

NICE Reports 35% Record Cloud Growth for Third Quarter 2020

Annualized Cloud Revenue Run Rate Surpasses \$800 Million Q3 Cash Flow From Operations Increased 20% to \$99 Million

Hoboken, New Jersey, November 12, 2020 - NICE (NASDAQ: NICE) today announced results for the third quarter ended September 30, 2020.

Third Quarter 2020 Financial Highlights

GAAP	Non-GAAP
Cloud revenue of \$202 million, growth of 34% year-over-year	Cloud revenue of \$204 million, growth of 35% year-over-year
Total revenue of \$410 million, growth of 6% year-over-year	Total revenue of \$412 million, growth of 7% year-over-year
Gross margin of 65.8% compared to 65.7% last year	Gross margin of 71.0% compared to 70.9% last year
Cloud gross margin of 56.6% compared to 51.6% last year	Cloud gross margin of 65.6% compared to 61.9% last year
Operating income of \$62 million compared to \$56 million last	Operating income of \$117 million compared to \$106 million
year, an increase of 11%	last year, an increase of 10%
Operating margin of 15.1% compared to 14.4% last year	Operating margin of 28.3% compared to 27.4% last year
Diluted EPS of \$0.76 versus \$0.69 last year, 10% growth	Diluted EPS of \$1.41 versus \$1.30 last year, 8% growth year-
year-over-year	over-year
Operating cash flow of \$99 million compared to \$82 million	
last year	

"We are pleased to report a very strong third quarter driven by continued rapid acceleration in our cloud business," said Barak Eilam, CEO, NICE. "Cloud grew a record 35 percent and now represents 50 percent of our total revenue, which is a major milestone for NICE. We achieved 10 percent sequential growth in the cloud compared to the second quarter of this year, and we already surpassed the more than 800 million dollar cloud revenue run rate that we had originally expected by the end of the year."

Mr. Eilam continued, "The acceleration in our cloud growth is being driven by several factors, including substantial growth in new customers, rapid adoption by large enterprises, new verticals that are embracing remote service and digital transformation that has become front and center for organizations of all sizes. We witnessed an increase of over 50 percent in new customers compared to the same quarter last year. Additionally, we saw a 91 percent sequential increase in digital volumes for CXone, and a 154 percent increase year-over-year, confirming the strength of our leadership in digital."

GAAP Financial Highlights for the Third Quarter Ended September 30:

Revenues: Third quarter 2020 total revenues increased 6.1% to \$409.8 million compared to \$386.3 million for the third quarter of 2019.

Gross Profit: Third quarter 2020 gross profit and gross margin increased to \$269.7 million and 65.8%, respectively, compared to \$253.6 million and 65.7%, respectively, for the third quarter of 2019.

Operating Income: Third quarter 2020 operating income and operating margin increased to \$62.0 million and 15.1%, respectively, compared to \$55.7 million and 14.4%, respectively, for the third quarter of 2019.

Net Income: Third quarter 2020 net income and net income margin increased to \$50.7 million and 12.4%, respectively, compared to \$45.0 million and 11.7%, respectively, for the third quarter of 2019.

Fully Diluted Earnings Per Share: Fully diluted earnings per share for the third quarter of 2020 increased 10.1% to \$0.76, compared to \$0.69 in the third quarter of 2019.

Operating Cash Flow and Cash Balance: Third quarter 2020 operating cash flow was \$99.0 million. As of September 30, 2020, total cash and cash equivalents, short term investments were \$1,542.5 million, and total debt was \$891.3 million.

Non-GAAP Financial Highlights for the Third Quarter Ended September 30:

Revenues: Third quarter 2020 non-GAAP total revenues increased to \$412.4 million, up 6.5% from \$387.1 million for the third quarter of 2019.

Gross Profit: Third quarter 2020 non-GAAP gross profit and gross margin increased to \$292.9 million and 71.0%, respectively, from \$274.4 million and 70.9%, respectively for the third quarter of 2019.

Operating Income: Third quarter 2020 non-GAAP operating income and non-GAAP operating margin increased to \$116.8 million and 28.3%, respectively, from \$105.9 million and 27.4%, respectively, for the third quarter of 2019.

