



# Investors Presentation

February 2023



# 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.

# Disclaimer

## ***Explanation of Non-GAAP measures***

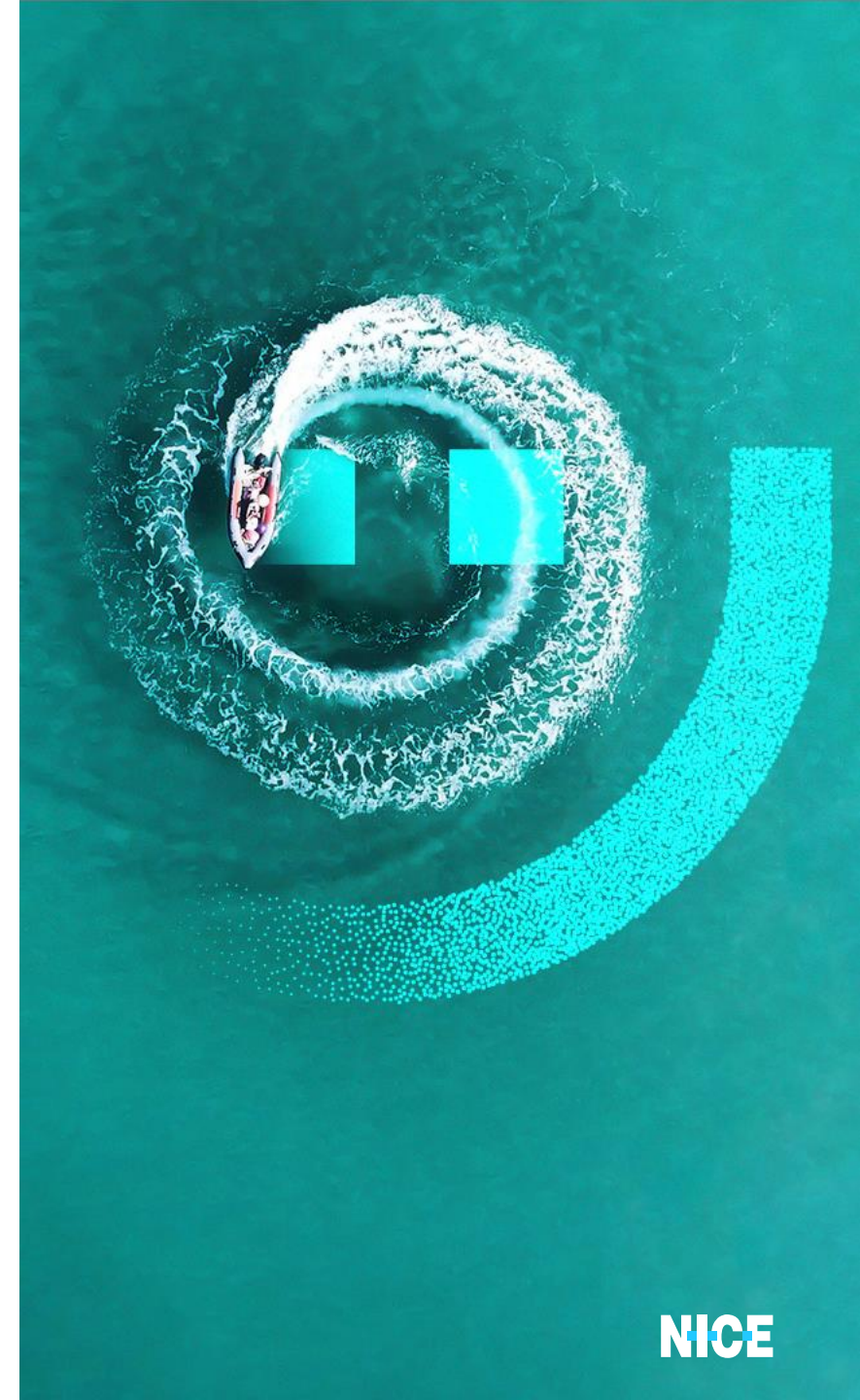
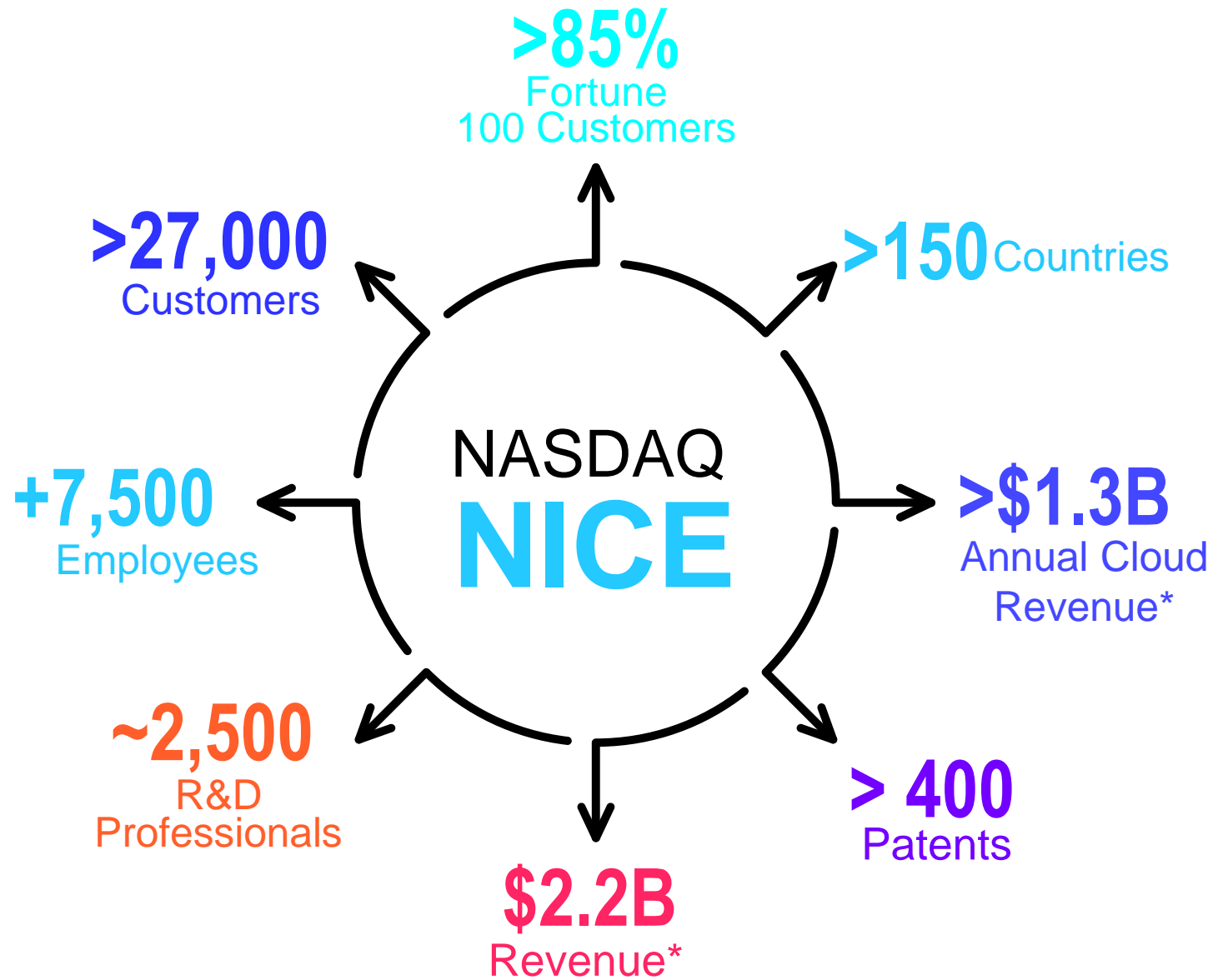
Non-GAAP financial measures are included in this press release. Non-GAAP financial measures consist of GAAP financial measures adjusted to exclude share-based compensation, amortization of acquired intangible assets, acquisition related expenses, amortization of discount on debt and loss from extinguishment of debt and the tax effect of the Non-GAAP adjustments. FASB issued an accounting update, ASU 2021-08, Business Combinations, in the fourth quarter of 2021. The amendments in ASU 2021-08 require acquiring entities to apply Topic 606 to recognize and measure contract assets and contract liabilities in a business combination. Before this guidance and through December 31, 2020, business combination accounting rules required recognizing a legal performance obligation related to a revenue arrangement of an acquired entity as a liability. The amount assigned to such liability was based on its fair value at the date of acquisition. Effective January 1, 2021, the Company early adopted the new guidance retroactively to the start of the year. The Company has applied the new guidance retrospectively to all business combinations for which the acquisition date occurred on or after January 1, 2021, and therefore comparative financials for periods during 2021 have been adjusted accordingly to recognize the full amount of revenue associated with acquisitions. 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.

## ***Explanation of Constant Currency (“CC”)***

NICE presents constant currency information to provide a framework for assessing how our underlying businesses performed excluding the effect of foreign currency rate fluctuations. To present this information, current results for transactions in currencies other than United States dollars are converted into United States dollars using the average exchange rates from the comparative period rather than the actual exchange rates in effect during the current period.

Future expected results for transactions in currencies other than United States dollars are converted into United States dollars using the exchange rates in effect in the last month of the reporting period. NICE has provided this financial information to aid investors in better understanding our performance. These constant currency financial measures presented in this release should not be considered as a substitute for, or superior to, the measures of financial performance prepared in accordance with GAAP.





