



# Investors Presentation

August 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 COVID-19 pandemic, 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.



A semi-circular infographic with a color gradient from blue on the left to red on the right. The NICE logo is centered in the middle. Surrounding the logo are eight segments, each containing a key metric. The segments are: 25K Customers (bottom left), >85% Fortune 100 Customers (left), >150 Countries (top left), >7,900 Employees (top left-center), >2,600 R&D Professionals (top center), \$2.3B Revenue\* (top right-center), >\$1.5B Cloud ARR\* (top right), and >\$1.9B Recurring Revenue\* (right). At the bottom right is >\$530M Cash from Operations\*. The background has a subtle grid pattern.

# NICE

**THE Cloud Leader Powering AI in  
Three Large Specialized Markets**

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

This is  
**NICE**

**CUSTOMER  
ENGAGEMENT**



**CREATING**  
Extraordinary  
Customer  
Experience

**FINANCIAL CRIME  
& COMPLIANCE**



**OUTSMARTING**  
Financial Crime  
with Intelligent  
Solutions

**PUBLIC  
SAFETY**



**DRIVING**  
Digital Policing  
Transformation

# 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

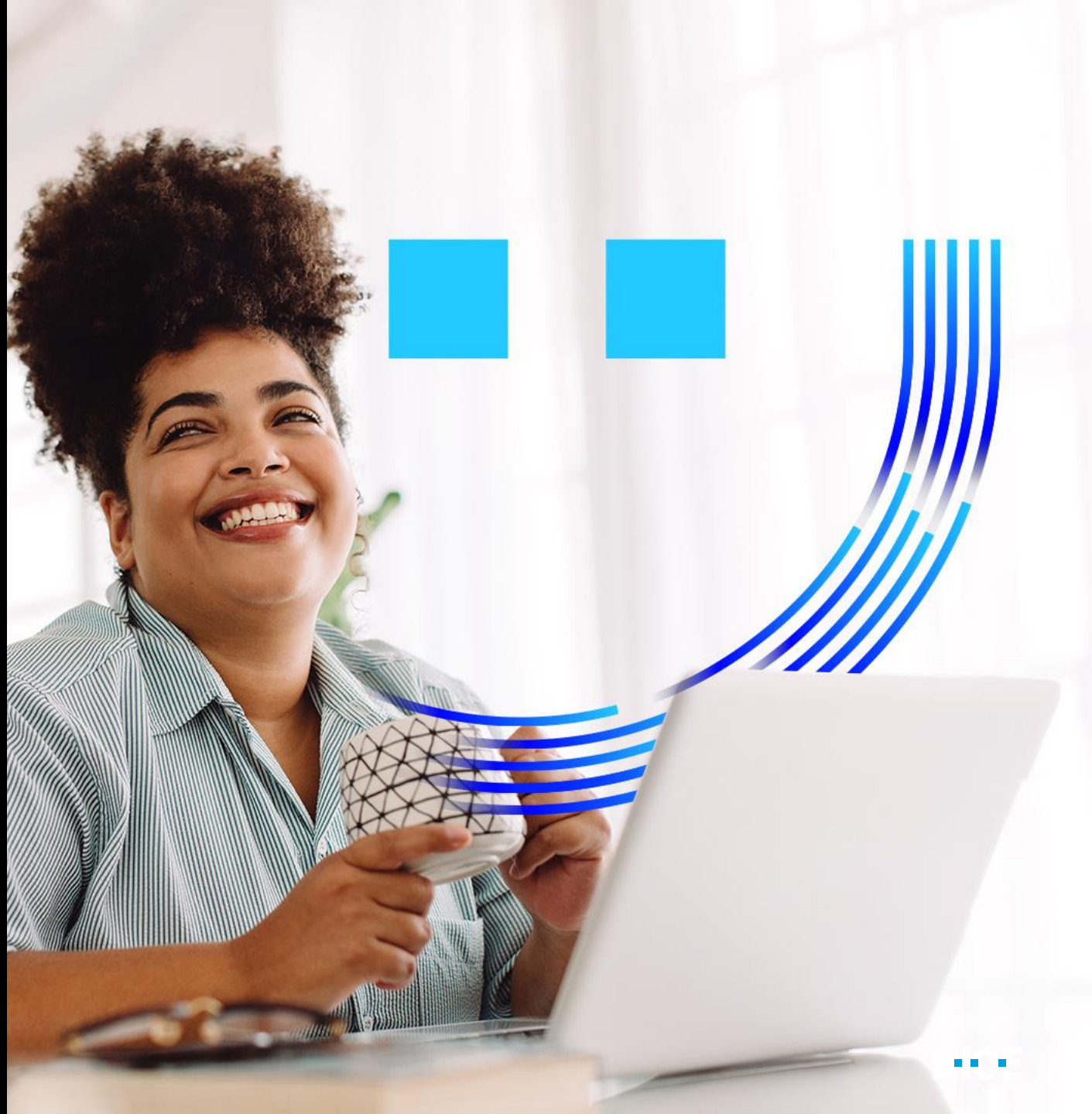
- Expanding to 35+ digital channels
- Significant self-service solutions expansion