Net Income: Third quarter 2020 non-GAAP net income and non-GAAP net income margin increased to \$93.6 million and 22.7%, respectively, from \$84.3 million and 21.8%, respectively, for the third quarter of 2019.

Fully Diluted Earnings Per Share: Third quarter 2020 non-GAAP fully diluted earnings per share increased 8.5% to \$1.41, compared to \$1.30 for the third quarter of 2019.

Full-Year 2020 Guidance:

Full-year 2020 Non-GAAP total revenues are expected to be in a range of \$1,645 million to \$1,655 million. Full-year 2020 Non-GAAP fully diluted earnings per share are expected to be in a range of \$5.63 to \$5.73.

Quarterly Results Conference Call

NICE management will host its earnings conference call today November 12th, 2020 at 8:30 AM ET, 13:30 GMT, 15:30 Israel, to discuss the results and the company's outlook. To participate in the call, please dial into the following numbers: United States 1-866-804-8688 or +1-718-354-1175, International +44(0)1296-480-100, United Kingdom 0-800-783-0906, Israel 1-809-344-364. The Passcode is 308 565 57. Additional access numbers can be found at http://www.btconferencing.com/globalaccess/?bid=54 attended. The call will be webcast live on the Company's website at https://www.nice.com/investor-relations/upcoming-event. An online replay will also be available approximately two hours following the call. A telephone replay of the call will be available for 7 days after the live broadcast and may be accessed by dialing: United States 1-877-482-6144, International +44(0)20-7136-9233, United Kingdom 0-800-032-9687. The Passcode for the replay is 783 390 51.

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 long term debt and the tax effect of the Non-GAAP adjustments. Business combination accounting rules require the recognition of a legal performance obligation related to a revenue arrangement of an acquired entity as a liability. The amount assigned to such liability should be based on its fair value at the date of acquisition. The Non-GAAP adjustment for a revenue arrangement is intended to reflect the full amount of such revenue. 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.

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, are using NICE solutions. www.nice.com.

Investors

Marty Cohen, +1 551 256 5354, <u>ir@nice.com</u>, ET Yisca Erez, +972 9 775-3798, <u>ir@nice.com</u>, CET

Media Contact

Chris Irwin-Dudek, +1 (551) 256-5140, Chris.Irwin-Dudek@nice.com

Trademark Note: NICE and the NICE logo are trademarks or registered trademarks of NICE. All other marks are trademarks of their respective owners. For a full list of NICE' marks, please see: http://www.nice.com/nice-trademarks.

Forward-Looking Statements

This press release 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 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 and various other factors and uncertainties discussed in our filings with the U.S. Securities and Exchange Commission (the "SEC"). In addition, COVID-19 is contributing to a general slowdown in the global economy and may affect the Company's business, results of operations, financial condition and our future strategic plans. At this time, the extent to which the COVID-19 may impact the Company's financial condition or results of operations is uncertain. Furthermore, due to our subscription based business model, the effect of the COVID-19 may not be fully reflected in our results of operations until future periods, if at all. 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.