This is  
**NICE**

**CUSTOMER  
ENGAGEMENT**



**CREATING**  
Extraordinary  
Customer  
Experience

**FINANCIAL CRIME  
& COMPLIANCE**



**OUTSMARTING**  
Financial Crime  
with Intelligent  
Solutions

**PUBLIC  
SAFETY**



**DRIVING**  
Digital Policing  
Transformation



**120M+**  
Recorded  
calls per day

**3M+**  
Agents are  
scheduled  
every day

**35M+**  
Tasks and processes  
are automated daily

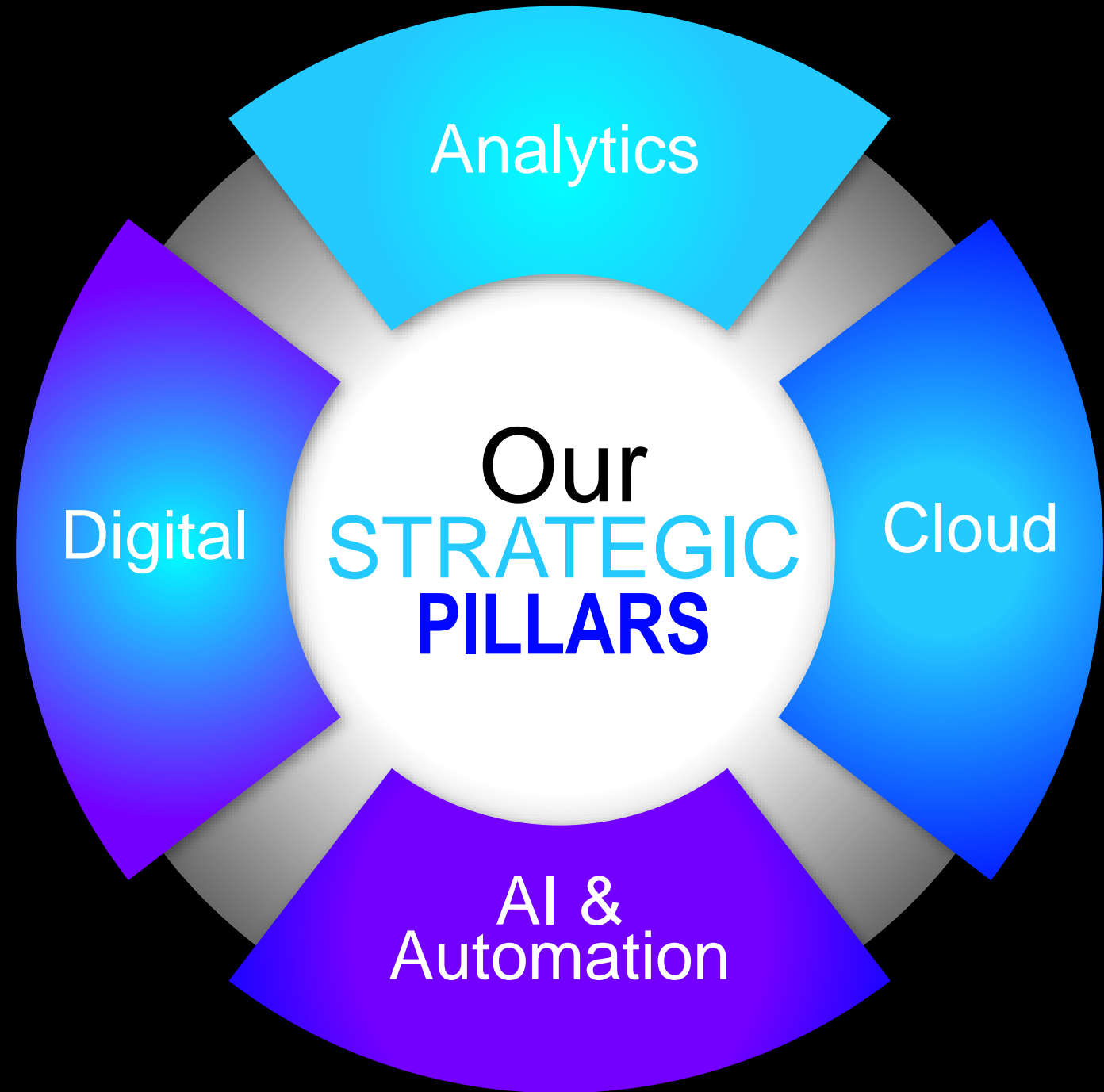
Another  
**NICE**  
Day

**5,000B+**  
Dollars protected  
every day

**3B+**  
Financial transactions  
monitored daily

**20M+**  
Evidence items  
managed  
daily

Transforming  
EXPERIENCES to be  
EXTRAORDINARY  
and TRUSTED



# GLOBAL LEADER CLOUD PLATFORMS



Cloud-native  
Open Platform

Powered by  
Analytics and AI

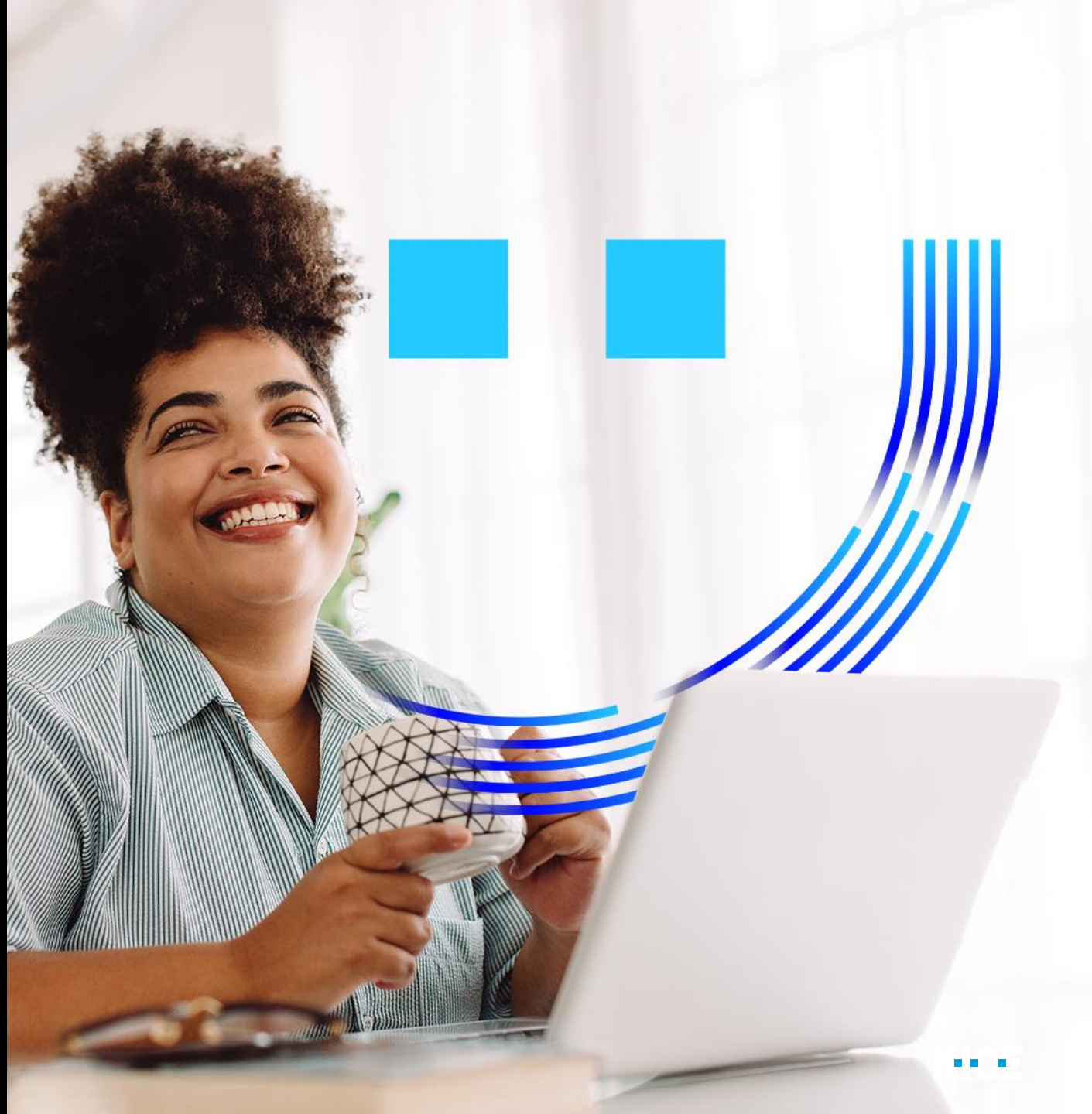
Covering All  
Markets and  
Segments

Large  
Ecosystem

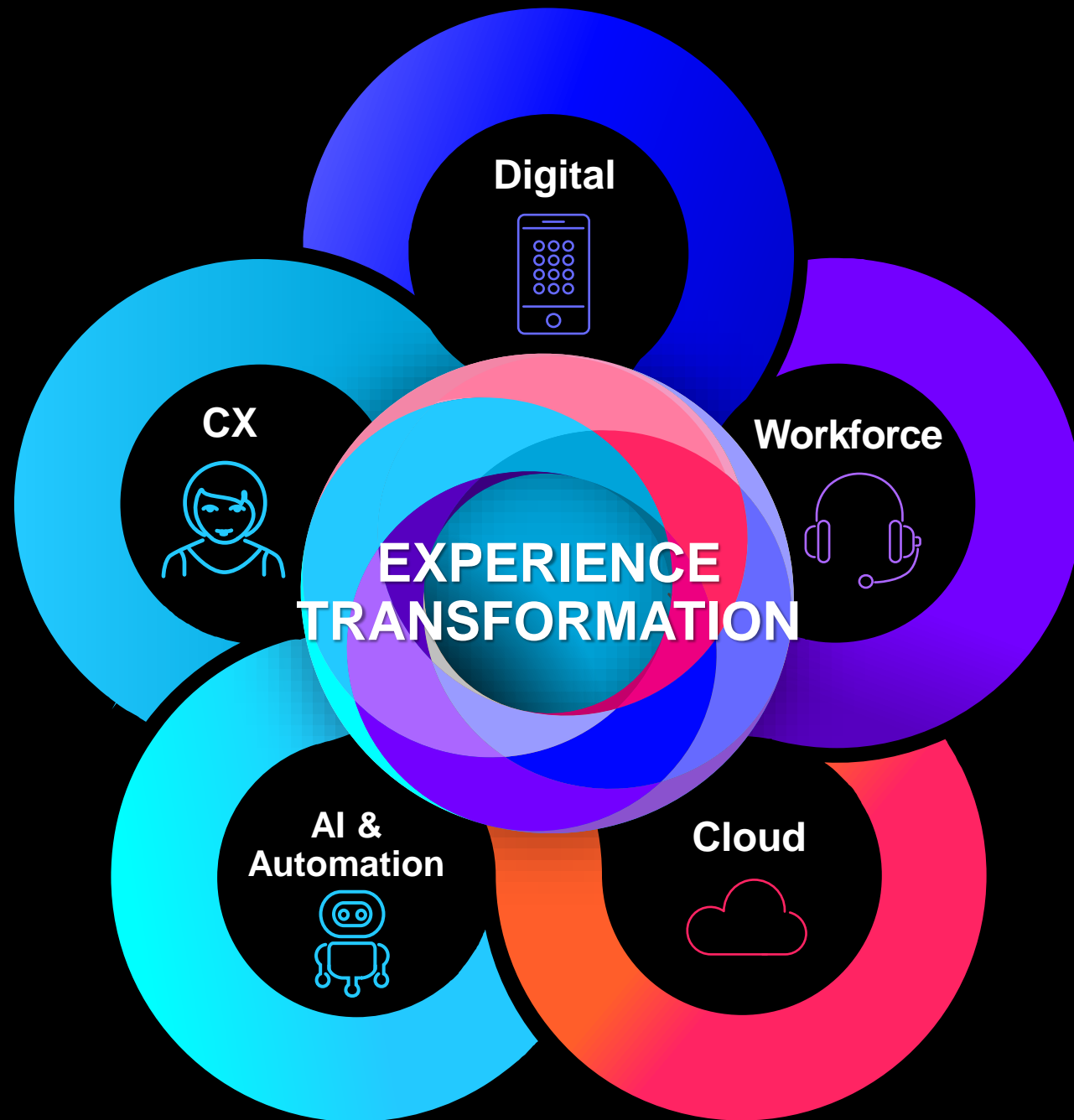
Scalability and  
Elasticity Serving  
Organizations of  
all sizes



# CUSTOMER ENGAGEMENT



# CUSTOMER EXPERIENCE MARKET FORCES





With **CXone** you can **now** take the next leap in customer experience to **intelligently** meet your customers **wherever their journey begins**, enable resolution through **data driven self-service**, and **prepare** agents to successfully resolve **any needs** event.