2016

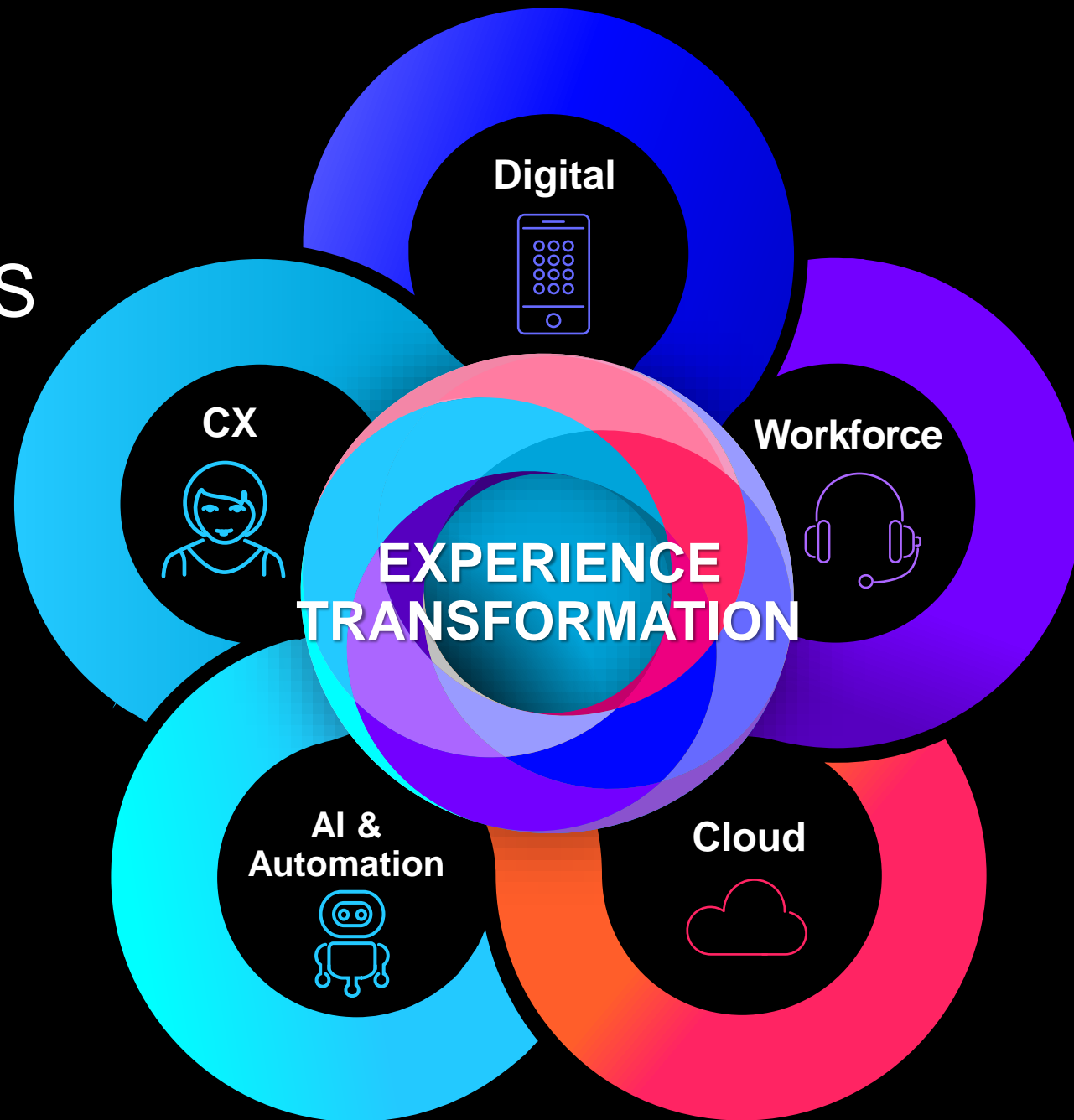
## ANALYTICS POWERHOUSE

- \$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

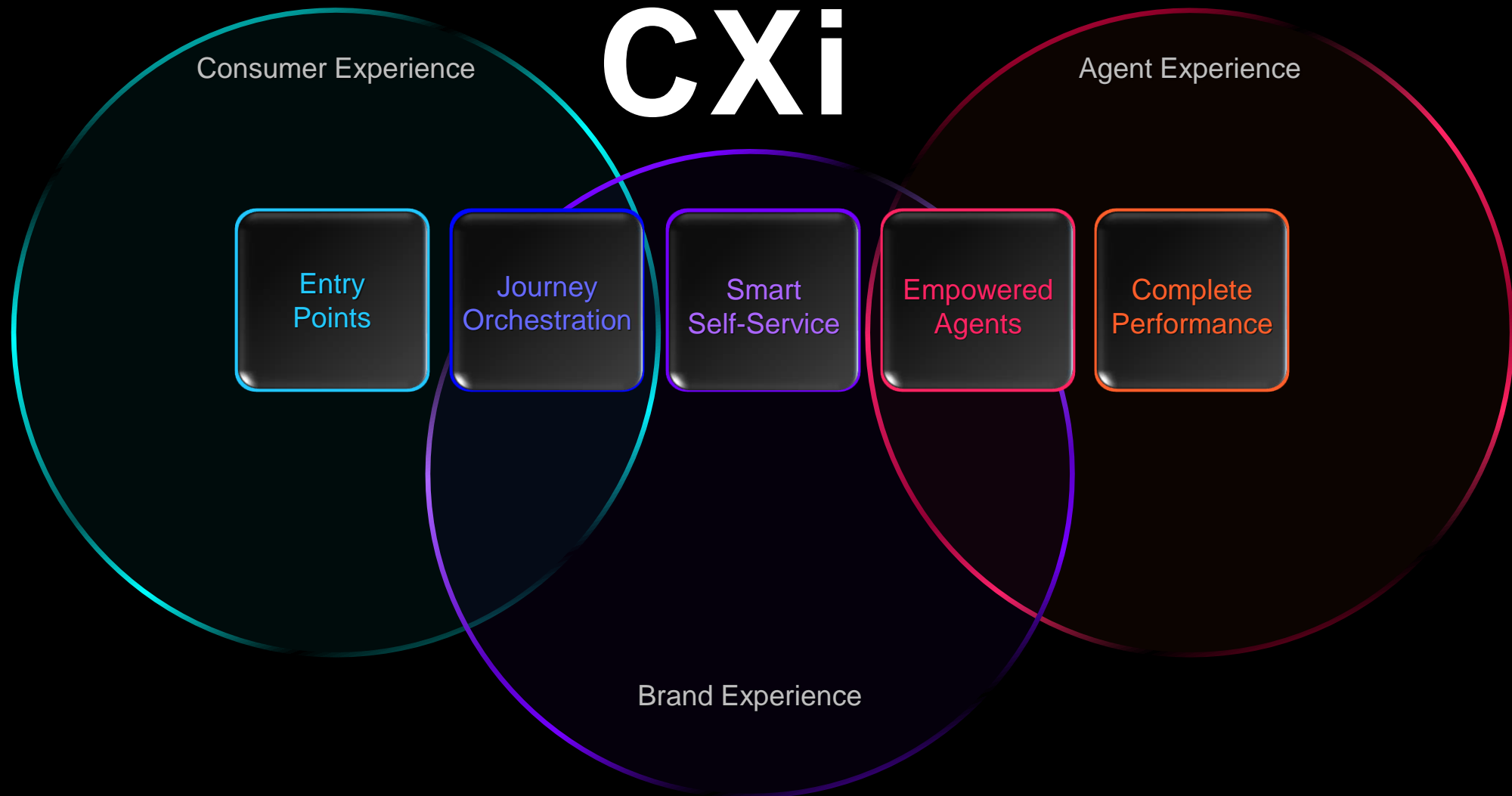
**RAPID  
EXECUTION**

To deliver new  
products & features

**NICE**

# 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



# Reliable. Secure. Carrier grade.



## Extreme Availability

99.99% Uptime  
Voice quality SLA **MOS 4.0+**

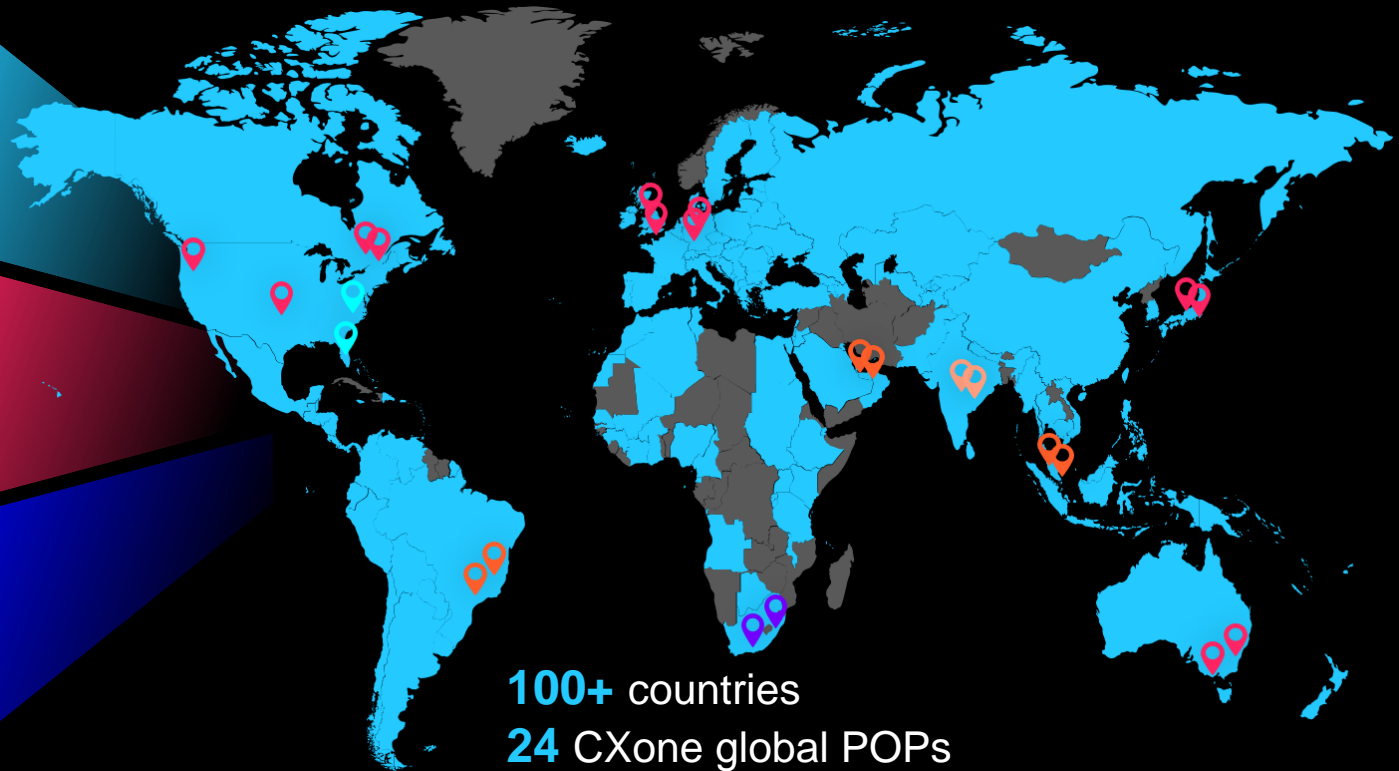
