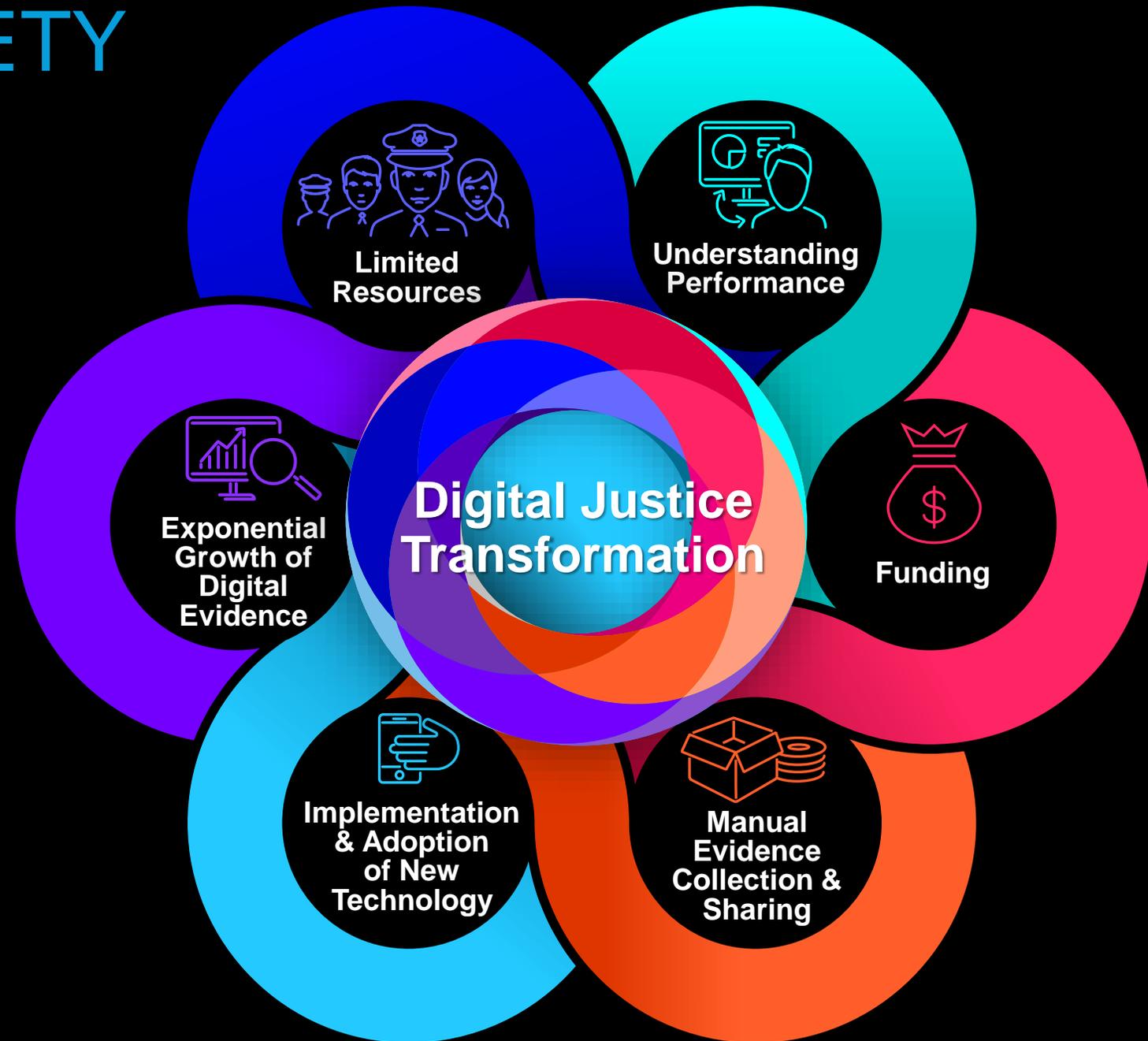
Leadership

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

PUBLIC
SAFETY &
JUSTICE



PUBLIC SAFETY & JUSTICE DYNAMICS





NICE DIGITAL JUSTICE

Emergency Response Optimization

NICE ▪ Inform

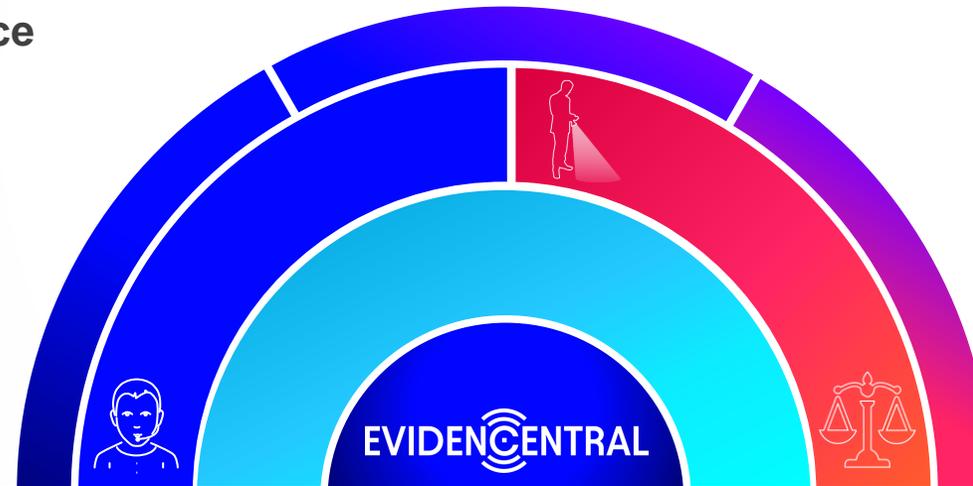
- Captures and Reconstructs Emergency Incidents
- Automates Evidence Production
- Automates Quality Assurance Reviews
- Real-time Performance Insights
- Reduces Staff Turnover

Digital Evidence Management

NICE ▪ Investigate

NICE ▪ Justice

- Automates the Collection and Analysis of Digital Evidence
- Automates Case Building & Analysis
- Streamlines Investigative Workflow
- Surfaces Evidence Connections
- Crowdsource Evidence from the Community
- Securely Shares Evidence
- Facilitates Trial Preparation and Presentation

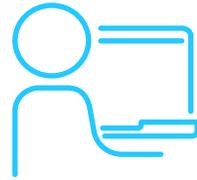
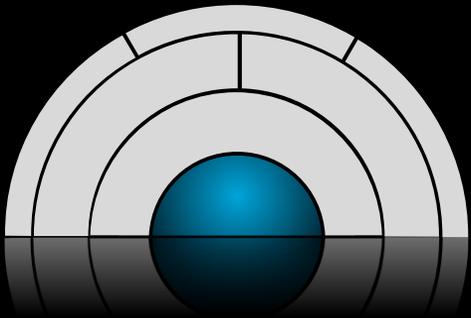