# Complete CXi platform for every journey



## Digital Entry Points

- Expert
- ContactEngine
- Guide
- Mobile/SDK

## Journey Orchestration

- Omnichannel Routing
- Enlighten AI Routing
- 30+ Channels
- Virtual Agent Hub
- Personal Connection
- Customer Authentication

## Smart Self-Service

- SmartAssist  
(Bot Builder, Amelia, BYOB)
- IVR
- Expert
- Enlighten XO  
(Experience Optimization)
- Self-Service Analytics

## Prepared Agents

- MAX Agent
- CRM-native Agents
- Expert
- Real-Time Guidance
- Agent Assist Hub
- NEVA / RPA

## Complete Performance

- Workforce Mgmt.
- Quality Mgmt.
- Performance Mgmt.
- Interaction Analytics
- Feedback Mgmt.
- Interaction/Screen Recording



Open Cloud Platform

# Reliable. Secure. Carrier grade.

The only CXi cloud platform to globally power your customer experience



Unmatched  
**SLAs**

**99.99%** uptime, multi-network connectivity  
Voice quality SLA **MOS 4.0+**

Unmatched  
**Security & Compliance**



Unmatched  
**Openness & Extensibility**

Programable **CPaaS** with hundreds of **APIs**  
Over **130** pre-integrated **partner apps**  
**Try and buy** e-commerce marketplace



- CXone Platform & Voice POP
- Voice POP
- FedRAMP CXone Platform & Voice POP

**19** global inbound carriers  
**14** global outbound carriers  
**17** active POPs

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

## Gartner

### Magic Quadrant for Contact Center as a Service, 2022\*

#### Magic Quadrant

Figure 1: Magic Quadrant for Contact Center as a Service



Source: Gartner (August 2022)

## Gartner

### Magic Quadrant for Workforce Engagement Management, 2021\*

Figure 1: Magic Quadrant for Workforce Engagement Management



\*This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from [insert client name or reprint URL]. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. GARTNER and GARTNER logo are the registered trademarks of Gartner Inc., and/or its affiliates in the U.S. and internationally and have been used herein with permission. All rights reserved.



# 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** 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

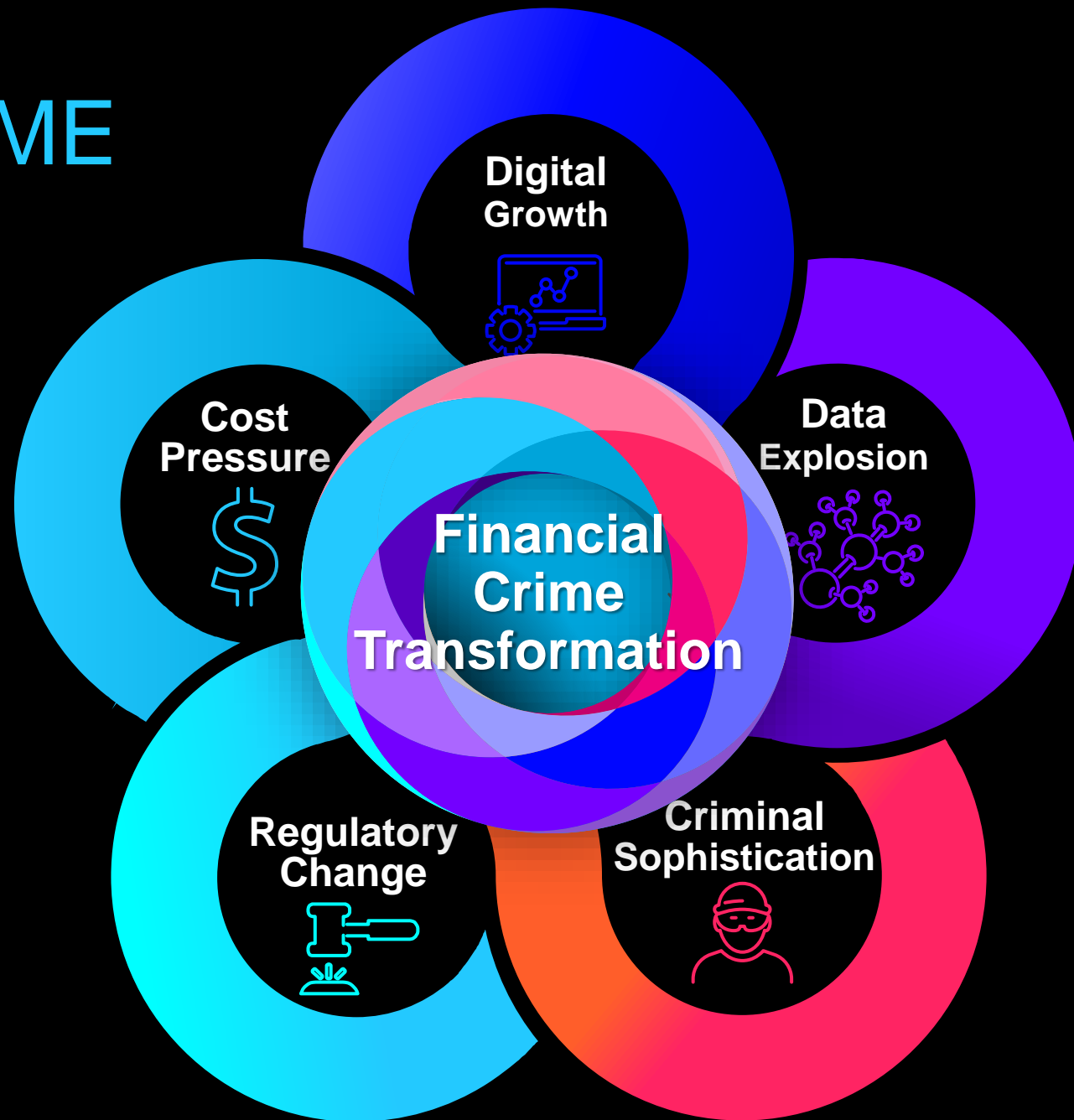
Analytics-driven CX solutions fueled with Artificial Intelligence and Machine Learning