**High Availability** through Multi-Region, Multi-Availability Zone, Multi-Network & Multi-Service Provider **Redundancy**

## Unmatched Security & Compliance



## Unmatched Openness & Extensibility

Programmable **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

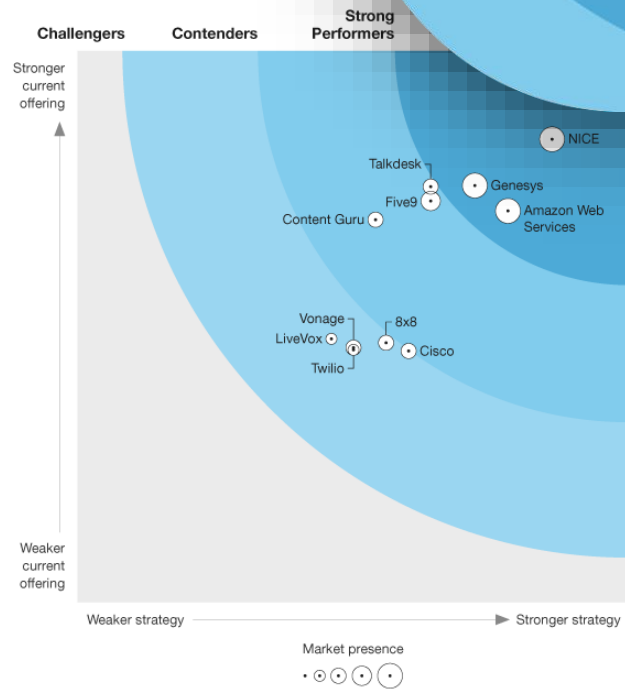
**9/10** TOP GLOBAL  
Financial Services

**6/10** TOP  
Fortune 10



# CCaaS

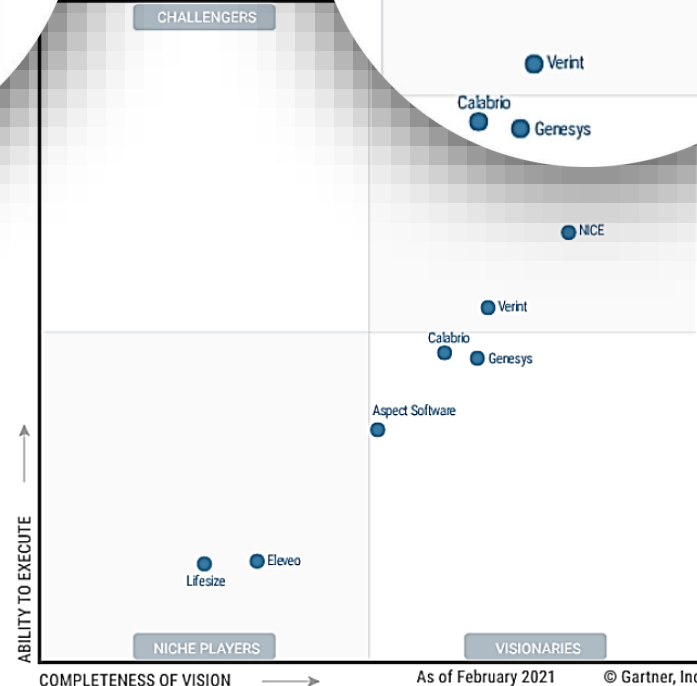
THE FORRESTER WAVE™  
Contact Center As A Service  
Q1 2023