NICE Digital Justice

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



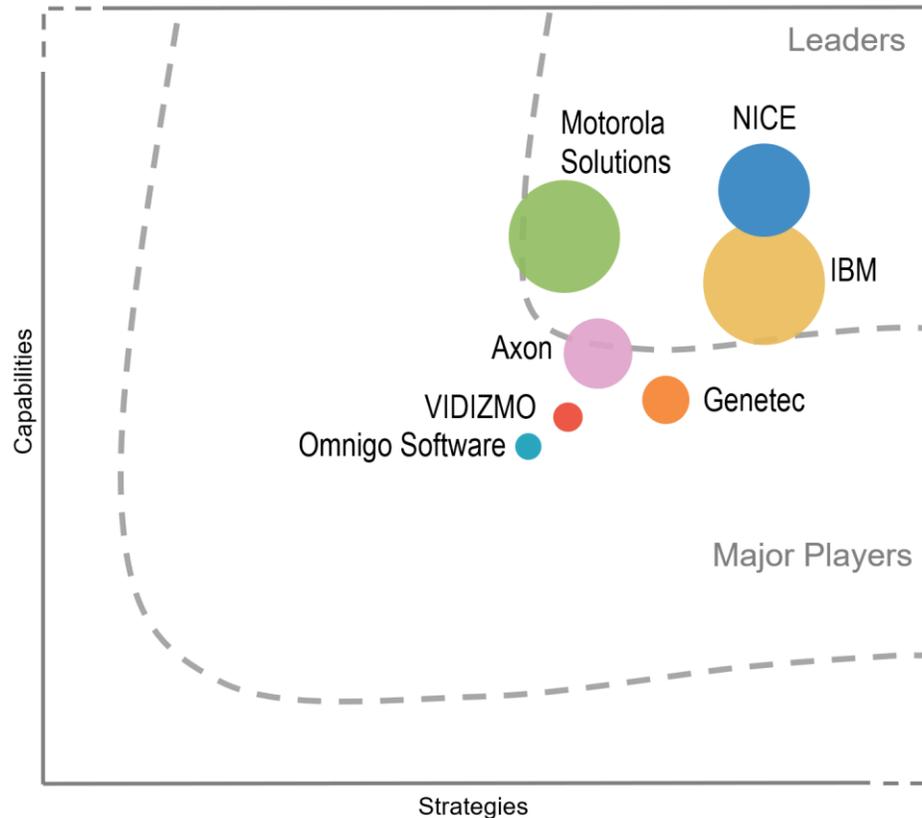
secure cloud

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

NICE Recognized as a Leader in Public Safety

NICE named a Leader in IDC's Vendor Assessment Report:

IDC MarketScape Worldwide Digital Evidence Management Solutions for Law Enforcement, 2020



Source: IDC, 2020

[Read Report >](#)



NICE was recognized by American Security Today in 2022 for seventh consecutive year:

- **NICE Inform Elite** awarded Best 911 Recording & Analytics
- **NICE Evidencentral** awarded Best Investigation/Surveillance/Detection



NICE recognized by Frost & Sullivan:

- **NICE – Public Safety Software Solution Customer Value Leadership**
- **NICE Inform – Public Safety Answering Point (PSAP) Solutions Product Leadership Award**
- **NICE Investigate – Investigation and Evidence Management Solutions Technology Leadership Award**

PUBLIC SAFETY: Selected Customers

85%

TOP U.S.
& Canadian Cities

94%

U.K Police
Forces

100%

Australian
States



PUBLIC SAFETY & JUSTICE – 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

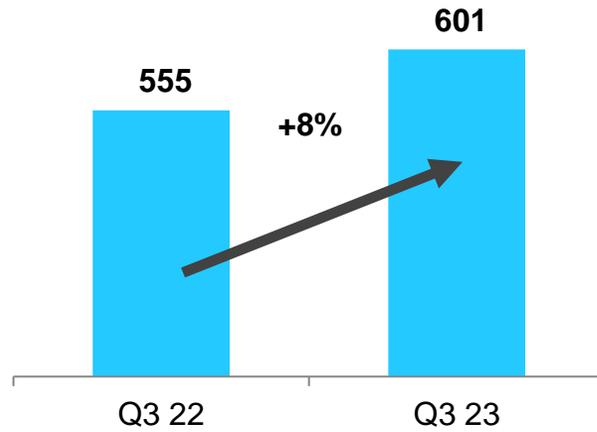
#1 incident intelligence provider worldwide and 1st digital evidence transformation platform