###

NICE LTD. AND SUBSIDIARIES CONDENSED CONSOLIDATED BALANCE SHEETS

U.S. dollars in thousands

	September 30, 2020	December 31, 2019			
	Unaudited	Audited			
ASSETS					
CURRENT ASSETS:					
Cash and cash equivalents	\$ 753,116	\$ 228,323			
Short-term investments	789,415	210,772			
Trade receivables	294,176	319,622			
Prepaid expenses and other current assets	128,926	116,972			
Total current assets	1,965,633	875,689			
LONG-TERM ASSETS:					
Long-term investments	-	542,389			
Property and equipment, net	140,262	141,647			
Deferred tax assets	25,808	30,513			
Other intangible assets, net	395,809	411,019			
Operating lease right-of-use assets	102,132	106,196			
Goodwill	1,496,429	1,378,418			
Other long-term assets	145,343	124,034			
Total long-term assets	2,305,783	2,734,216			
TOTAL ASSETS	\$ 4,271,416	\$ 3,609,905			
LIABILITIES AND SHAREHOLDERS' EQUITY					
CURRENT LIABILITIES:					
Trade payables	\$ 33,685	\$ 30,376			
Deferred revenues and advances from customers	260,059	245,792			
Current maturities of operating leases	21,846	21,519			
Exchangeable senior notes	257,732	251,583			
Accrued expenses and other liabilities	366,658	391,685			
Total current liabilities	939,980	940,955			
LONG-TERM LIABILITIES:	a- a- :	22.27=			
Deferred revenues and advances from customers	35,871	26,045			
Operating leases	97,764	103,490			
Deferred tax liabilities	44,088	52,509			
Long-term debt	633,584	213,313			
Other long-term liabilities	17,052	16,327			
Total long-term liabilities	828,359	411,684			
SHAREHOLDERS' EQUITY					
Nice Ltd's equity	2,478,555	2,257,266			
Non-controlling interests	24,522				
Total shareholders' equity	2,503,077	2,257,266			
TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY	\$ 4,271,416	\$ 3,609,905			

NICE LTD. AND SUBSIDIARIES CONSOLIDATED STATEMENTS OF INCOME

U.S. dollars in thousands (except per share amounts)

	Quarter ended September 30,				Year to date September 30,				
	2020			2019		2020		2019	
	Ur	naudited	Unaudited		U	Inaudited	U	naudited	
Revenue:									
Product	\$	38,746	\$	56,950	\$	141,611	\$	188,999	
Services		169,358		178,609		513,529		525,947	
Cloud		201,723		150,704		558,295		428,758	
Total revenue		409,827		386,263		1,213,435		1,143,704	
Cost of revenue:									
Product		5,434		5,318		16,711		16,850	
Services		47,008		54,476		150,558		164,218	
Cloud		87,637		72,877		248,628	213,418		
Total cost of revenue	-	140,079		132,671		415,897		394,486	
Gross profit		269,748		253,592		797,538		749,218	
Operating expenses:									
Research and development, net		55,482		48,531		162,019		141,553	
Selling and marketing		97,011		96,138		294,332		293,083	
General and administrative		45,801		42,438		135,312		121,181	
Amortization of acquired intangible assets		9,496		10,780		28,951		32,276	
Total operating expenses		207,790		197,887		620,614		588,093	
Operating income		61,958		55,705		176,924		161,125	
Financial and other expense/(income), net		1,032		(252)		2,259		3,890	
Income before tax		60,926		55,957		174,665		157,235	
Taxes on income		10,273		10,918		33,293		33,074	
Net income	\$	50,653	\$	45,039	\$	141,372	\$	124,161	
Less: net loss attributable to non-controlling interests		112				378			
Net income attributable to Nice Ltd.'s shareholders	\$	50,765	\$	45,039	\$	141,750	\$	124,161	
Earnings per share:									
Basic	\$	0.81	\$	0.72	\$	2.26	\$	2.00	
Diluted	\$	0.76	\$	0.69	\$	2.15	\$	1.93	
Weighted average shares outstanding:									
Basic		62,756		62,160		62,624		62,041	
Diluted		66,253		65,066		65,741		64,493	
		55,255		55,555		55,7 11		5 1, 100	

NICE LTD. AND SUBSIDIARIES RECONCILIATION OF GAAP TO NON-GAAP RESULTS

U.S. dollars in thousands (except per share amounts)