FORRESTER®

# WEM

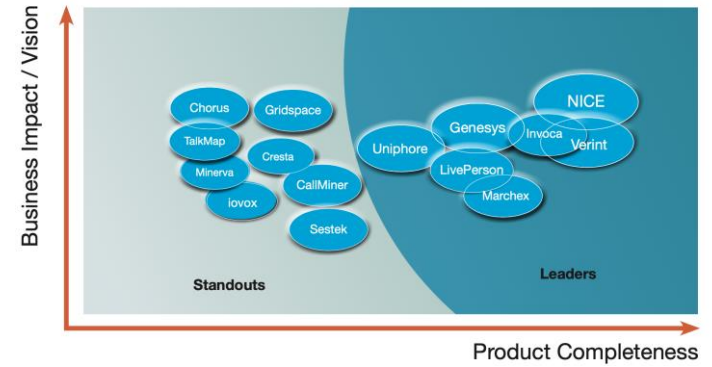
Figure 1: Magic Quadrant for



Gartner®

# 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

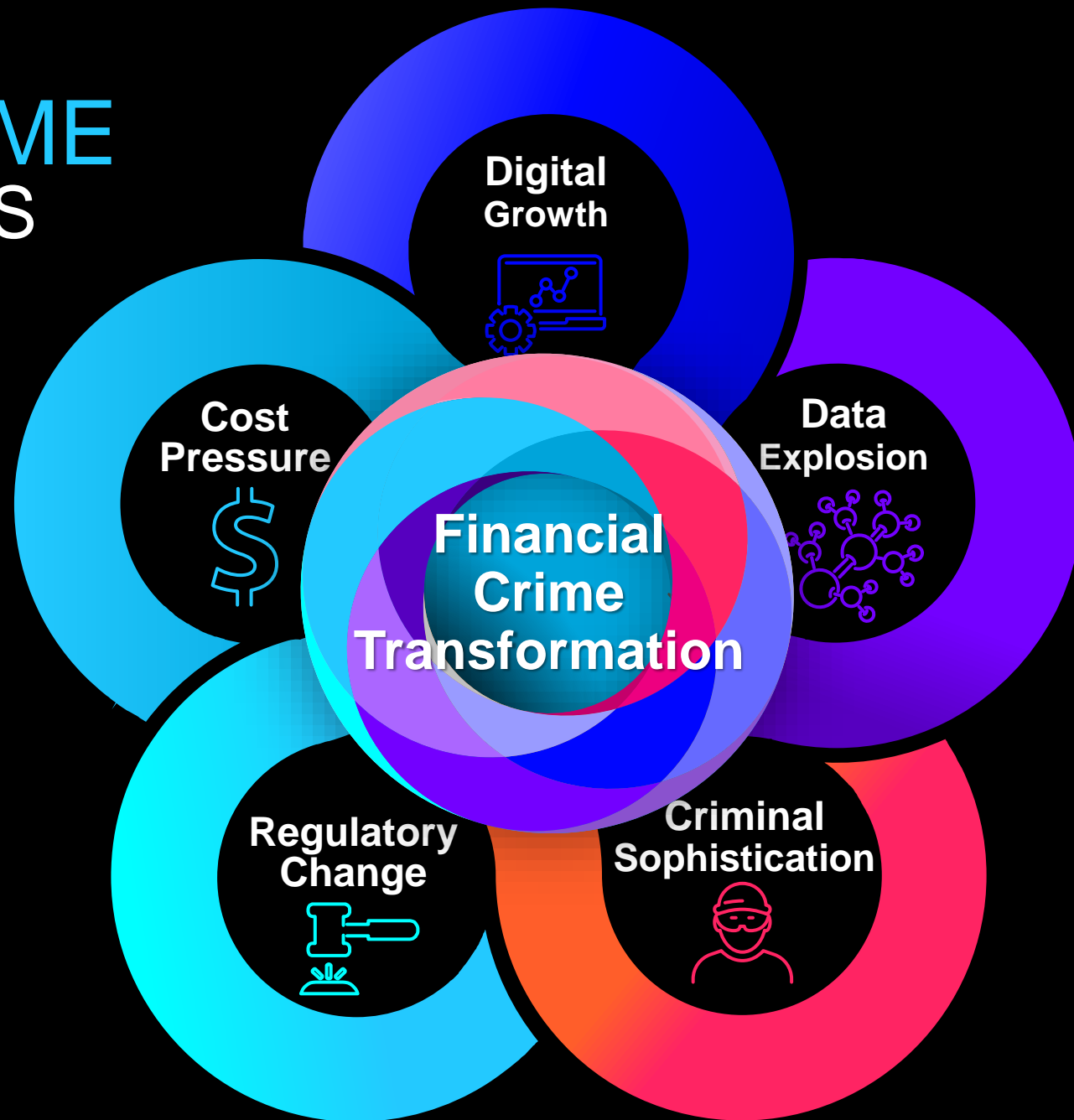
### Advanced Analytics & AI

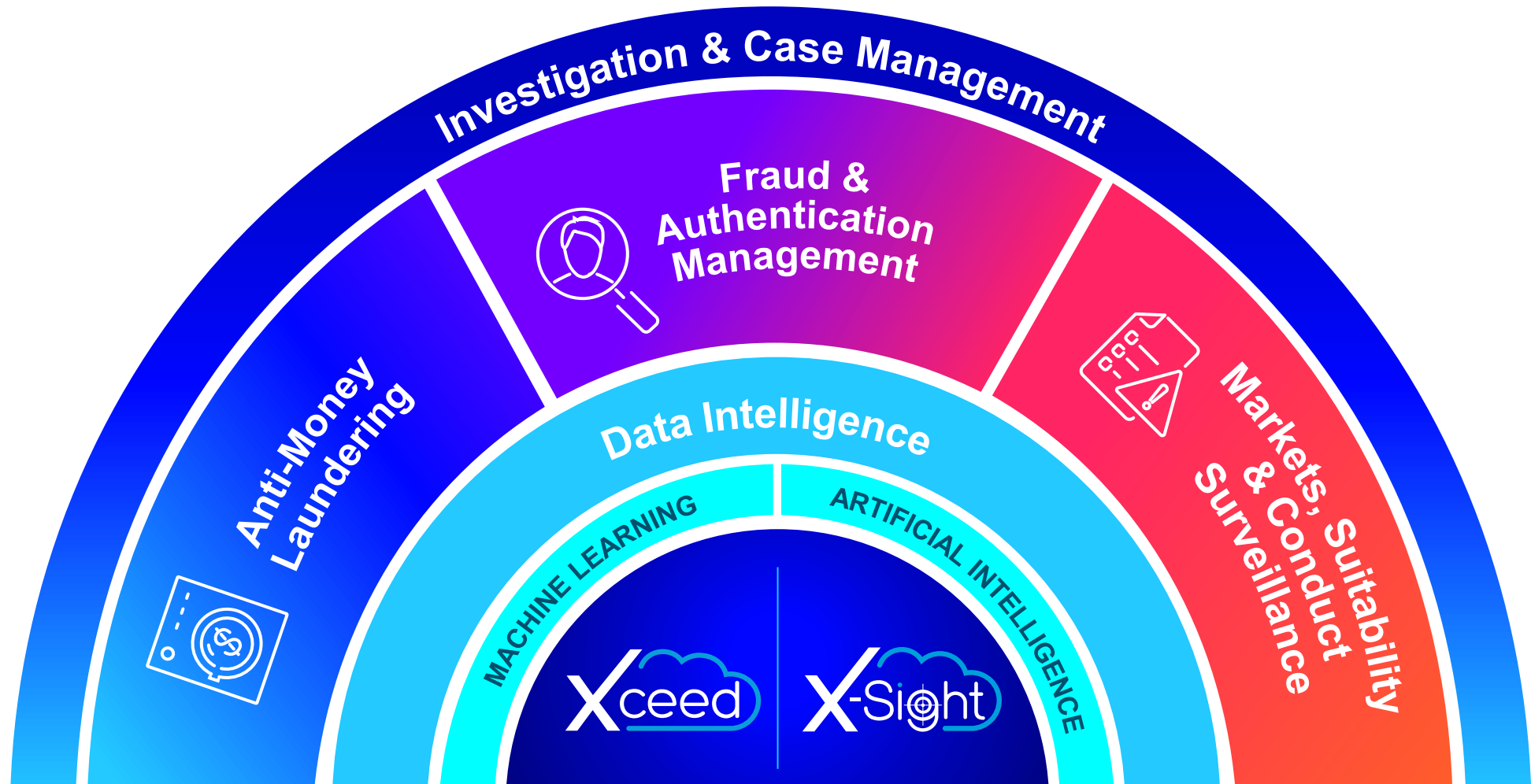
Analytics-driven CX solutions fueled with Artificial Intelligence and Machine Learning

