



**NICE**

# **CORPORATE PRESENTATION**

Q2 2021

**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

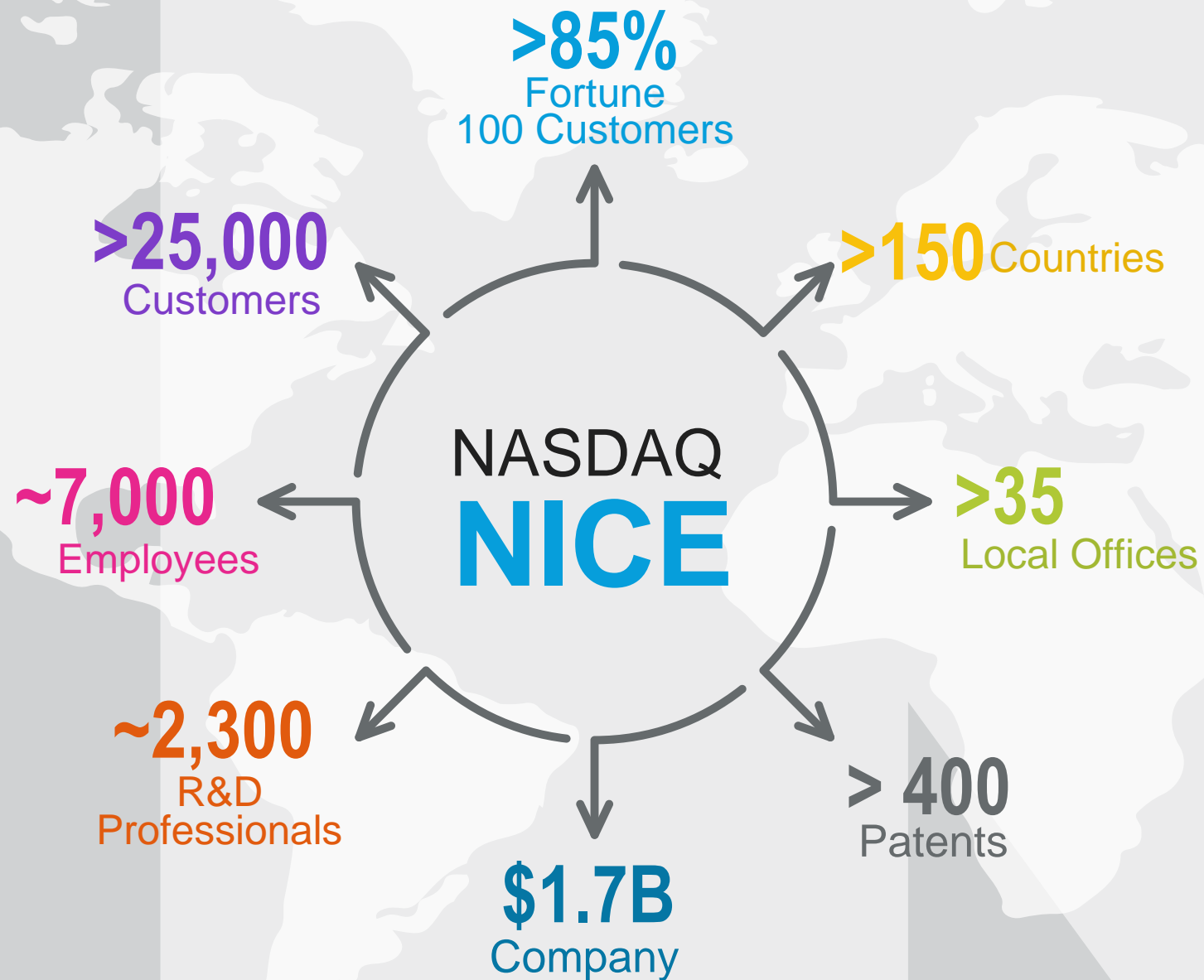
**20M+**

Evidence items  
managed  
daily



**NICE**

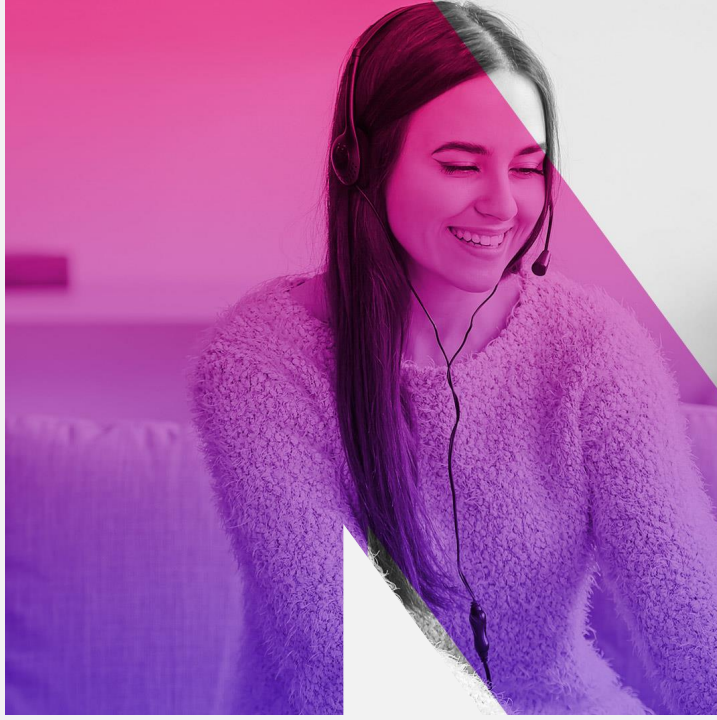
Transforming  
**EXPERIENCES**  
to be  
*Extraordinary*  
and **TRUSTED**