# FINANCIAL CRIME & COMPLIANCE





# FINANCIAL CRIME MARKET FORCES



# FINANCIAL CRIME & COMPLIANCE: Selected Customers

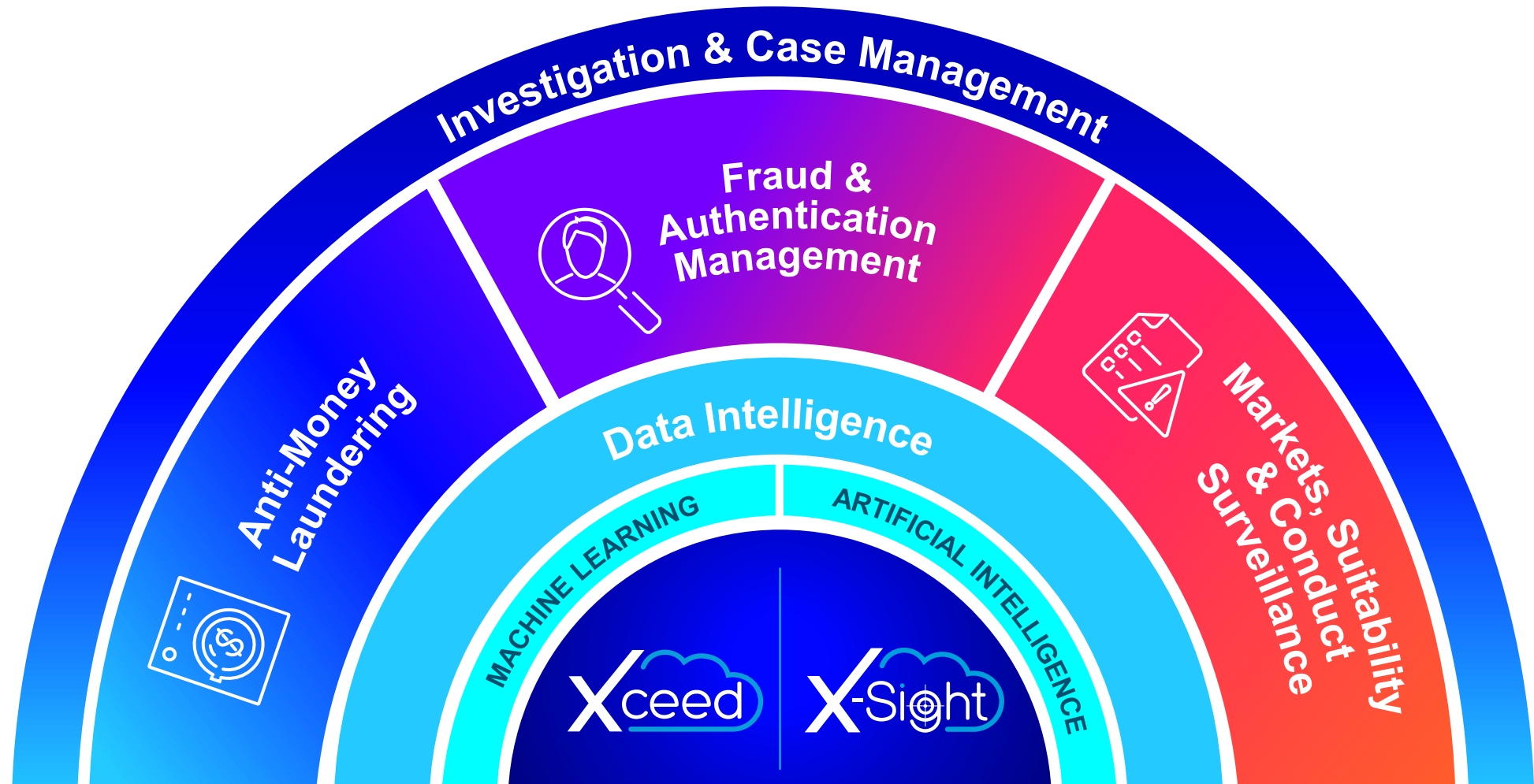
**10/10** TOP U.S.  
Banks

**10/10** TOP Global  
Investment Banks

**10/10** TOP EU  
Banks

**4/5** TOP APAC  
Banks





# FINANCIAL CRIME 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**

## 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**



NICE Actimize Financial Crime Transformation

# OUR PORTFOLIO

Flexible



## High-End Market

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

## PLATFORMS WITH A PURPOSE

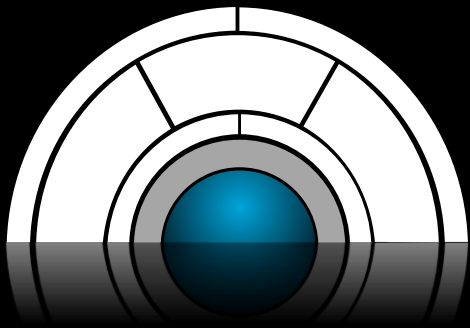
Fully Packaged



## 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**

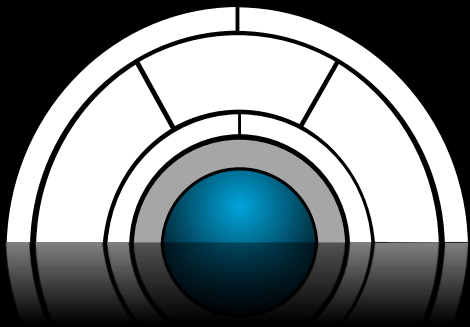


Enables **smarter, faster decisions** throughout the customer lifecycle with the **power of data and analytics**



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



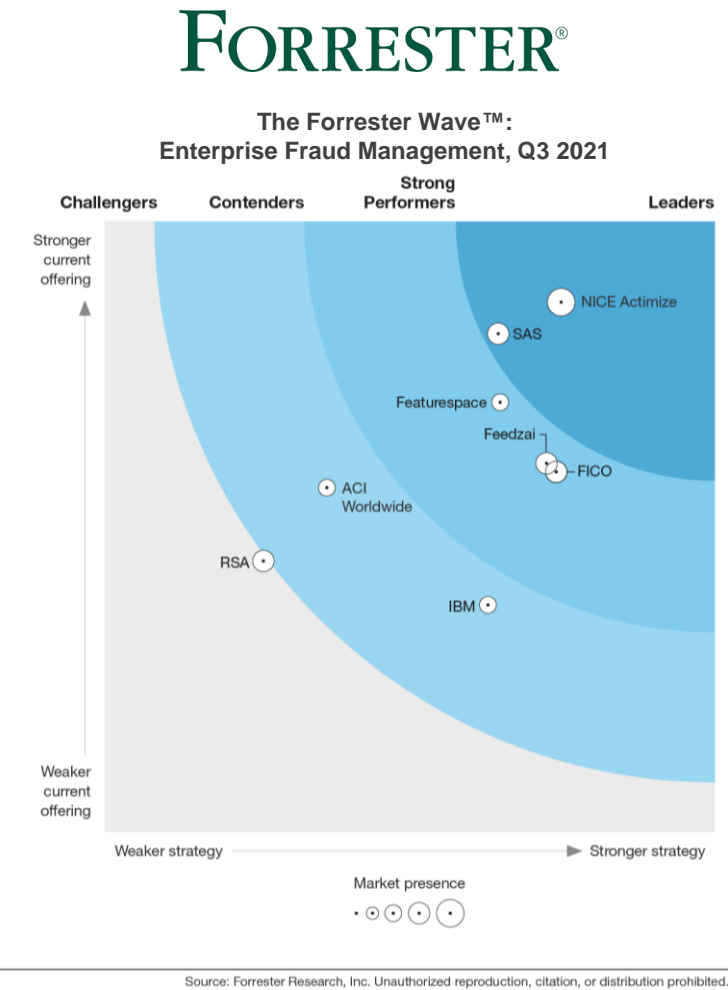
Delivers **real-time contextual insights** for end-end financial crime risk management



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



# NICE Actimize Recognized as a Market Leader



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# 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