# 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

## PLATFORMS WITH A PURPOSE

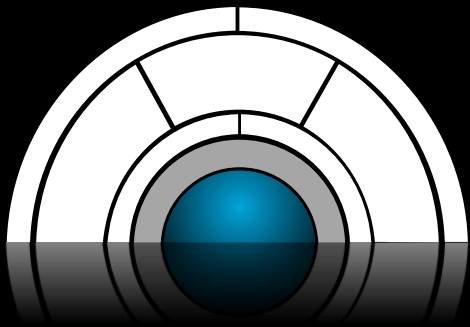
Fully Packaged



## Mid-Market

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

# Financial Crime Risk Management Platform-as-a- Service



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

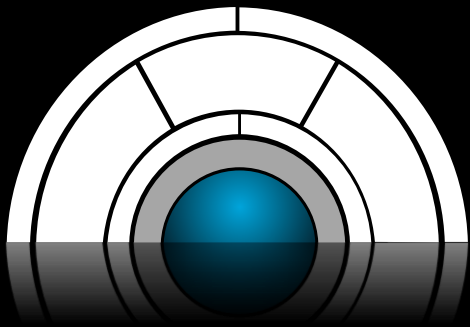


Enables **smarter, faster decisions** throughout the customer lifecycle with the **power of data and analytics**