## **CUSTOMER ENGAGEMENT**

**CREATING**  
Extraordinary  
Customer  
Experience



## **FINANCIAL CRIME & COMPLIANCE**

**OUTSMARTING**  
Financial Crime  
with Intelligent  
Solutions

This is  
**NICE**

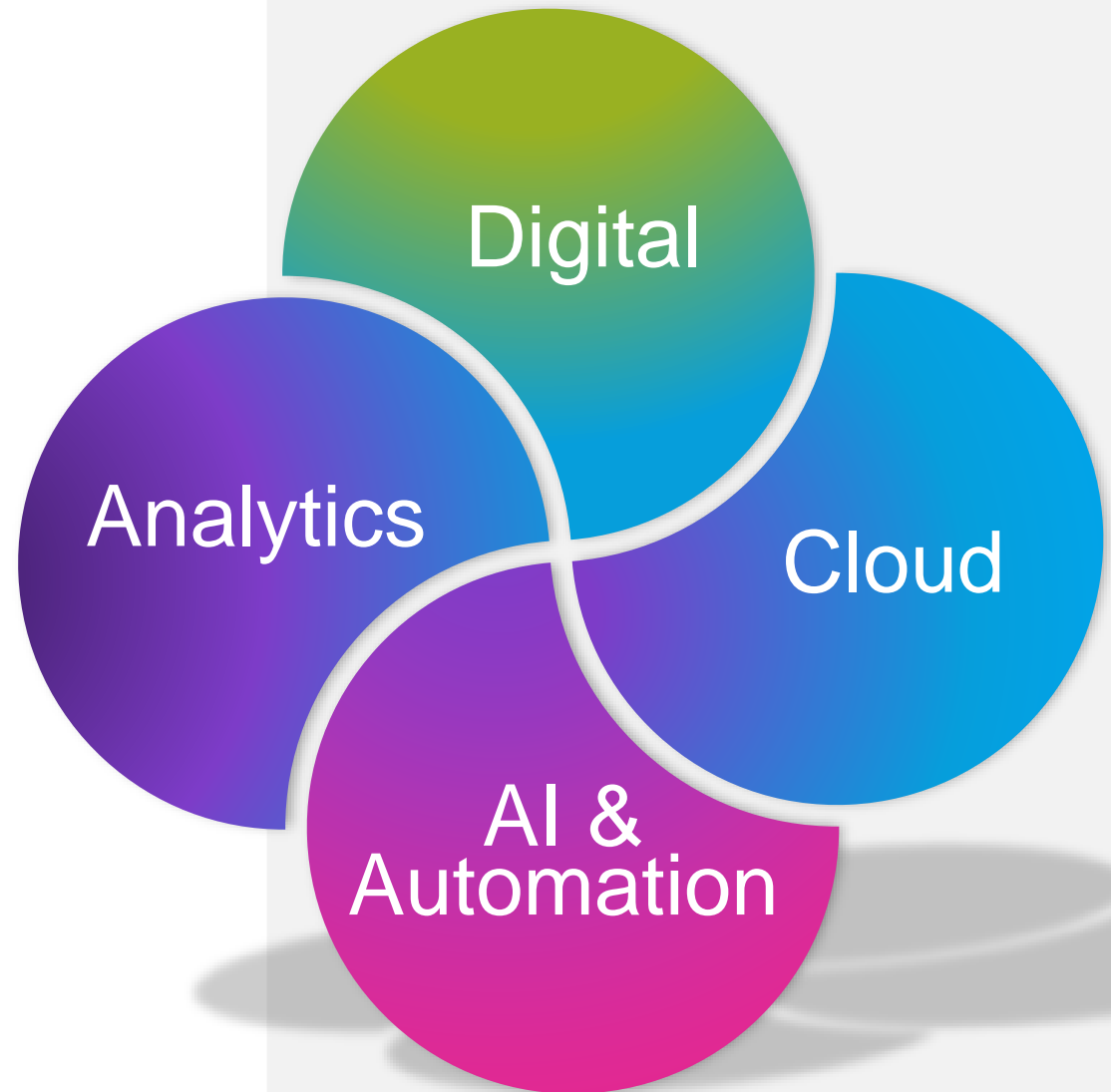


## **PUBLIC SAFETY**

**DRIVING**  
Digital Policing  
Transformation

Transforming  
EXPERIENCES to be  
EXTRAORDINARY  
and TRUSTED

## Our **STRATEGIC PILLARS**





# GLOBAL LEADER CLOUD PLATFORMS

CXone

X-Sight

Evidencentral

Cloud-native  
Open Platform

Powered by  
Analytics and AI

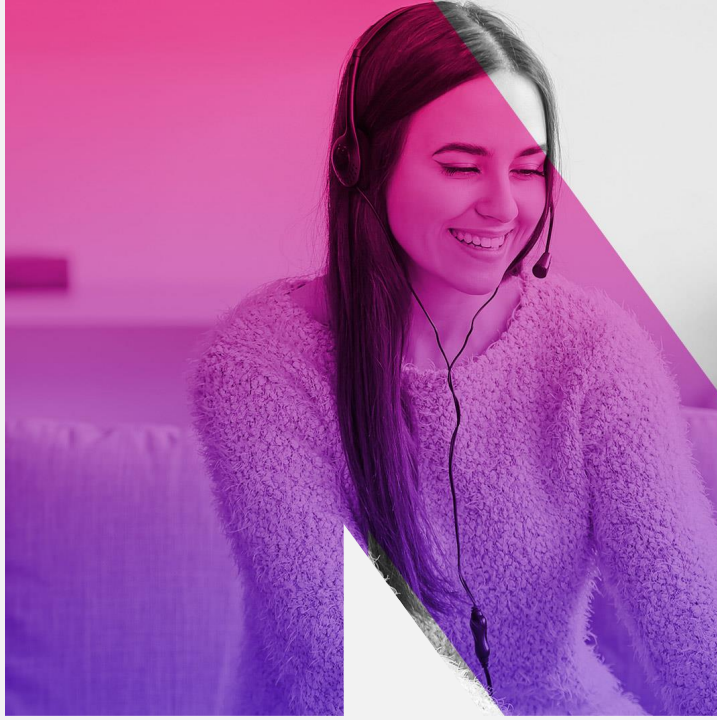
Covering All  
Markets and  