		r ended	Year to date September 30,					
	2020	nber 30, 2019	2020	2019				
GAAP revenues	\$ 409,827	\$ 386,263	\$ 1,213,435	\$ 1,143,704				
Valuation adjustment on acquired deferred product revenue	ψ 100,021 -	φ 000,200 -	ψ 1,210, 100 -	15				
Valuation adjustment on acquired deferred services revenue	81	3	81	5				
Valuation adjustment on acquired deferred cloud revenue	2,458	867	5,187	2,692				
Non-GAAP revenues	\$ 412,366	\$ 387,133	\$ 1,218,703	\$ 1,146,416				
			<u> </u>					
GAAP cost of revenue	\$ 140,079	\$ 132,671	\$ 415,897	\$ 394,486				
Amortization of acquired intangible assets on cost of product	(1,135)	(1,123)	(3,394)	(2,972)				
Amortization of acquired intangible assets on cost of services	(322)	(1,535)	(3,341)	(4,604)				
Amortization of acquired intangible assets on cost of cloud	(16,800)	(15,270)	(48,422)	(45,118)				
Valuation adjustment on acquired deferred cost of cloud	200	575	737	1,893				
Cost of product revenue adjustment (1)	(69)	(97)	(205)	(304)				
Cost of services revenue adjustment (1)	(1,677)	(2,106)	(4,957)	(6,251)				
Cost of cloud revenue adjustment (1)	(809)	(358)	(2,601)	(2,142)				
Non-GAAP cost of revenue	\$ 119,467	\$ 112,757	\$ 353,714	\$ 334,988				
GAAP gross profit	\$ 269,748	\$ 253,592	\$ 797,538	\$ 749,218				
Gross profit adjustments	23,151	20,784	67,451	62,210				
Non-GAAP gross profit	\$ 292,899	\$ 274,376	\$ 864,989	\$ 811,428				
•								
GAAP operating expenses	\$ 207,790	\$ 197,887	\$ 620,614	\$ 588,093				
Research and development (1,2)	(2,565)	(2,033)	(7,553)	(5,182)				
Sales and marketing (1,2)	(5,561)	(7,737)	(19,623)	(19,211)				
General and administrative (1,2)	(14,065)	(8,962)	(38,239)	(24,378)				
Amortization of acquired intangible assets	(9,496)	(10,780)	(28,951)	(32,276)				
Valuation adjustment on acquired deferred commission	35	76	106	245				
Non-GAAP operating expenses	\$ 176,138	\$ 168,451	\$ 526,354	\$ 507,291				
GAAP financial and other expense/(income), net	\$ 1,032	\$ (252)	\$ 2,259	\$ 3,890				
Amortization of discount on debt	(3,070)	(2,377)	(7,944)	(6,847)				
Non-GAAP financial and other income, net	\$ (2,038)	\$ (2,629)	\$ (5,685)	\$ (2,957)				
GAAP taxes on income	\$ 10,273	\$ 10,918	\$ 33,293	\$ 33,074				
Tax adjustments re non-GAAP adjustments	14,911	13,324	39,701	33,258				
Non-GAAP taxes on income	\$ 25,184	\$ 24,242	\$ 72,994	\$ 66,332				
GAAP net income	\$ 50,653	\$ 45,039	\$ 141,372	\$ 124,161				
Valuation adjustment on acquired deferred revenue	2,539	870	5,268	2,712				
Valuation adjustment on acquired deferred cost of cloud revenue	(200)	(575)	(737)	(1,893)				
Amortization of acquired intangible assets	27,753	28,708	84,108	84,970				
Valuation adjustment on acquired deferred commission	(35)	(76)	(106)	(245)				
Share-based compensation (1)	22,404	21,293	69,255	56,625				
Acquisition related expenses (2)	2,342	-	3,923	843				
Amortization of discount on long term debt	3,070	2,377	7,944	6,847				
Tax adjustments re non-GAAP adjustments	(14,911)	(13,324)	(39,701)	(33,258)				
Non-GAAP net income	\$ 93,615	\$ 84,312	\$ 271,326	\$ 240,762				
GAAP diluted earnings per share	\$ 0.76	\$ 0.69	\$ 2.15	\$ 1.93				
Non-GAAP diluted earnings per share	\$ 1.41	\$ 1.30	\$ 4.13	\$ 3.73				
•								
Shares used in computing GAAP diluted earnings per share	66,253	65,066	65,741	64,493				
Shares used in computing non-GAAP diluted earnings per share	66,253	65,066	65,741	64,493				

NICE LTD. AND SUBSIDIARIES RECONCILIATION OF GAAP TO NON-GAAP RESULTS (continued)