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

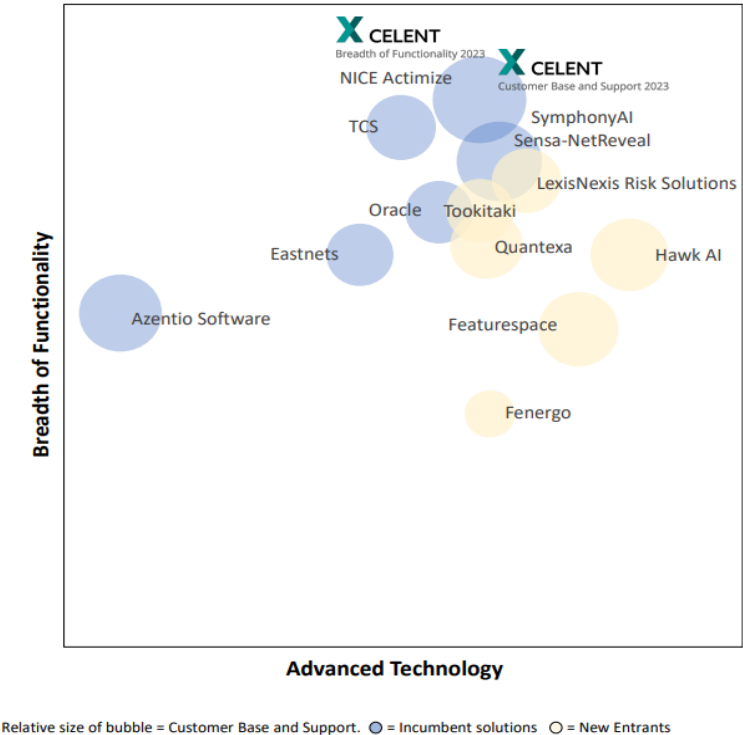


Enables higher detection accuracy and lower false positives, **fueled by AI**

# NICE Actimize Recognized as a Market Leader

## CELENT

Celent's 2023  
AML Transaction Monitoring Report, July 2023



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

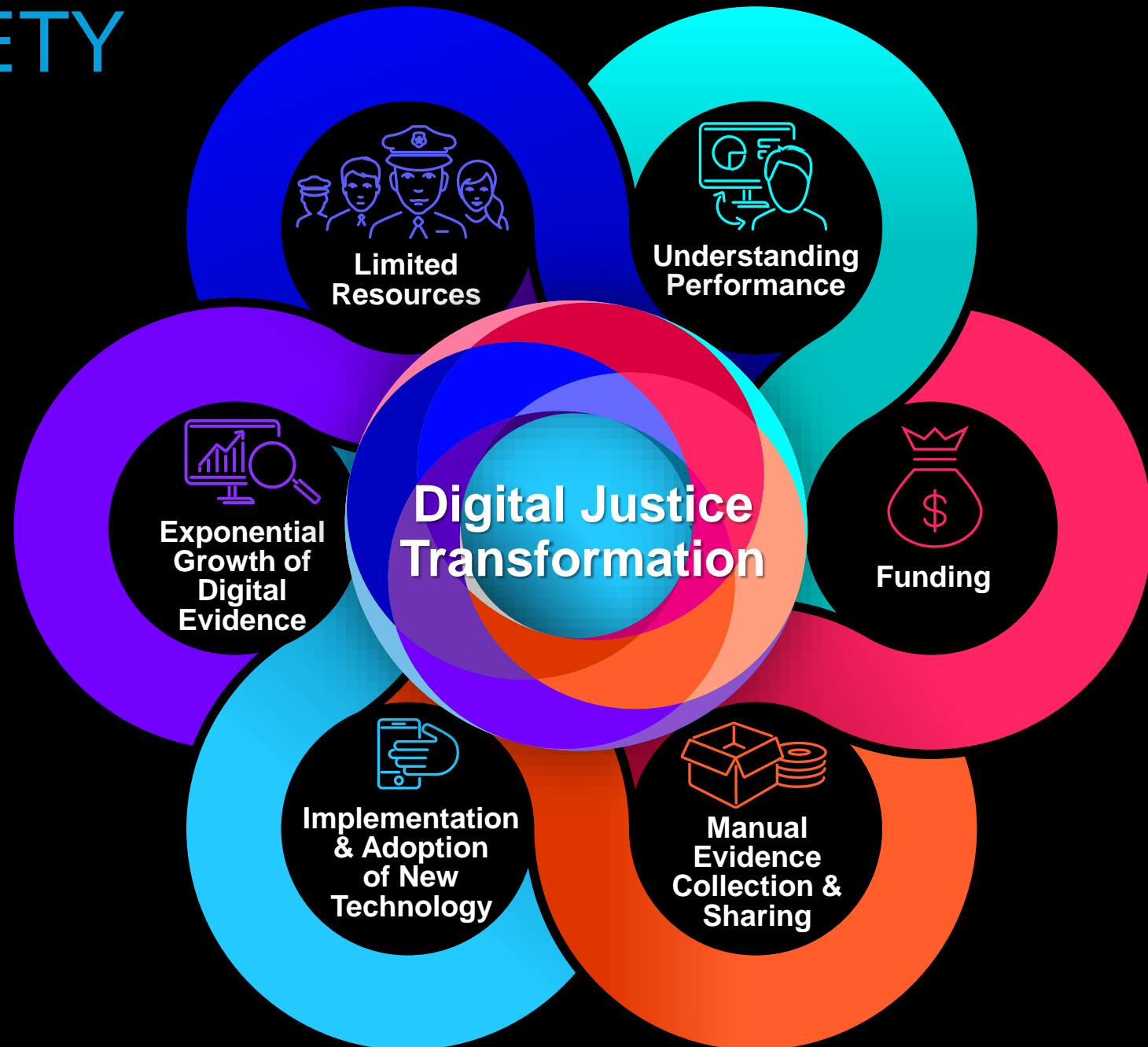
### Leadership

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

# PUBLIC SAFETY & JUSTICE



# PUBLIC SAFETY & JUSTICE DYNAMICS



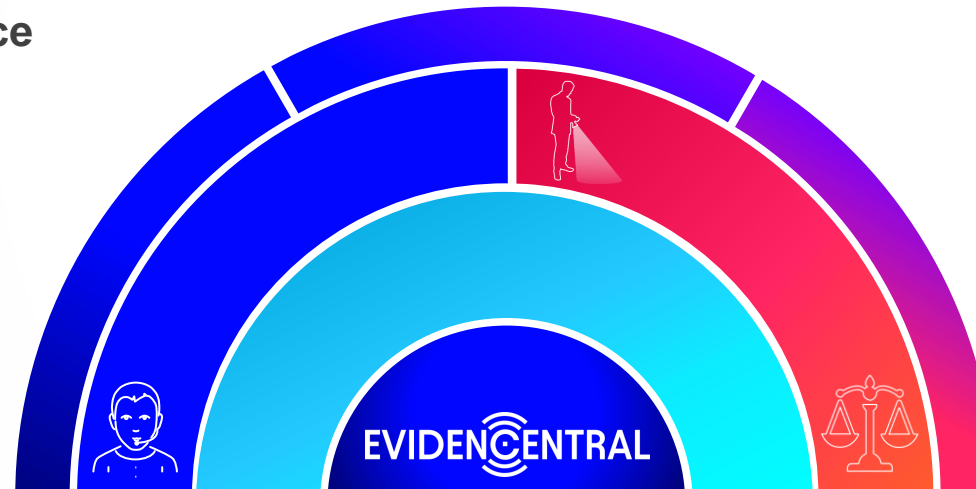


NICE DIGITAL JUSTICE

## 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

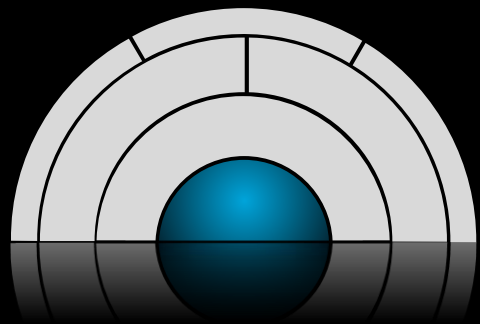