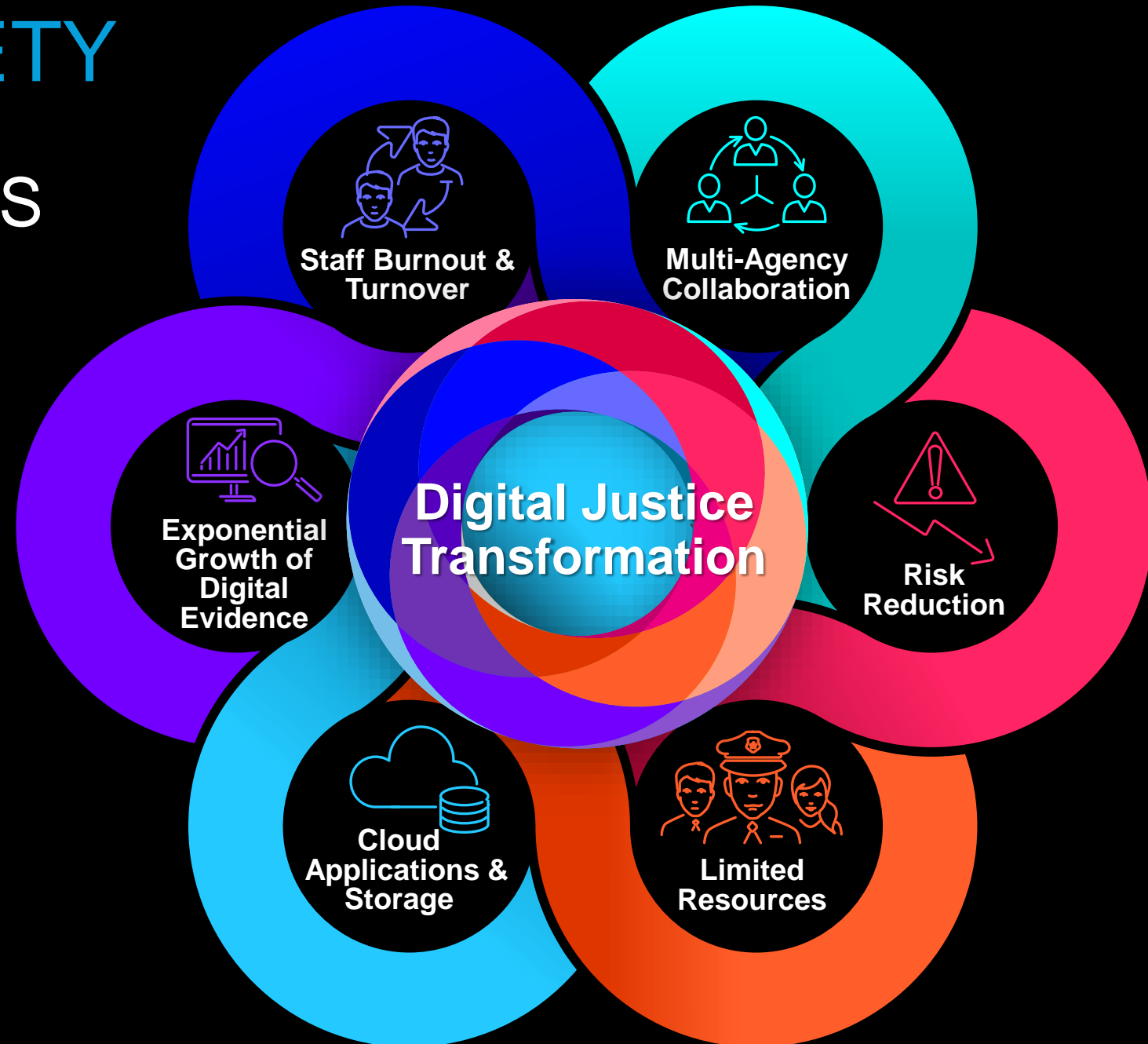
### Leadership

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

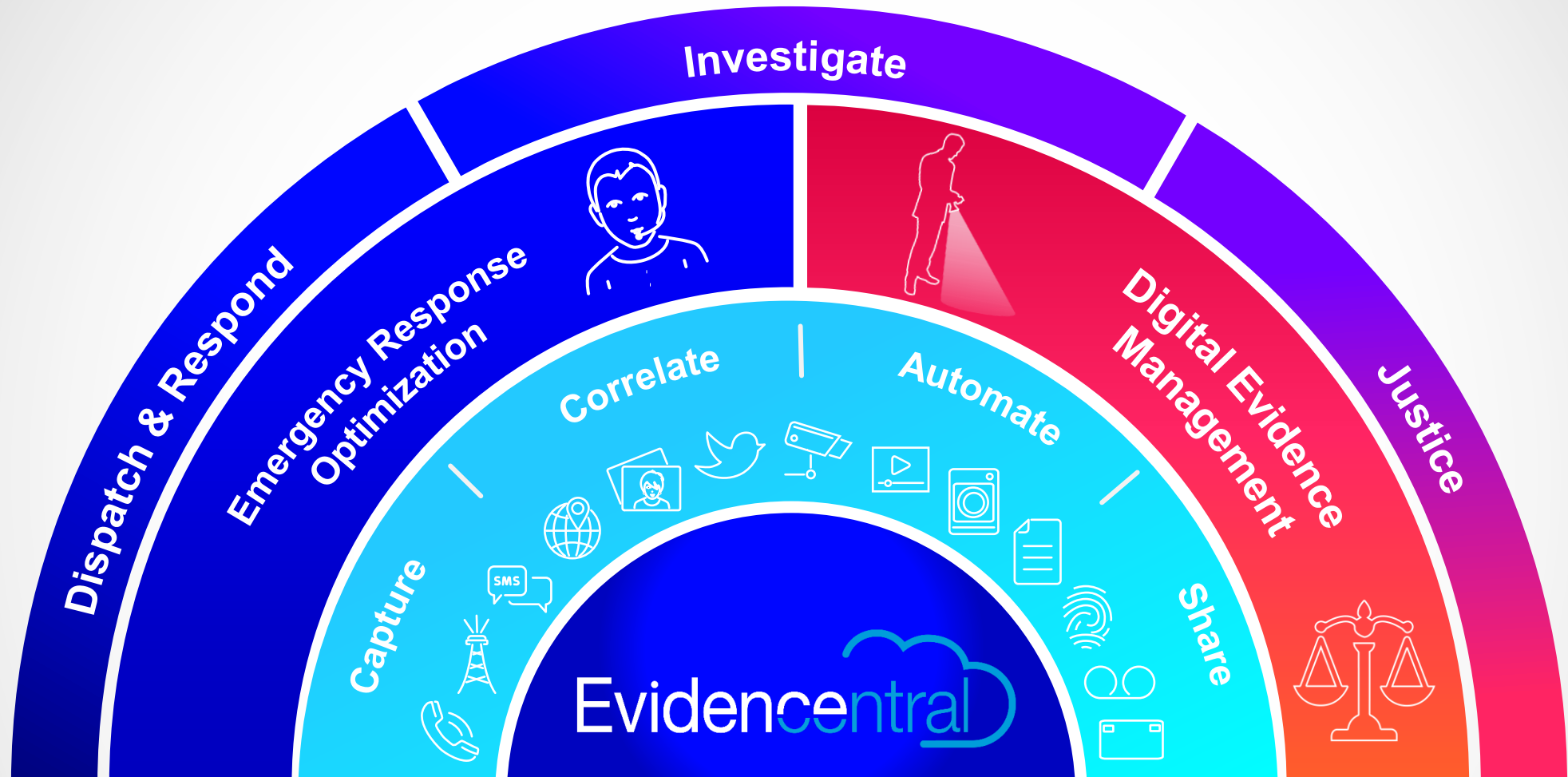
# PUBLIC SAFETY



# PUBLIC SAFETY & JUSTICE MARKET FORCES







NICE DIGITAL JUSTICE 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 Performance Dashboards

## Digital Evidence Management

**NICE ▪ Investigate**

**NICE ▪ Justice**

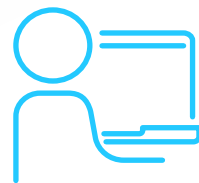
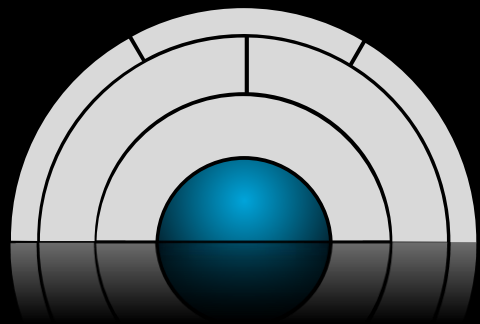
- **Breaks down information siloes**
- **Automates the collection and analysis** of digital evidence
- **Mobile access** to emergency calls and digital evidence enhances situational awareness
- Built-in **investigation tools**
- **Secure sharing** with DAs and criminal justice partners



NICE Digital Justice Transformation  
**OUR PORTFOLIO**

# Digital Evidence Management Platform-as-a-Service

## Evidencentral



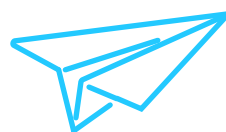
### unified experience

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



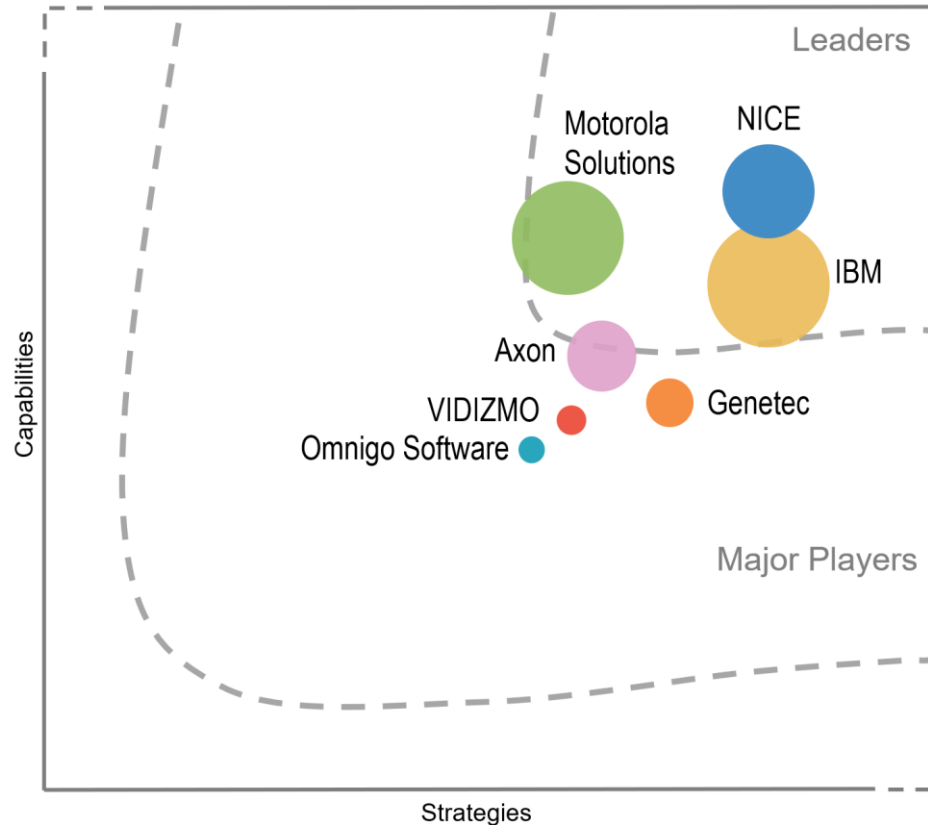
### secure cloud

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

# NICE Recognized as a Leader in Public Safety

NICE 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 – 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**

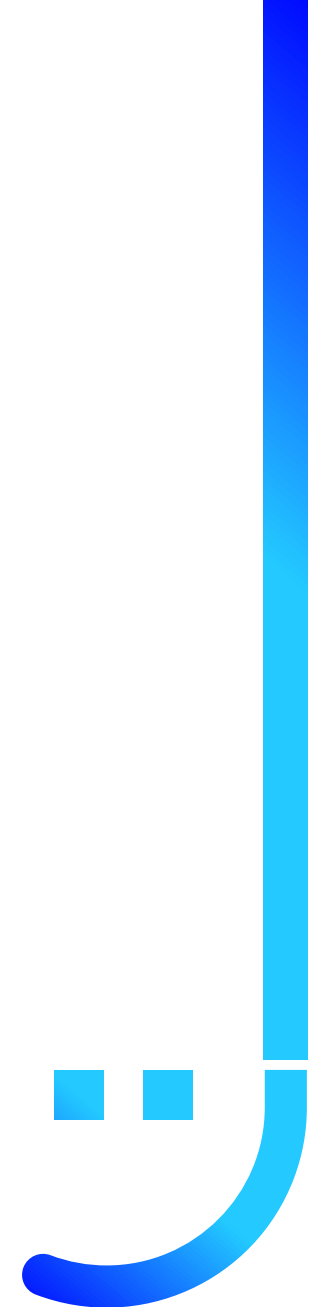
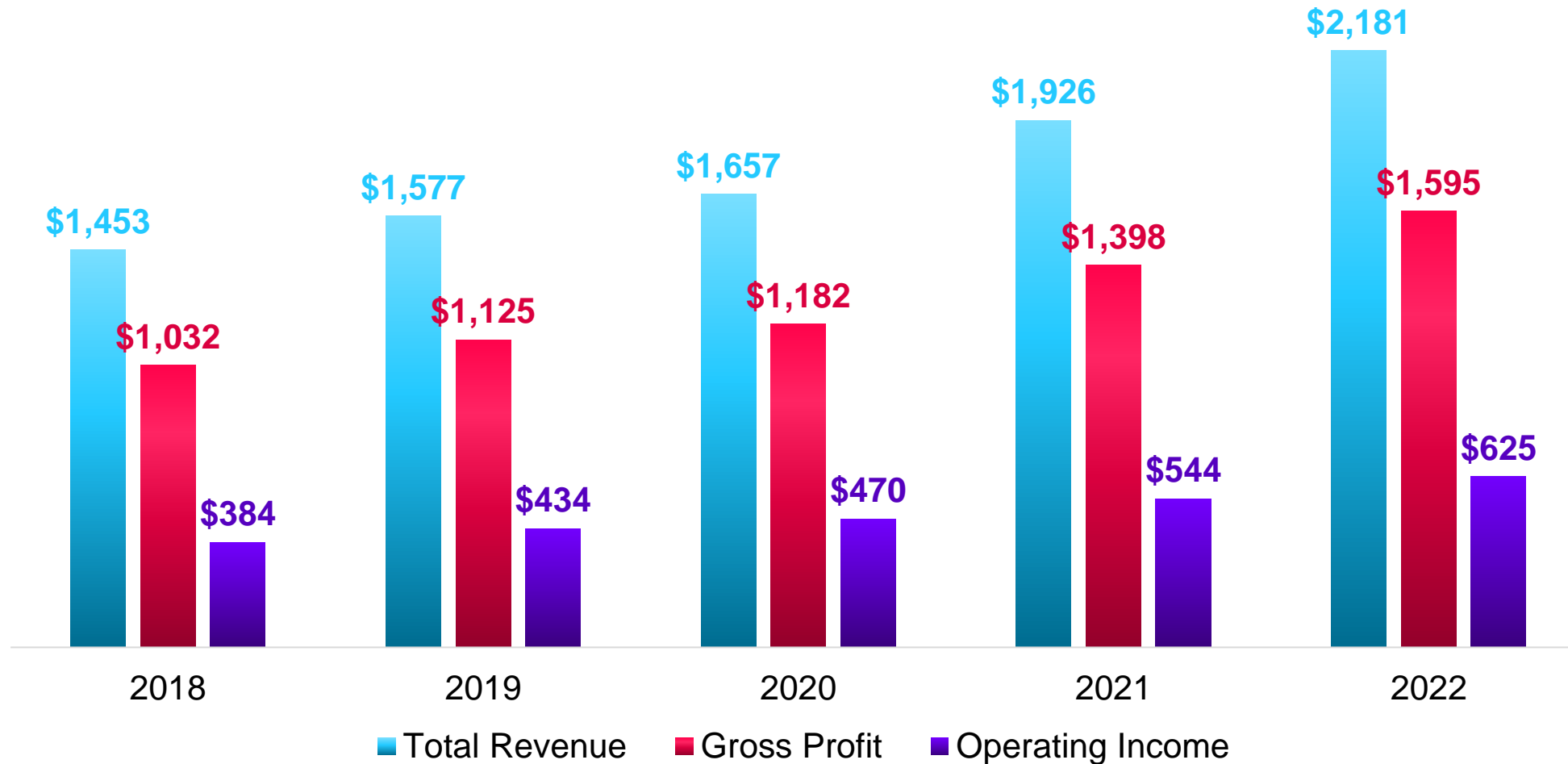
#1 incident intelligence provider worldwide and 1<sup>st</sup> digital evidence transformation platform