FINANCIAL OVERVIEW

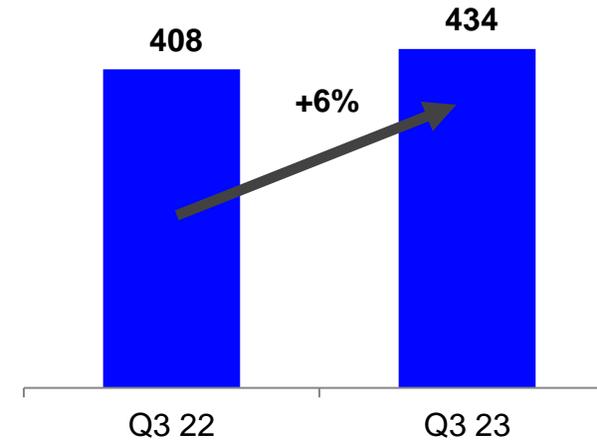


Q3 2023 Non-GAAP Financial Results

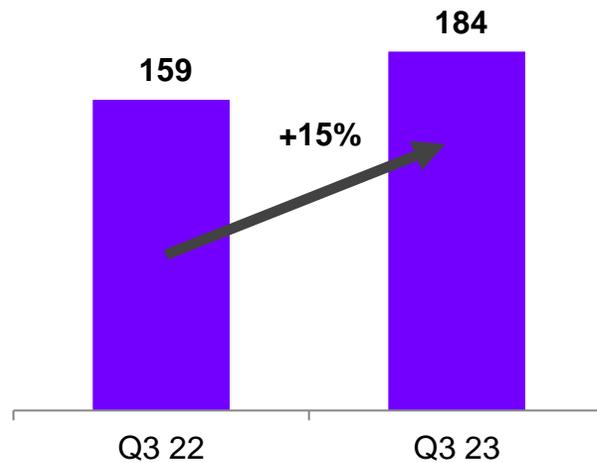
TOTAL REVENUE (\$M)



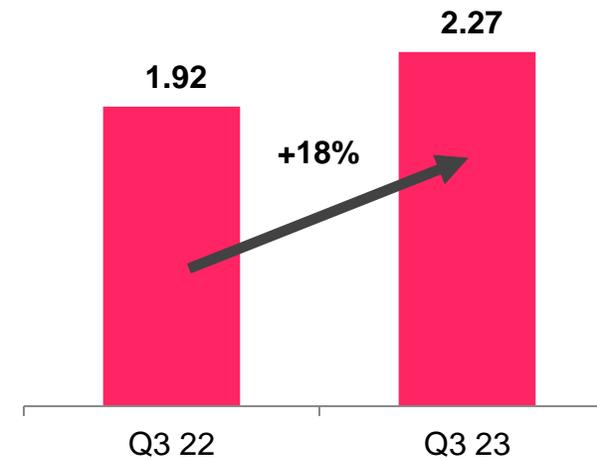
GROSS PROFIT (\$M)



OPERATING INCOME (\$M)