NICE ▪ Justice

- 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



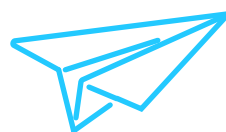
### unified experience

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



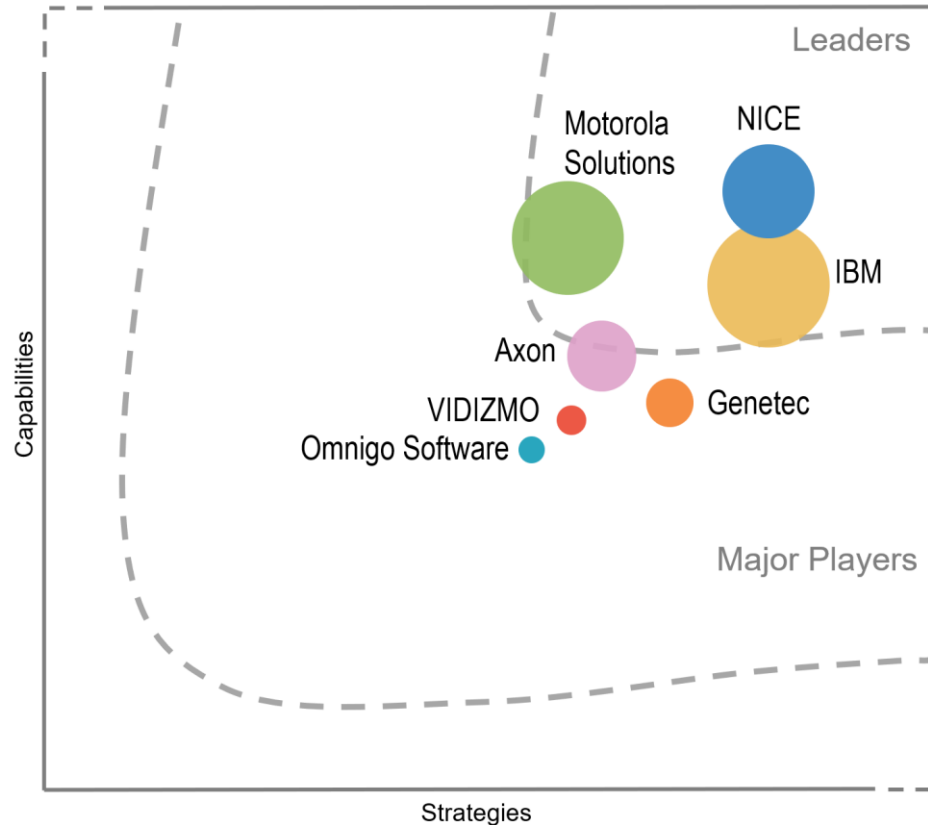
### secure cloud

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

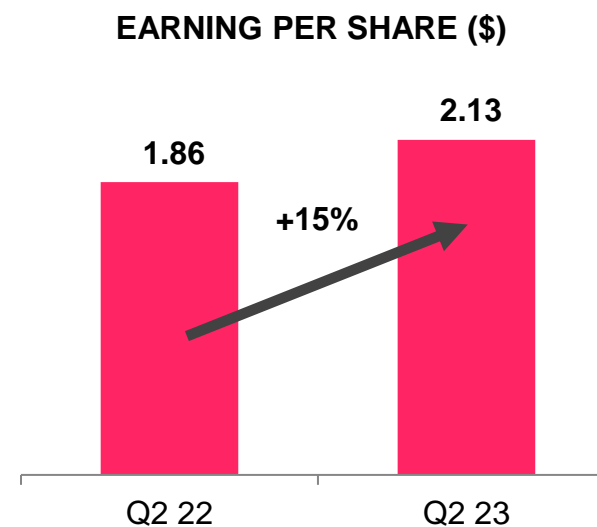
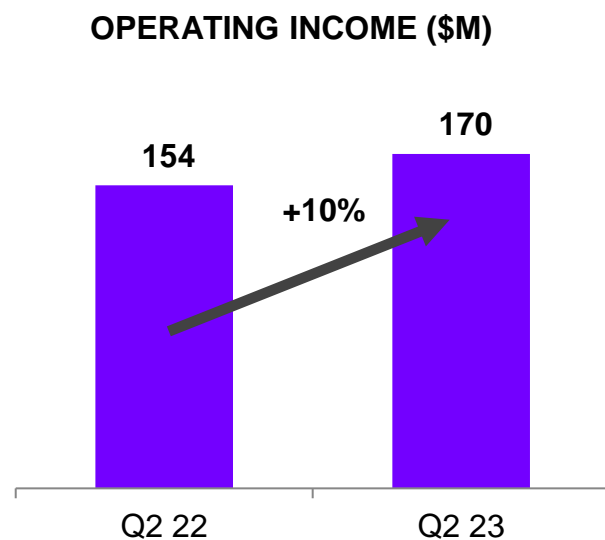
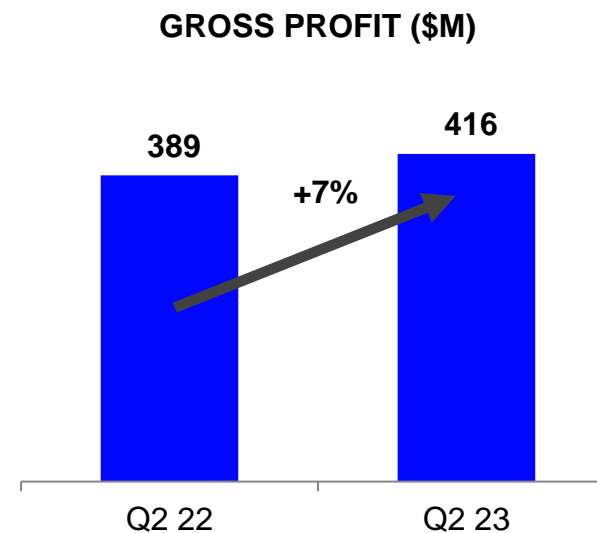
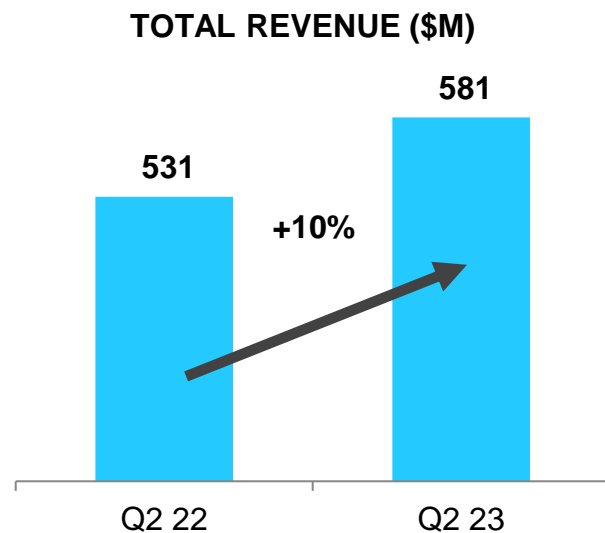
## **Market Leadership**

#1 incident intelligence provider worldwide and 1<sup>st</sup> digital evidence transformation platform