Segments

Large  
Ecosystem

Scalability and  
Elasticity Serving  
Organizations of  
all sizes



Creating  
**EXTRAORDINARY**  
Customer  
Experience



**OUTSMARTING**  
Financial Crime  
with Intelligent  
Solutions

# OUR OFFERINGS



Driving Digital  
Policing  
**TRANSFORMATION**



Customer  
Engagement

# CREATING EXTRAORDINARY CUSTOMER EXPERIENCE

CREATING  
EXTRAORDINARY  
CUSTOMER  
EXPERIENCE



OUTSMARTING  
FINANCIAL CRIME  
WITH INTELLIGENT  
SOLUTIONS

DRIVING DIGITAL  
POLICING  
TRANSFORMATION

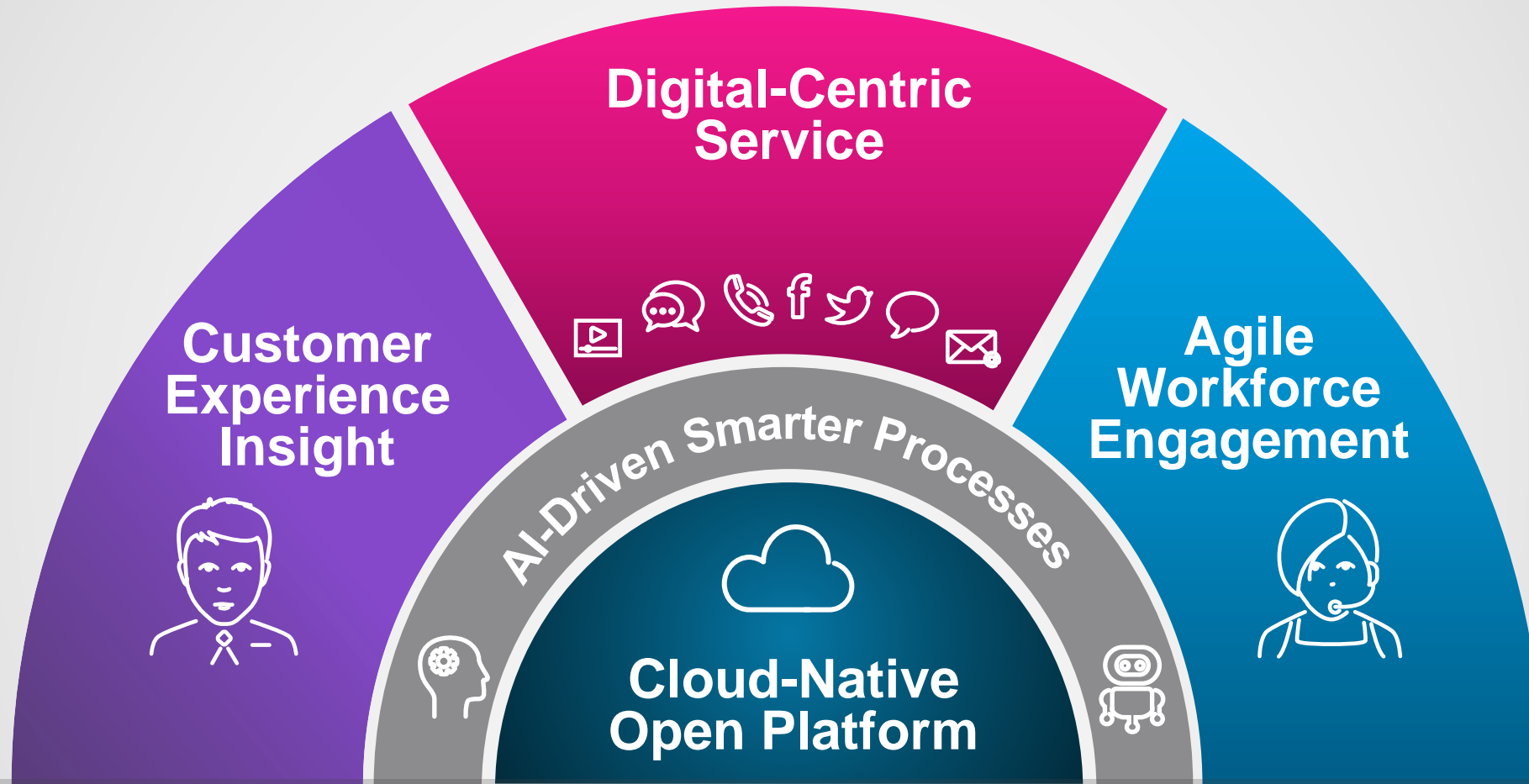
# CUSTOMER EXPERIENCE MARKET FORCES





NICE provides  
the leading **PLATFORM**  
for empowering organizations  
to **TRANSFORM** their  
Customers and Workforce  
**EXPERIENCES**





**NICE EXPERIENCE TRANSFORMATION**

## Digital-Centric Service

- **Unified voice** and **digital** channels
- Seamless **Omnichannel Routing**
- **Unified Omnichannel CX Suite:** Routing, Recording, WFM, QM, PM, Interaction Analytics & Automation

## Customer Experience Insight

- **Comprehensive Customer Insight:** Direct (feedback) + Indirect (interactions)
- **Hyper-Personalized** Experiences
- **Customer Journey Analytics** – Identify intent and predict next action