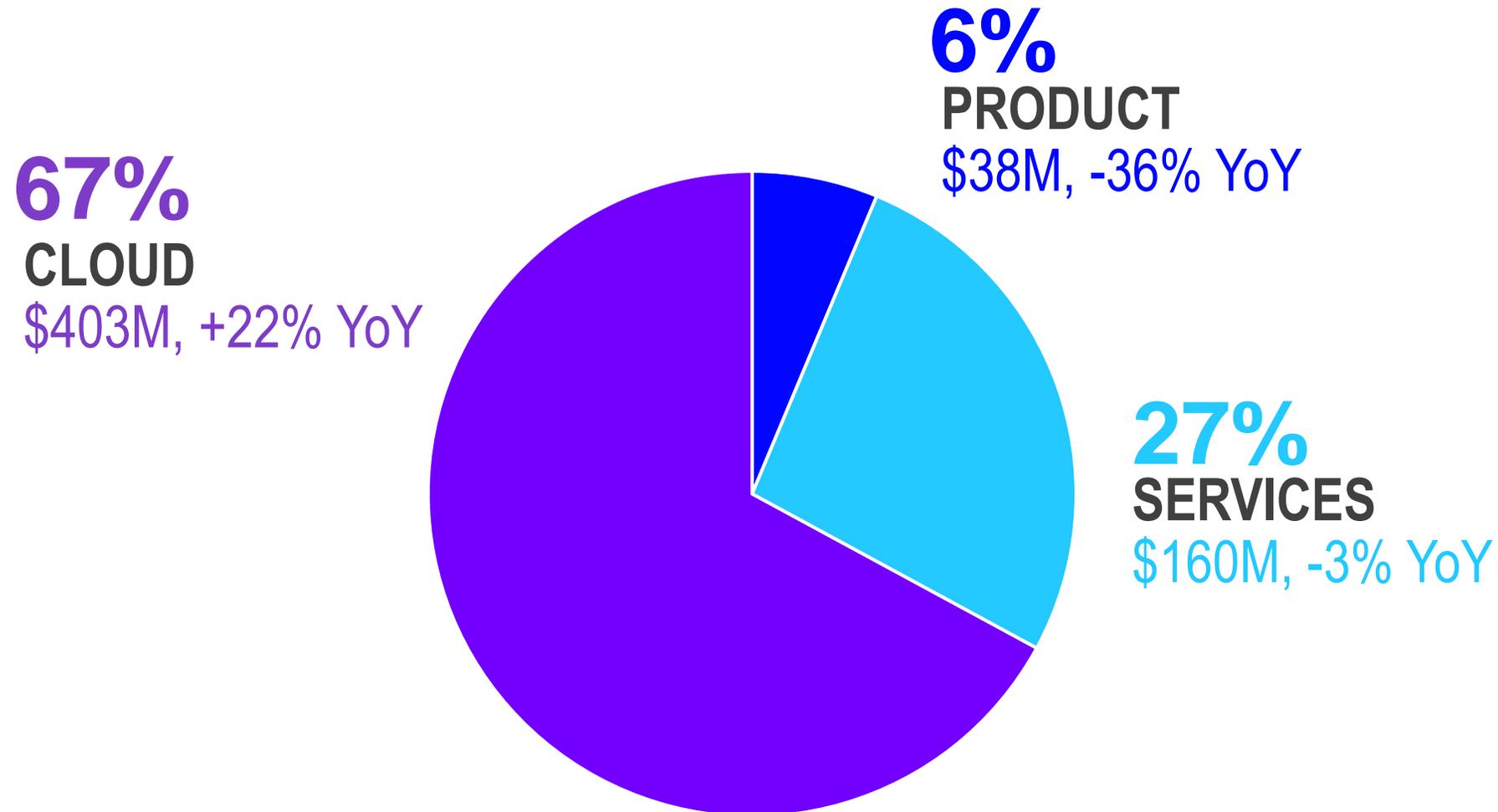


EARNING PER SHARE (\$)