# FINANCIAL OVERVIEW



# Increasing Revenue and Profit Trends\*

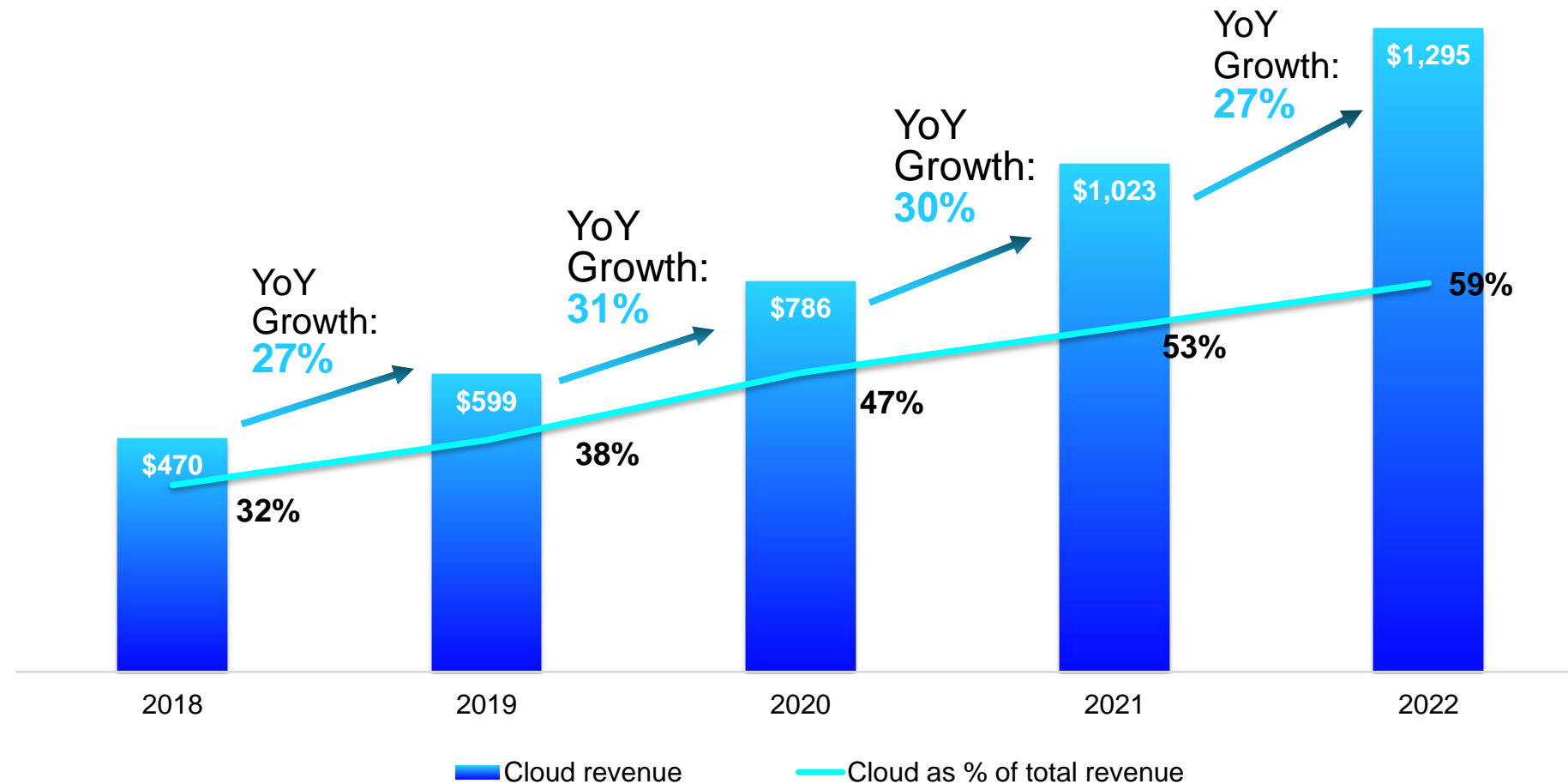
(\$ in millions)



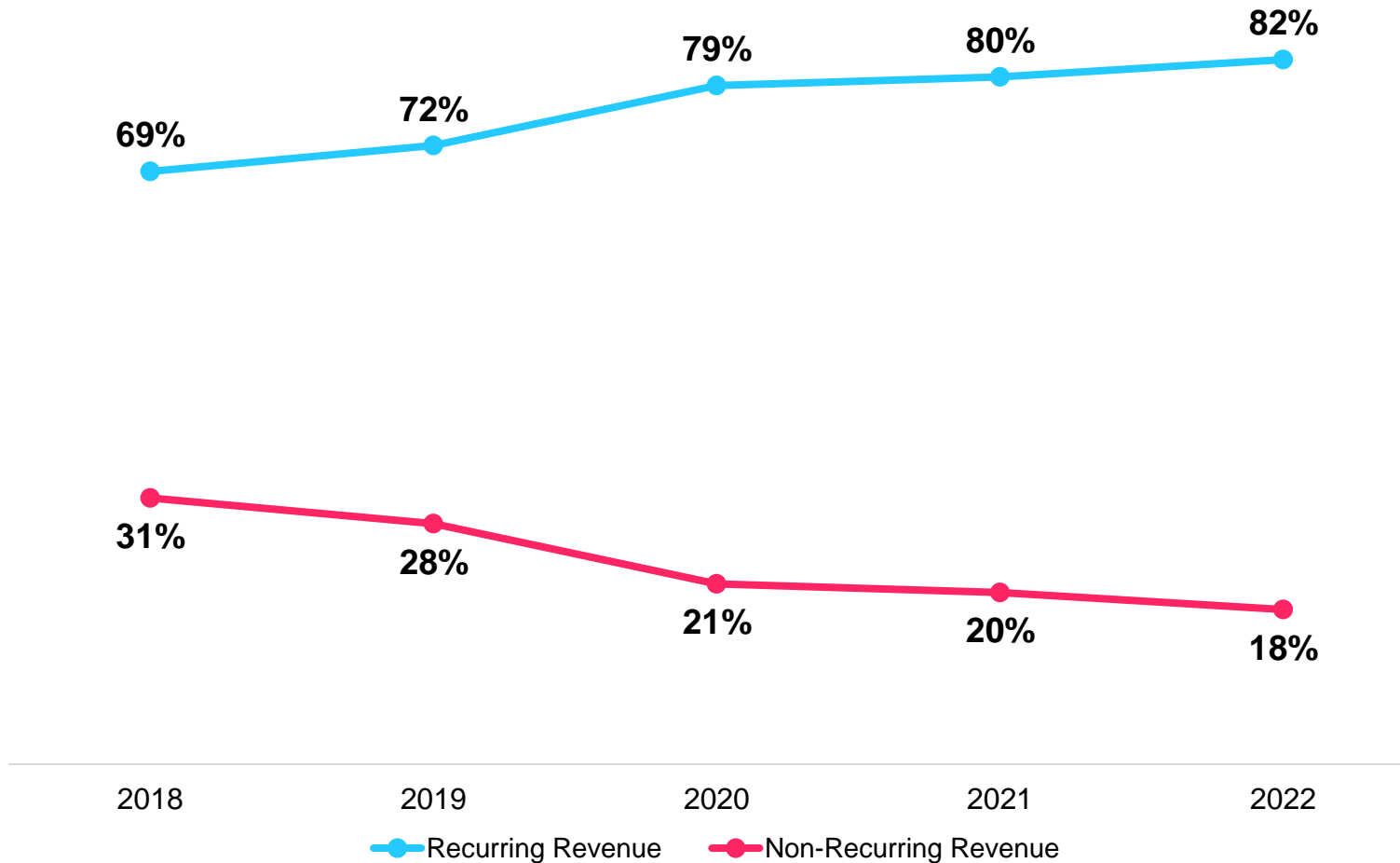


# Cloud Revenue Driving Accelerated Total Revenue Growth\*

(\$ in millions)



## Recurring Revenue as a % of Total Revenue

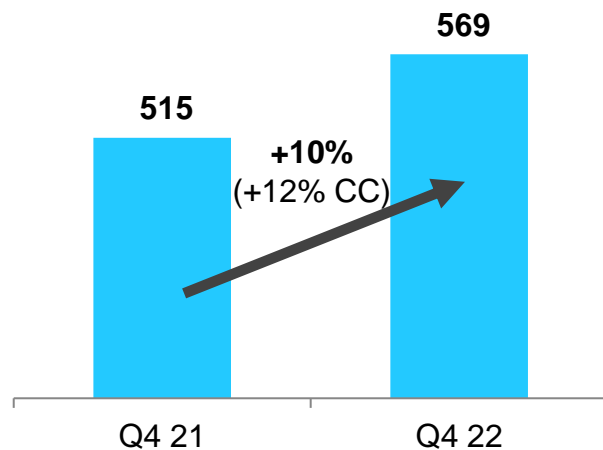


Recurring  
Revenue  
Expansion  
Provides Great  
Visibility and  
Predictability