U.S. dollars in thousands

(1) Share-based Compensation

	Quarter ended September 30,					o date nber 30,		
	 2020 2019		2020		2019			
Cost of product revenue	\$ 69	\$	97	\$	205	\$	304	
Cost of services revenue	1,677		2,106		4,957		6,251	
Cost of cloud revenue	809		358		2,601		2,142	
Research and development	2,565		2,033		7,553		5,177	
Sales and marketing	5,519		7,737		19,493		19,181	
General and administrative	 11,765		8,962		34,446		23,570	
	\$ 22,404	\$	21,293	\$	69,255	\$	56,625	

(2) Acquisition related expenses

	 Quarter ended September 30,					o date nber 30,		
	 2020 2019		2020		2019			
Research and development	\$ -	\$	-	\$	-	\$	5	
Sales and marketing	42		-		130		30	
General and administrative	 2,300		-		3,793		808	
	\$ 2,342	\$	-	\$	3,923	\$	843	

NICE LTD. AND SUBSIDIARIES CONSOLIDATED CASH FLOW STATEMENTS

U.S. dollars in thousands

U.S. dollars in thousands											
		Quarter ended			Year to date						
	September 30,			September 30,							
		2020		2019	2020		2019				
	Ur	naudited	U	naudited	U	naudited	U	Inaudited			
Operating Activities											
Net income	\$	50,653	\$	45,039	\$	141,372	\$	124,161			
Depreciation and amortization	*	45,482	*	43,924	Ψ	135,133	Ψ	128,744			
Stock based compensation		22,207		21,273		68,839		56,589			
Amortization of premium and discount and accrued interest on marketab	I	2,080		387		(790)		(187)			
Deferred taxes, net		(6,783)		(12,485)		(16,653)		(31,107)			
Changes in operating assets and liabilities:		(0,100)		(12, 100)		(10,000)		(0.,.0.)			
Trade Receivables		12,795		6,788		27,588		26,900			
Prepaid expenses and other assets		3,131		(15,626)		(31,637)		(88,157)			
Trade payables		6,036		(8,791)		5,231		(5,073)			
Accrued expenses and other current liabilities		(15,124)		44,173		(36,584)		53,789			
		4,414		4,346		12,926		11,842			
Operating lease right-of-use assets, net Deferred revenue		•				-		,			
Long term liabilities		(23,481)		(45,558)		14,617 -		13,311			
9		(4 000)		(20)				(300)			
Operating lease liabilities		(4,608)		(2,836)		(14,297)		(11,995)			
Amortization of discount on long term debt		3,070		2,379		7,945		6,848			
Other		(839)		(672)		(254)		(2,656)			
Net cash provided by operating activities		99,033		82,321		313,436		282,709			
Investing Activities											
Purchase of property and equipment		(4,211)		(6,545)		(21,667)		(21,527)			
Purchase of Investments		(151,589)		(187,752)		(306,077)		(493,894)			
Proceeds from Investments		118,284		113,121		283,149		283,629			
Capitalization of software development costs		(9,577)		(8,549)		(28,776)		(25,940)			
Payments for business and asset acquisitions, net of cash acquired		(96,425)		(184)		(147,261)		(25,972)			
Net cash used in investing activities		(143,518)		(89,909)		(220,632)		(283,704)			
Financing Activities											
Proceeds from issuance of shares upon exercise of share options		828		1,693		8,177		4,711			
Purchase of treasury shares		-		(7,897)		(27,601)		(22,612)			
Capital Lease payments		_		(1,001)		(177)		(631)			
Proceeds from issuance of exchangeable notes		451,469		(131)		451,469		(001)			
Net cash provided by/(used in) financing activities		452,297		(6,395)		431,868		(18,532)			
Net cash provided by/(used in) infancing activities		452,291		(0,393)		431,000		(10,332)			
Effect of exchange rates on cash and cash equivalents		1,206		(1,489)		121		(1,733)			
Net change in cash and cash equivalents		409,018		(15,472)		524,793		(21,260)			
Cash and cash equivalents, beginning of period	\$	344,098	\$	236,311	\$	228,323	\$	242,099			
Cash and cash equivalents, end of period	\$	753,116	\$	220,839	\$	753,116	\$	220,839			