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 its 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.
THE Cloud Leader Powering AI in Three Large Specialized Markets

25K Customers

>150 Countries

>85% Fortune 100 Customers

>7,900 Employees

>2,600 R&D Professionals

$2.3B Revenue*

>$1.5B Cloud ARR*

>$1.9B Recurring Revenue*

>$550M Cash from Operations*

Recurring Revenue*

$1.9B

$2.3B

>$1.5B

>$550M

*$Financial figures for last 12 months ended September 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

EVIDENCE CENTRAL

AI-IZATION

DIGITALIZATION

CLOUDIFICATION
The NICE Journey

2014 – 2015
CEMENTING LEADERSHIP
- Significant profitability expansion
  +450 bp in Operating Margin
- WEM leadership

2016
ANALYTICS POWERHOUSE
- $1B Total Revenue
- Nexidia acquisition

2017 - 2018
CLOUDIFICATION & PLATFORMIZATION
- CXone launch
- $1.5B Total Revenue
- inContact acquisition

2019 - 2020
DIGITAL EXPANSION
- Expanding to 35+ digital channels
- Significant self-service solutions expansion

2021 - 2022
AI EXPANSION
- Enlighten AI Growth
- $2B Total Revenue
- Doubling Digital Revenue

2023 and beyond
BRINGING IT ALL TOGETHER
CUSTOMER ENGAGEMENT
Focus on all interactions beyond CCaaS

Purpose built to make every conversation smarter

The driving force for every CX conversation

To deliver new products & features

The NICE Advantage
Customer eXperience interactions
CXi encompasses the entire journey and the needs of all CX stakeholders

Entry Points
Journey Orchestration
Smart Self-Service
Empowered Agents
Complete Performance

Brand Experience
Consumer Experience
Agent Experience
CXone is the most complete platform for every CXi journey.
CXone is the most complete platform for every CXi journey

- **Entry Points**: A smart start to every customer journey
- **Journey Orchestration**: Seamlessly guided customer journeys
- **Smart Self-Service**: Self-service that works – every time
- **Empowered Agents**: Informed, effective and engaged interactions
- **Complete Performance**: Continuously improved experiences and operations

Enlighten AI
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.

NICE CXone

- **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**
- Telarus
- Sandler Partners
- Intelisys
- AppSmart
- Bridgepointe
- Avant

**Solution Partners**
- Atos
- Softel
- NEC
- Unify
- Route101
- Solvera
- NWN
- Carousel

**Communication Service Providers**
- Verizon
- RingCentral
- OPTUS
- MetTel
- Bell
- Deutsche Telekom
- T-Mobile

**Global System Integrators**
- KPMG
- Accenture
- Capgemini
- Infosys
- IBM
- Cognizant
- HCLTech

**Technology Partners**
- Google
- SAP CRM
- Oracle
- AWS
- Zendesk
- Microsoft
- Salesforce
- Zoom

**Services Partners**
- Softel
- Microsoft Dynamics
- Customer Dynamics
- Route101
- Brightedge
- ServiceNow
- Frontline
- InflowCX
- PPT Solutions

**Marketplace Partners**
- River Star
- CRX
- Omilia
- 3CX
- Tectel
- Linc
### CUSTOMER Experience

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOP U.S. Health Insurance</td>
<td>10/10</td>
</tr>
<tr>
<td>TOP U.S. Telco</td>
<td>5/5</td>
</tr>
<tr>
<td>TOP GLOBAL Financial Services</td>
<td>9/10</td>
</tr>
<tr>
<td>TOP Fortune 10</td>
<td>6/10</td>
</tr>
</tbody>
</table>

*Selected Customers*

- Teleperformance
- TripAdvisor
- 3M
- Ingersoll Rand
- ALDI
- Siemens
- Voya Financial
- MoneyGram
- Marriott
- Challenger
- GWA Group Limited
- Farmers Insurance
- regional australia bank
- TASC
- Metro Bank
- BMG
- Fiserv
- LPL Financial
- Sallie Mae
- Valvoline
- AAA
- Morgan Stanley
- BT Group
- ATENTO
- KeyBank
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 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**

**OUR PORTFOLIO**

**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

**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
High-End Market

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

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

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

Celent's 2023 AML Transaction Monitoring Report, July 2023

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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.
FINANCIAL CRIME & COMPLIANCE: Selected Customers

- **10/10 TOP U.S. Banks**
  - Associated Bank
  - Cathay United Bank
  - MetaBank
  - Societe Generale

- **10/10 TOP Global Investment Banks**
  - Banco Popular
  - Citi
  - Rakuten
  - TCF Bank

- **10/10 TOP EU Banks**
  - Bof Comms
  - Citic
  - Saxo Bank
  - UAE Exchange
  - Danske Bank

- **4/5 TOP APAC Banks**
  - Bank of Hope
  - Live Oak Bank
  - SMBC
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

- Limited Resources
- Understanding Performance
- Exponential Growth of Digital Evidence
- Funding
- Implementation & Adoption of New Technology
- Manual Evidence Collection & Sharing

Digital Justice Transformation
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
• Crowdsources Evidence from the Community
• Securely Shares Evidence
• Facilitates Trial Preparation and Presentation
Digital Evidence Management Platform-as-a-Service

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

Leaders

Motorola Solutions
NICE
IBM
Axon
VIDIZMO
Omnigo Software
Genetec

Major Players

Strategies

Source: IDC, 2020

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

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
PUBLIC SAFETY: Selected Customers

- **85%** TOP U.S. & Canadian Cities
- **94%** U.K. Police Forces
- **100%** Australian States

Logos of various police departments and organizations from different countries.
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.
Q3 2023 Non-GAAP Financial Results

TOTAL REVENUE ($M)
- Q3 22: 555
- Q3 23: 601 (+8%)

GROSS PROFIT ($M)
- Q3 22: 408
- Q3 23: 434 (+6%)

OPERATING INCOME ($M)
- Q3 22: 159
- Q3 23: 184 (+15%)

EARNING PER SHARE ($)
- Q3 22: 1.92
- Q3 23: 2.27 (+18%)
Q3 2023
Revenue Breakdown by Business Model (Non-GAAP)

67% CLOUD
$403M, +22% YoY

6% PRODUCT
$38M, -36% YoY

27% SERVICES
$160M, -3% YoY
Q3 2023
Revenue Breakdown by Region (Non-GAAP)

**AMERICAS**
- 84%
- $502M, +10% YoY

**EMEA**
- 10%
- $60M, -2% YoY

**APAC**
- 6%
- $39M, +10% YoY
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