NICE Experience Transformation

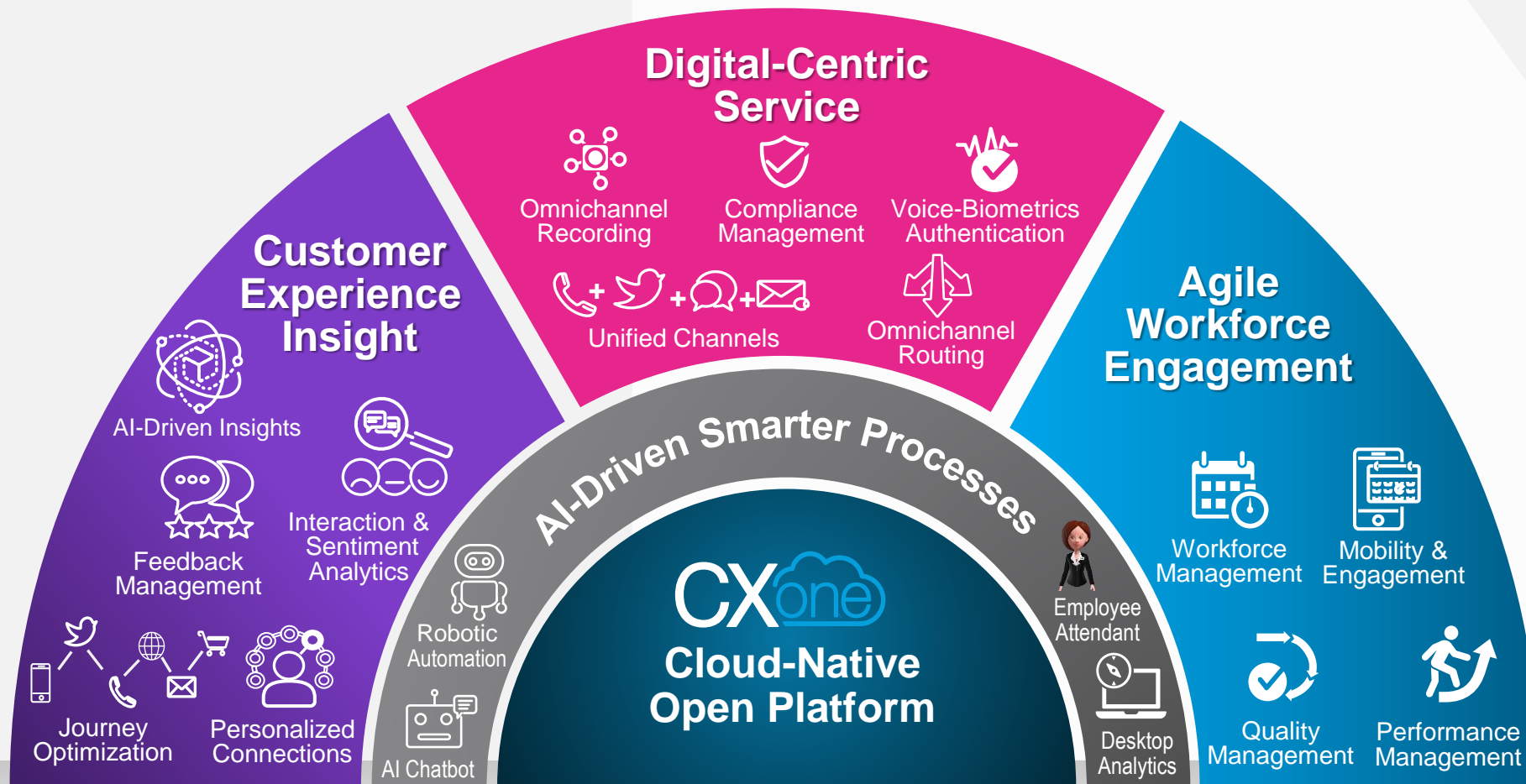
**CXone** OUR PORTFOLIO

## Agile Workforce Engagement

- Flexible **Mobile** Enablement
- **Personalized SMART** Goals and **Gamification**
- **AI-Enabled WFO** & Forecasting

## AI-Driven Smarter Processes

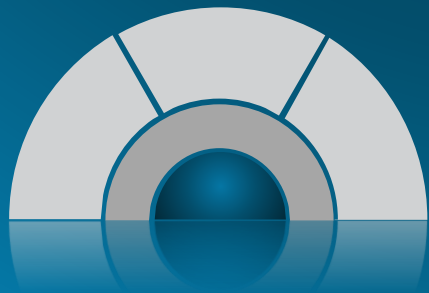
- **Attended & Unattended** Automation Platform
- **Smart** self-help **chatbots**
- **AI-Driven Action** and **Smart CX Automation** (Routing, WFO, Analytics)



# NICE EXPERIENCE TRANSFORMATION PORTFOLIO



# Most Complete, Unified, and Intelligent Cloud CX Platform



## one experience

A single unified solution for employees and customers across centers



## one cloud

Enterprise grade, secure, proven global cloud native platform built for multinational operations



## one destination

Fast onboarding of new capabilities and employees



## one step ahead

Predict and act on AI-powered insights to delight customers and engage employees



## one ecosystem

Open platform-as-a-service with hundreds of APIs to easily extend CXone



# CLOUD CONTACT CENTER LEADER

**430,000+**

Agents using  
CXone Worldwide

**FedRAMP**

Fully Certified  
to Operate

**100+**

Countries

**15**

Years in  
the Cloud

**85+**

Fortune 100  
Customers

**99.99%**

(no downtime for maintenance)

Guaranteed  
Uptime

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

Figure 1. Magic Quadrant for Contact Center as a Service



Source: Gartner (November 2020)

For 6<sup>th</sup> Consecutive Year NICE inContact Named a Leader in 2019 Gartner Magic Quadrant for Contact Center as a Service, North America

NICE names a **leader** for 13<sup>th</sup> Consecutive Years in the Gartner Workforce Engagement Magic Quadrant, a **Leader on Each Axis**, Furthest on Completeness of Vision and Highest on Ability to Execute