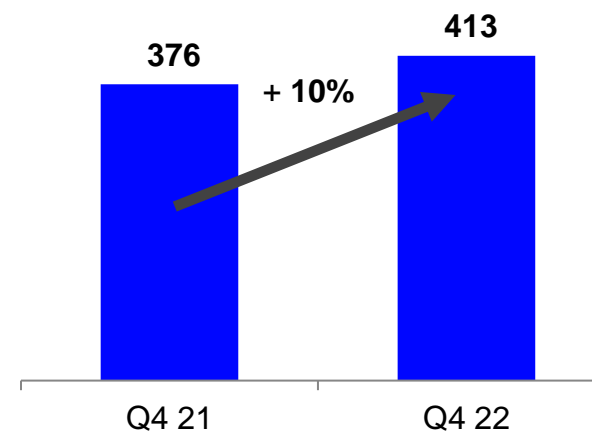


# Q4 2022 Non-GAAP Financial Results

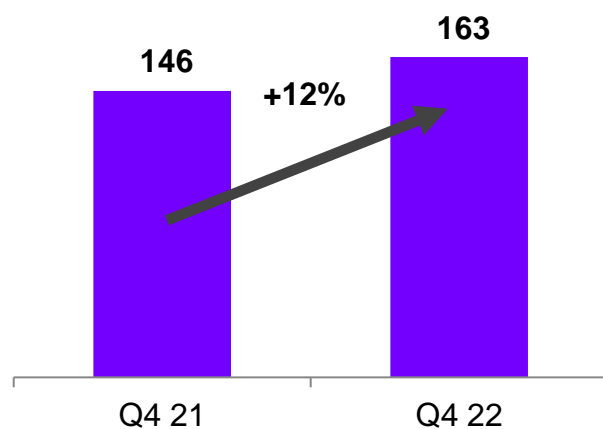
TOTAL REVENUE (\$M)



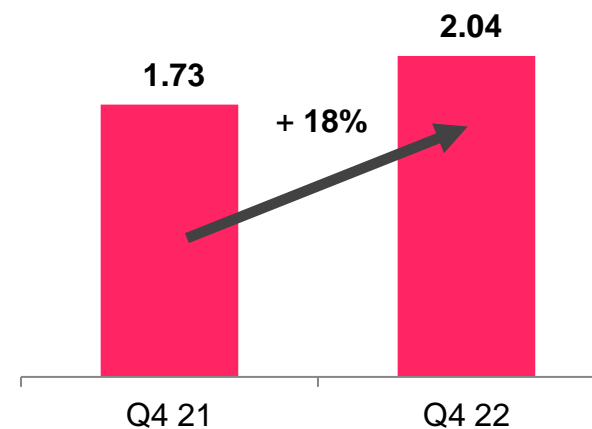
GROSS PROFIT (\$M)



OPERATING INCOME (\$M)

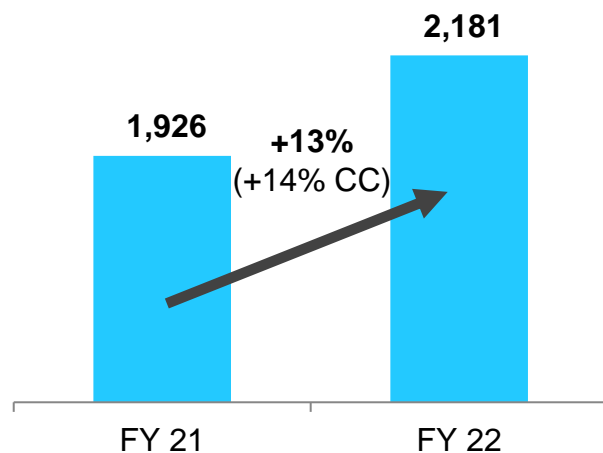


EARNING PER SHARE (\$)

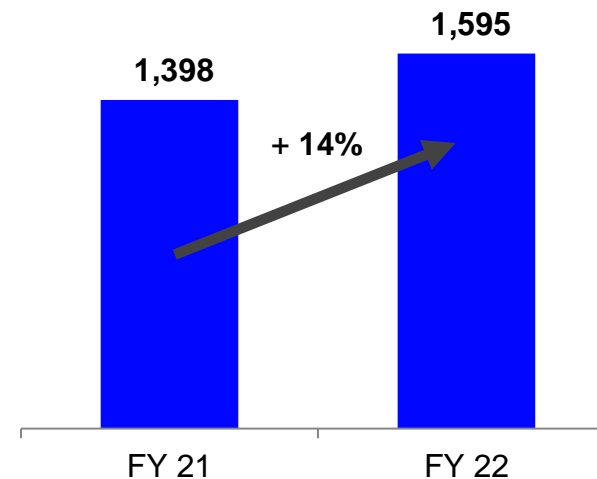


# Record Results Full Year 2022 (Non-GAAP)

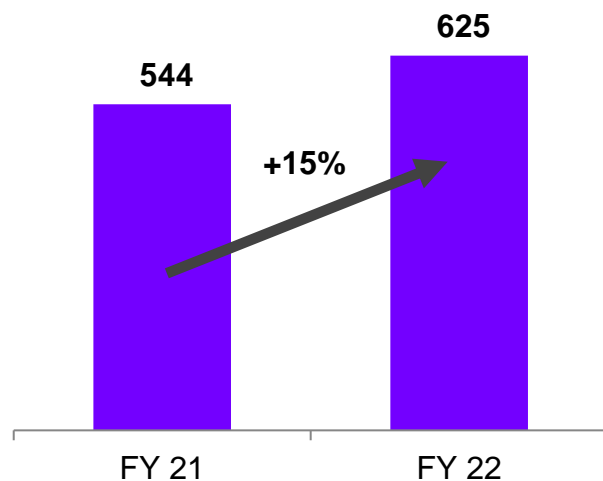
TOTAL REVENUE (\$M)



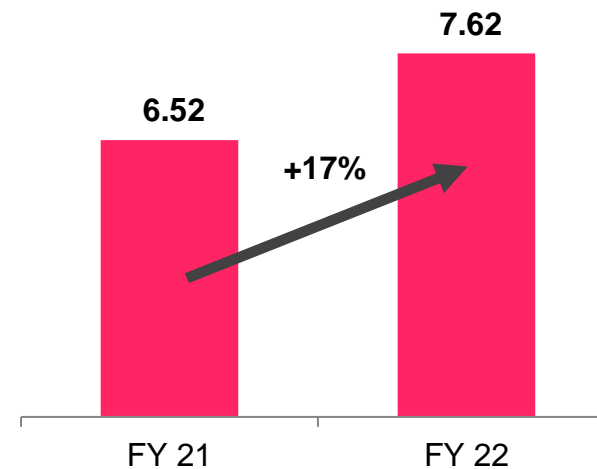
GROSS PROFIT (\$M)



OPERATING INCOME (\$M)



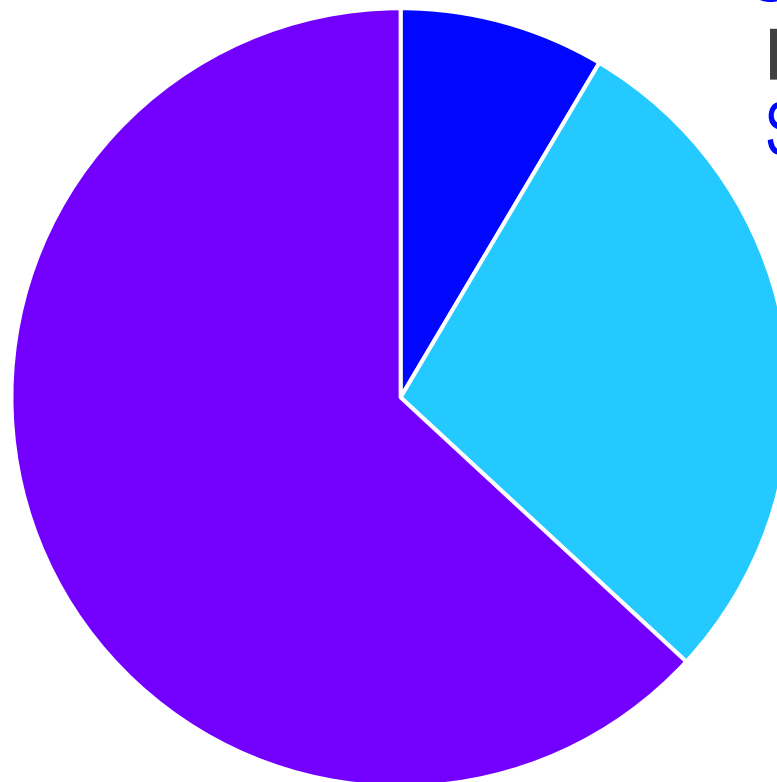
EARNING PER SHARE (\$)



# Q4 2022

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

**63%**  
**CLOUD**  
\$359M, +26% YoY,  
+27% YoY CC



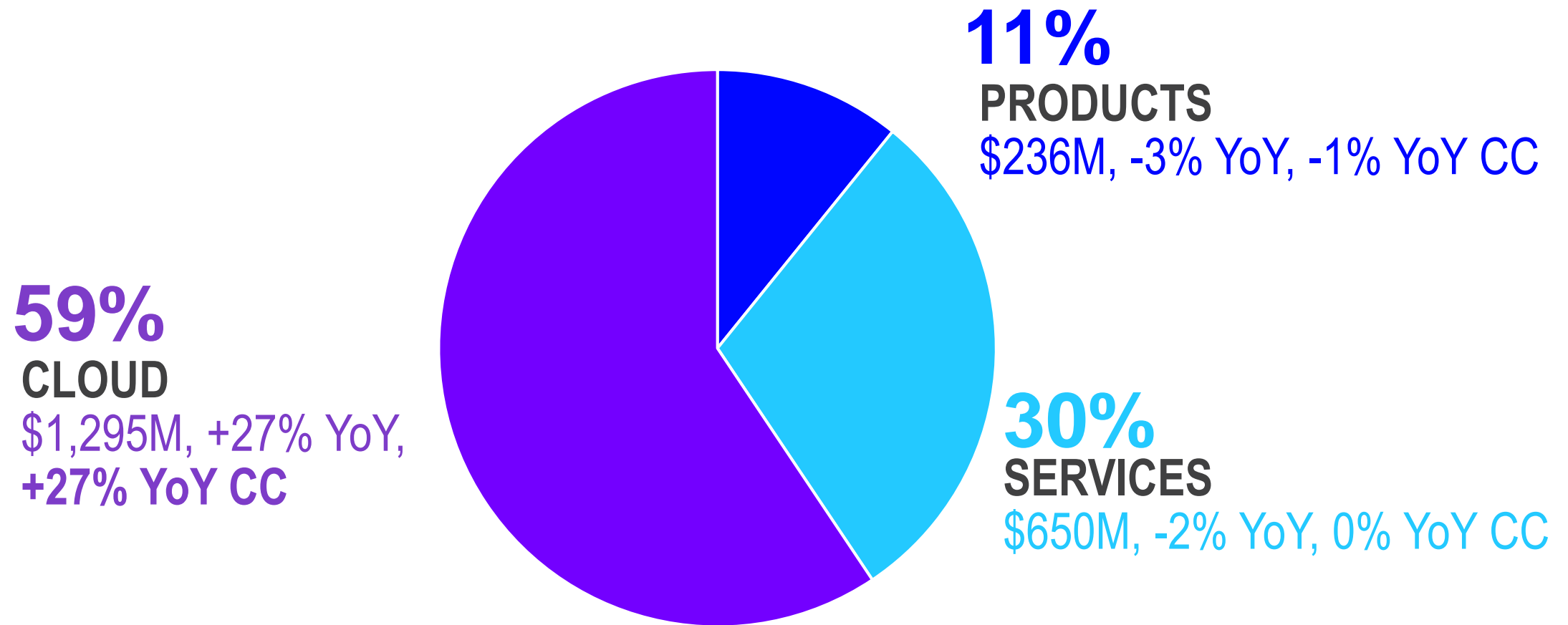
**9%**  
**PRODUCTS**  
\$49M, -24% YoY, -22% YoY CC