# FINANCIAL OVERVIEW

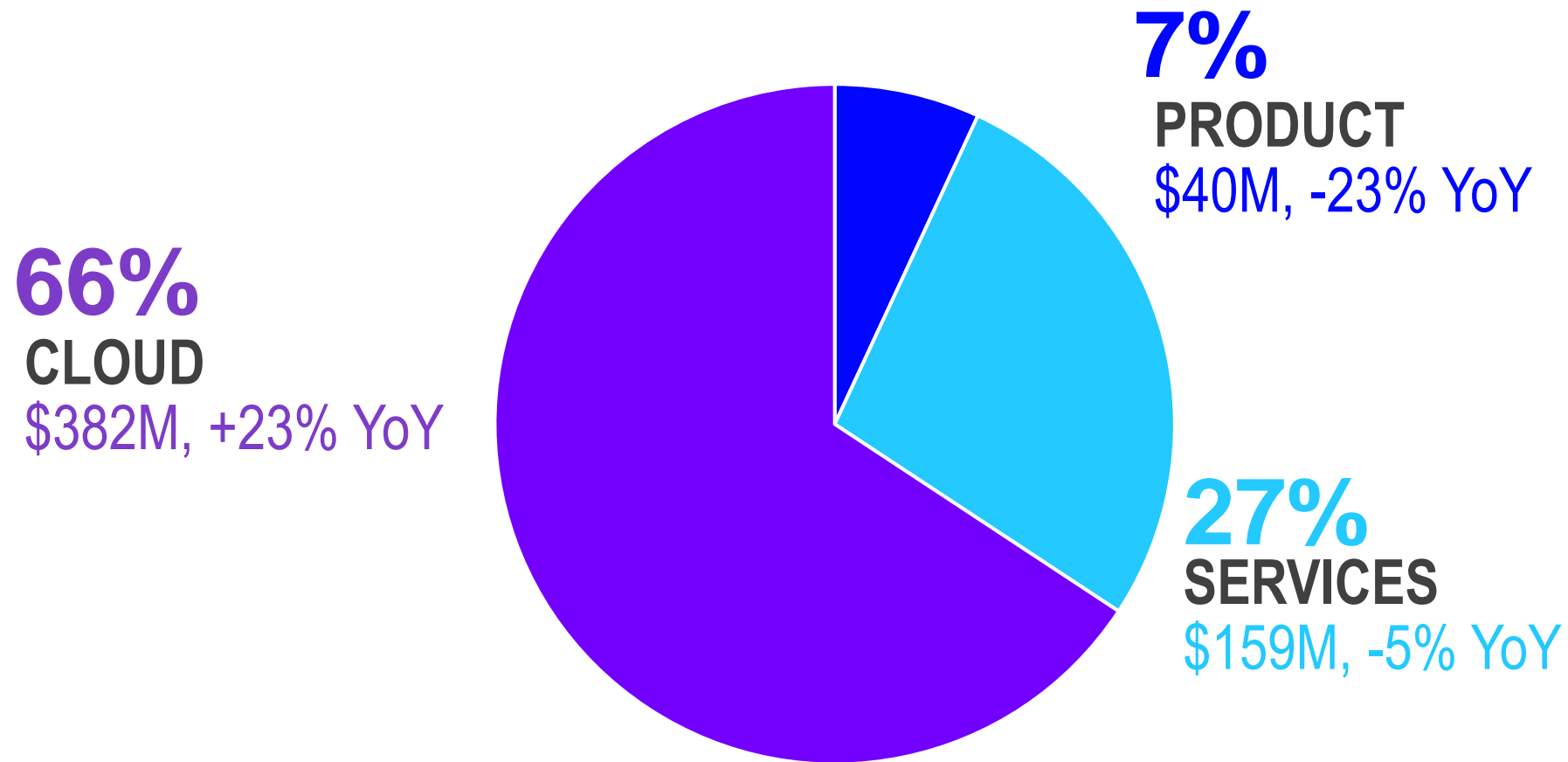


# Q2 2023 Non-GAAP Financial Results



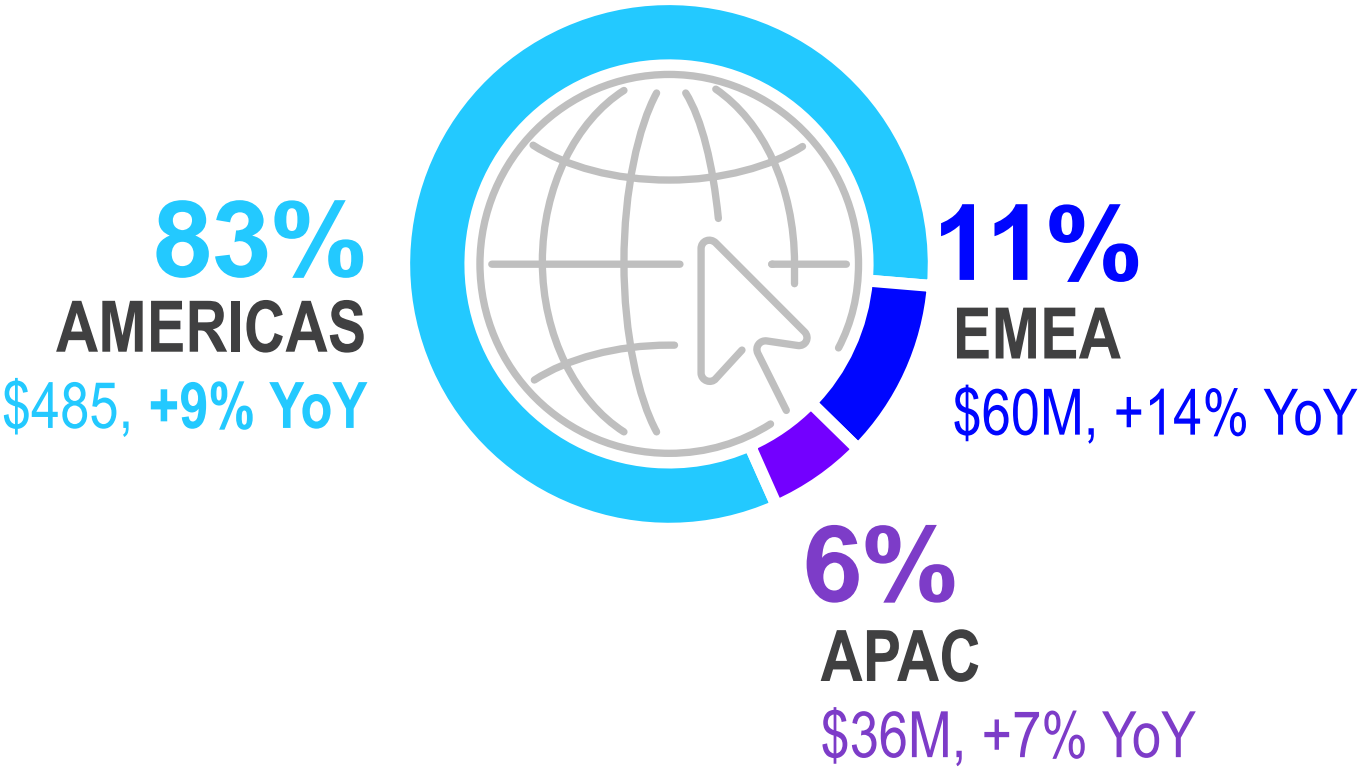
# Q2 2023

## Revenue Breakdown by Business Model (Non-GAAP)



# Q2 2023

## Revenue Breakdown by Region (Non-GAAP)



## Q2 2023

### Revenue Breakdown by Business Unit (Non-GAAP)

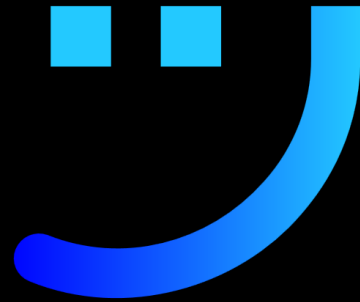
**83%**  
CUSTOMER  
ENGAGEMENT  
\$481M, +12% YoY



**17%**  
FINANCIAL  
CRIME &  
COMPLIANCE  
\$100M, -2% YoY

# Thank You

# NICE



Make  
experiences  
*flow*