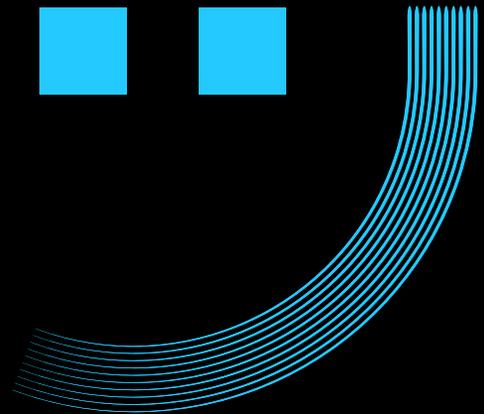
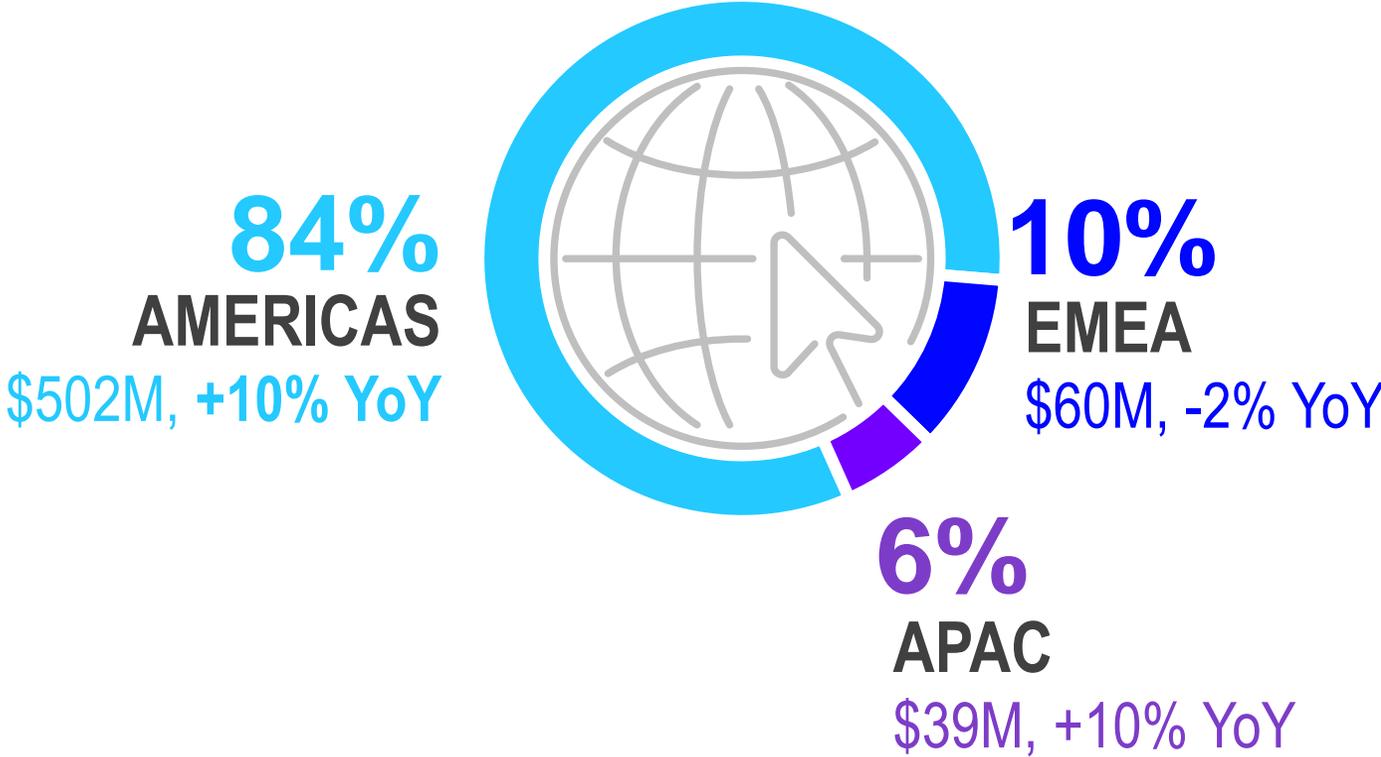
Q3 2023

Revenue Breakdown by Business Model (Non-GAAP)



Q3 2023

Revenue Breakdown by Region (Non-GAAP)



Q3 2023

Revenue Breakdown by Business Unit (Non-GAAP)

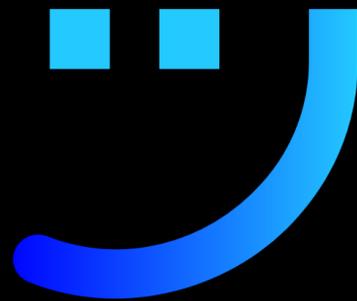
83%
CUSTOMER
ENGAGEMENT
\$498M, +10% YoY



17%
FINANCIAL
CRIME &
COMPLIANCE
\$103M, 0% YoY

Thank You

NICE



Make
experiences

flow