Figure 1: Magic Quadrant for Workforce Engagement Management



© Gartner, Inc  
Gartner





# NICE Recognized with More than 40 Awards and Leadership Rankings by Market Leading Industry Analysts

THE FORRESTER WAVE™  
Contact-Center-As-A-Service (CaaS) Providers  
Q3 2020



NICE inContact CXone has been recognized as a leader by Forrester Research in The Forrester Wave: **Contact-Center-As-A-Service**, Q3 2020 Top ranked in current offering Highest score possible in market presence

[Read more >](#)

FORRESTER®

THE FORRESTER WAVE™  
Journey Visioning Platforms  
Q4 2019



NICE has been recognized as a leader by Forrester Research in The Forrester Wave: **Journey Visioning Platforms**, Q4

[Read more >](#)

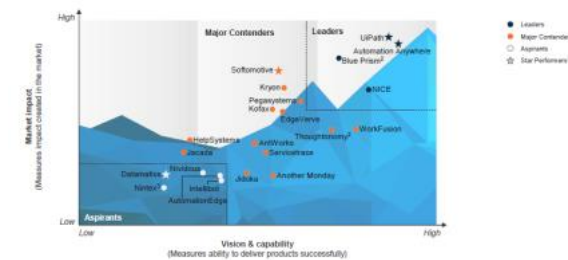
FORRESTER®



NICE Recognized as Market Share Leader in **Workforce Management** by DMG Consulting for 10<sup>th</sup> Consecutive Year

[Read more >](#)

Everest Group Robotic Process Automation (RPA) Products PEAK Matrix™ Assessment 2019



NICE **Robotic Process Automation** Named a Leader in Everest Group's PEAK Matrix for Second Consecutive Year

[Read more >](#)

VALUE INDEX LEADER  
RELIABILITY CATEGORY  
SALES PERFORMANCE MANAGEMENT  
VENTANA RESEARCH

NICE **Incentive Compensation Management** Recognized as Leader by Ventana Research



NICE **Robotic Process Automation and NEVA** recognized as a Leader in Avasant's "Intelligent Automation Tools RadarView 2019" report. Avasant noted NICE's consistent innovation and cutting-edge capabilities.

[Read more >](#)

# 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** TOP  
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



A black and white photograph of a man with a beard and short hair, wearing a dark suit and tie, sitting at a desk and writing with a pen. The image is partially covered by a blue gradient overlay on the right side.

Financial Crime  
& Compliance

# OUTSMARTING FINANCIAL CRIME WITH INTELLIGENT SOLUTIONS

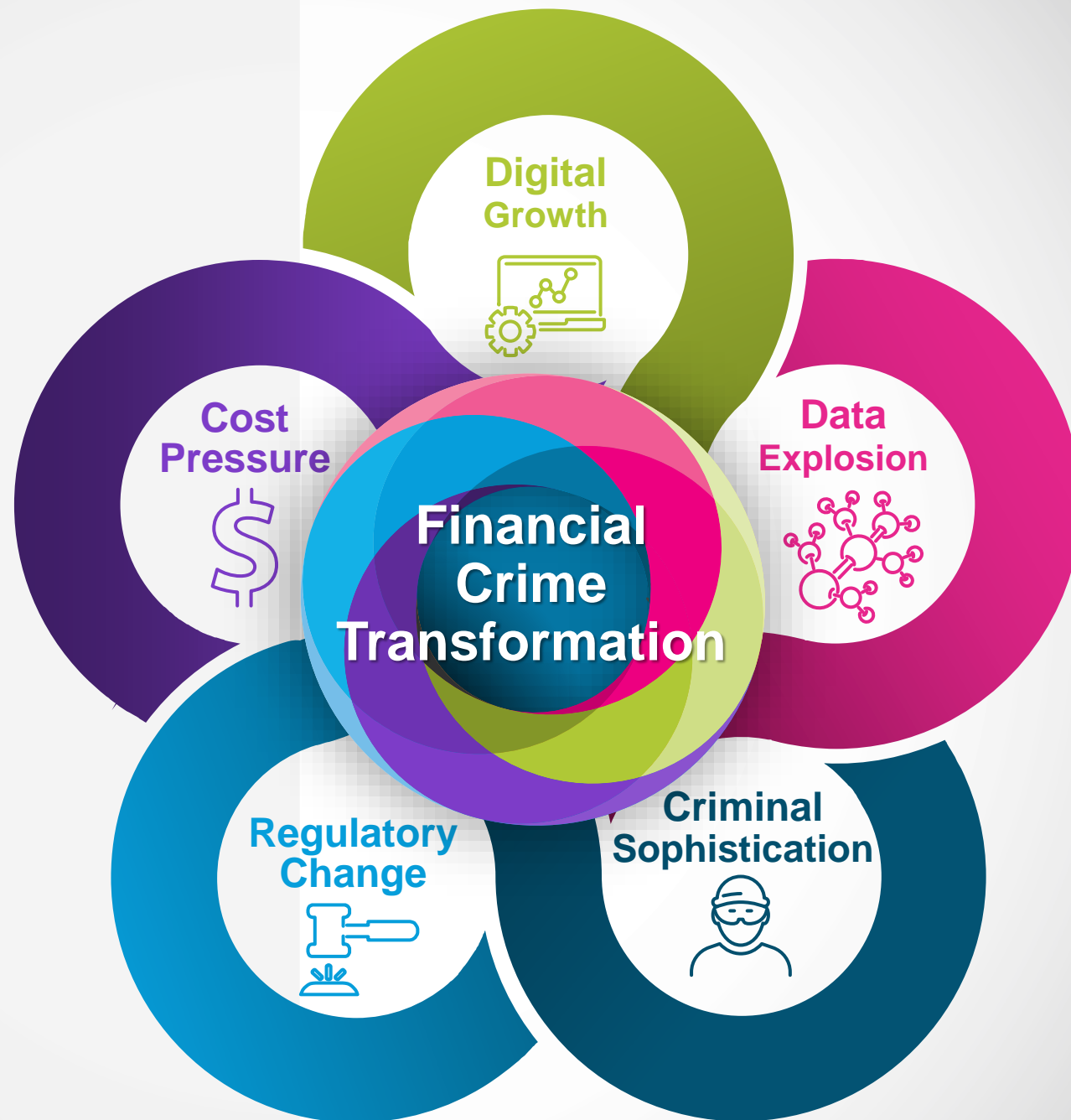
CREATING  
EXTRAORDINARY  
CUSTOMER  
EXPERIENCE