**28%**  
**SERVICES**  
\$161M, -3% YoY, -1% YoY CC



# FY 2022

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



## Q4 2022

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

**82%**  
CUSTOMER  
ENGAGEMENT  
\$467M, +11% YoY,  
+12% YoY CC



**18%**  
FINANCIAL  
CRIME &  
COMPLIANCE  
\$102M, +6% YoY,  
+9% YoY CC

# FY 2022

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

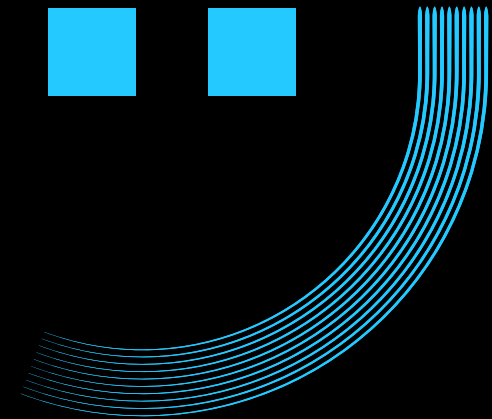
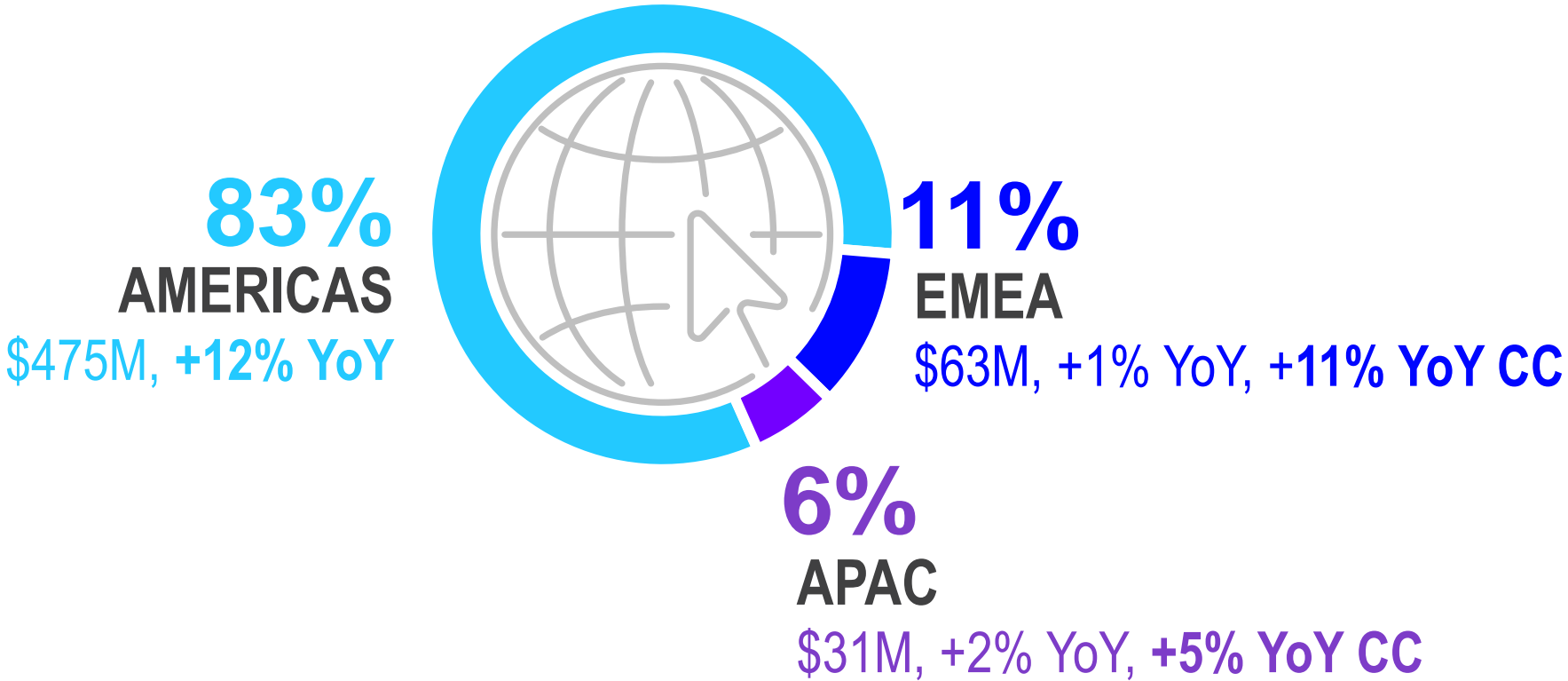
**81%**  
CUSTOMER  
ENGAGEMENT  
\$1,769M, +13% YoY  
**+13% YoY CC**



**19%**  
FINANCIAL  
CRIME &  
COMPLIANCE  
\$412M, +17% YoY  
**+19% YoY CC**

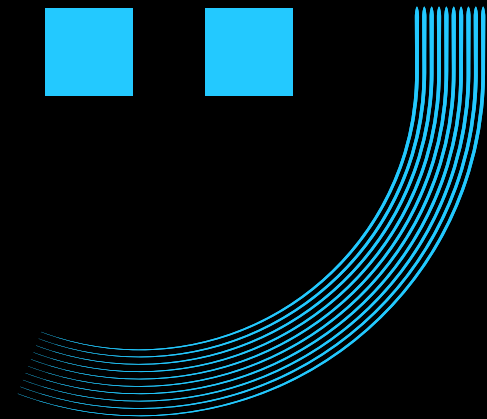
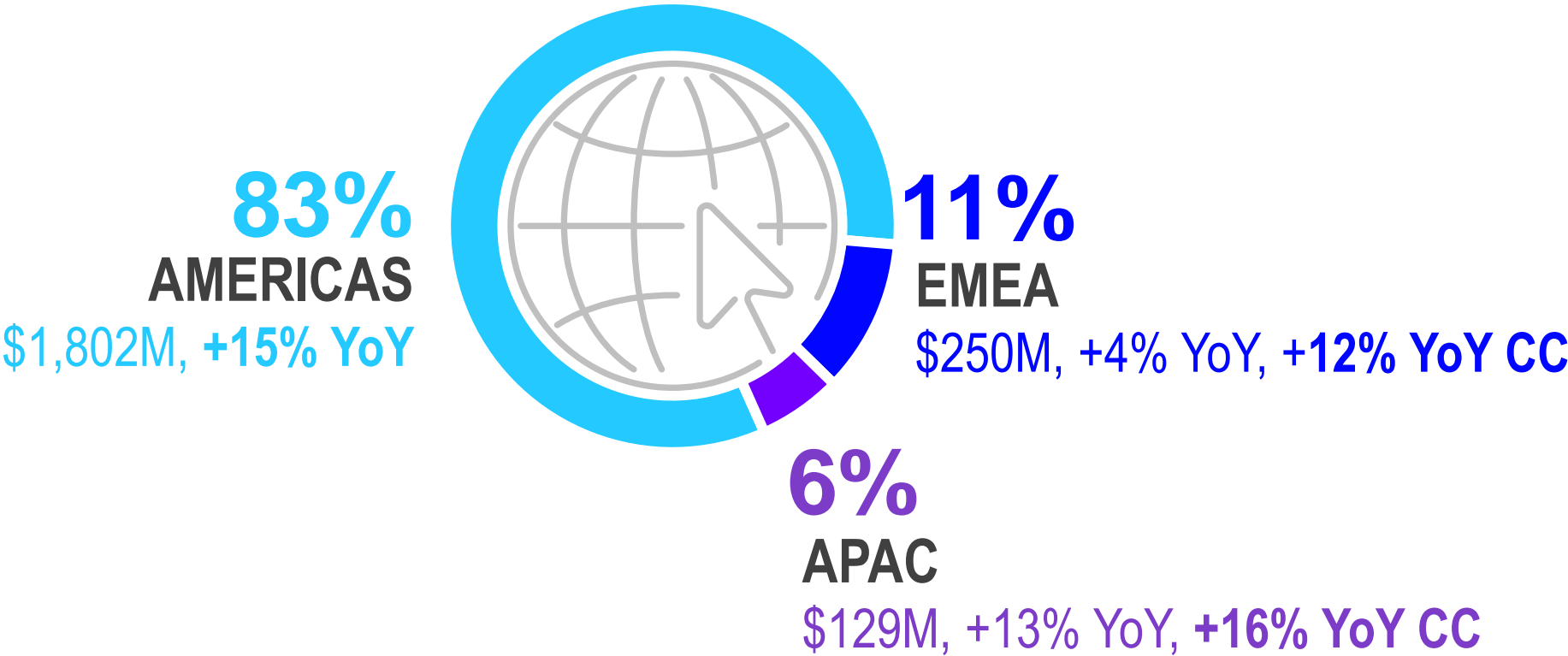
# Q4 2022

## Revenue Breakdown by Region (Non-GAAP)



# FY 2022

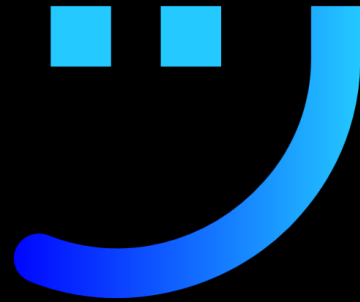
## Revenue Breakdown by Region (Non-GAAP)





# Thank You

# NICE



Make  
experiences  
*flow*