OUTSMARTING  
FINANCIAL CRIME  
WITH INTELLIGENT  
SOLUTIONS

DRIVING DIGITAL  
POLICING  
TRANSFORMATION

# FINANCIAL CRIME CHALLENGES

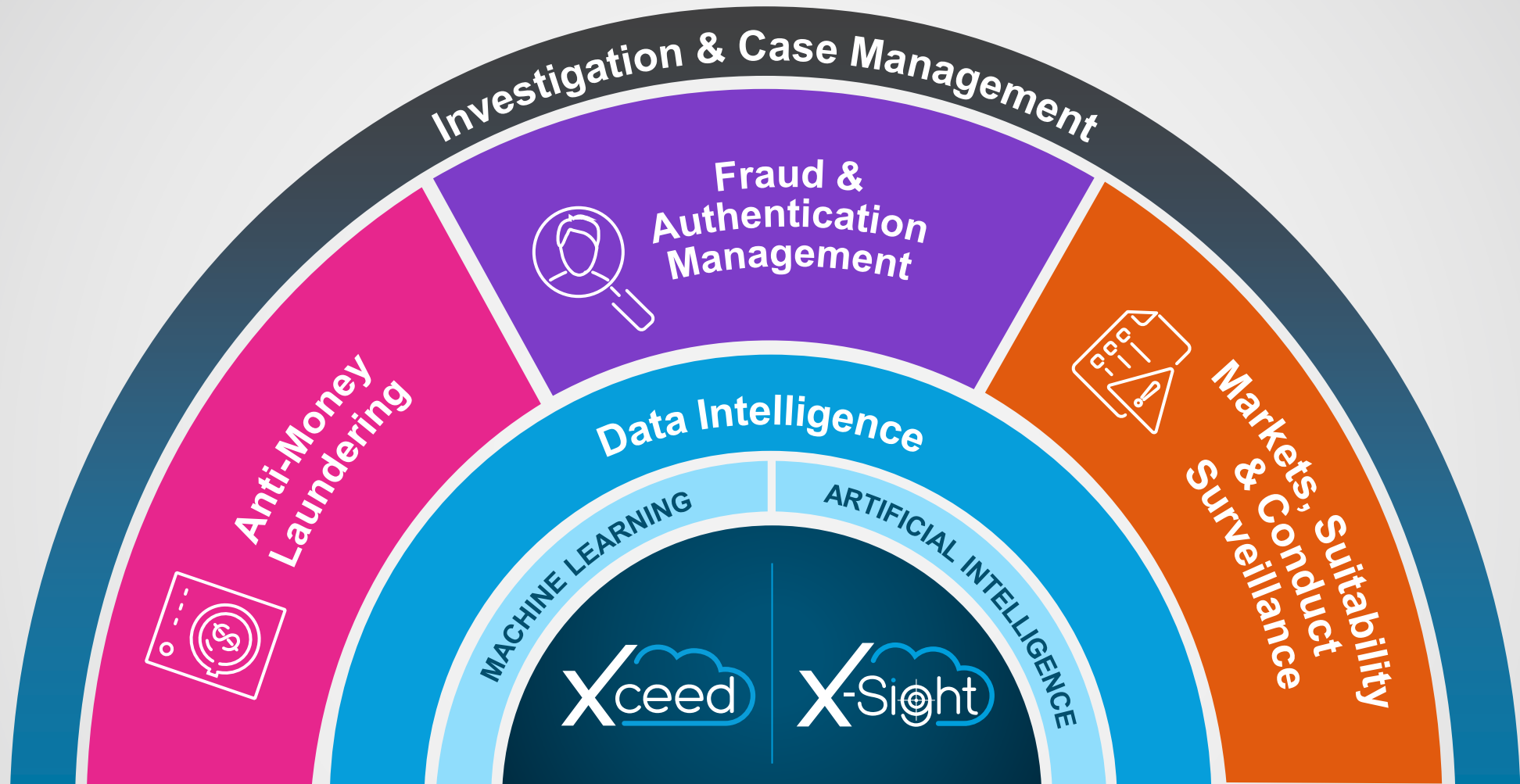




Harnessing the power of  
**CLOUD, AI, and AUTOMATION**  
to fight financial crime –  
safeguarding transactions,  
institutions and customers







# FINANCIAL CRIME TRANSFORMATION FRAMEWORK

## Data Intelligence

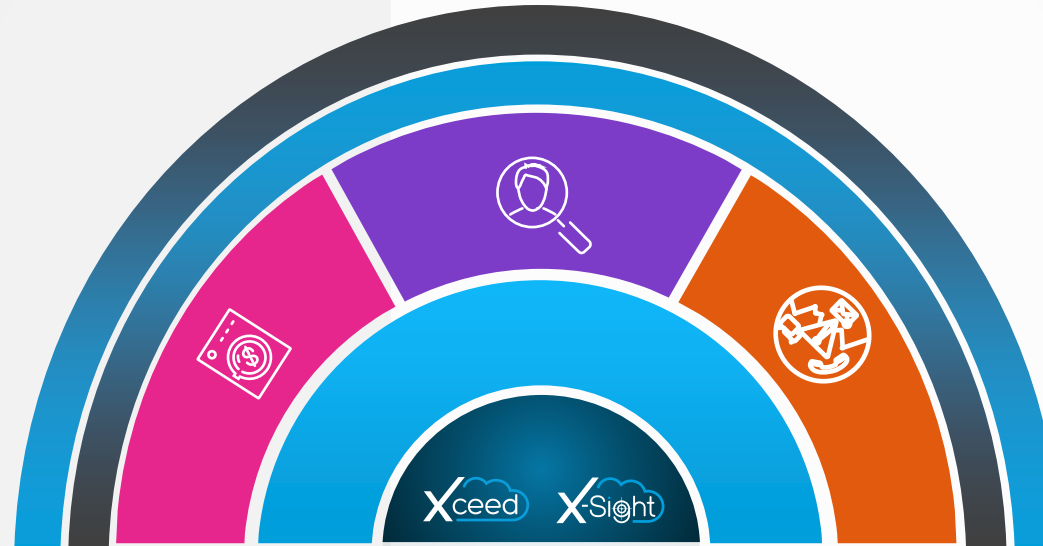
Empowers a new level of customer centricity with **streamlined investigations** and **trusted, actionable intelligence** – resulting in **improved risk scoring** and **faster decisioning**

## 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**



NICE Actimize Financial Crime Transformation

# OUR PORTFOLIO

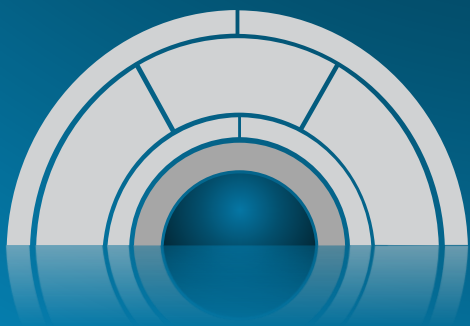
## Investigations & Case Management

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**

# 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



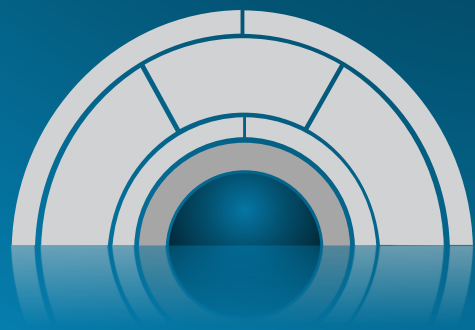
Delivers **real-time contextual insights** for end-end financial crime risk management



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



# 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**



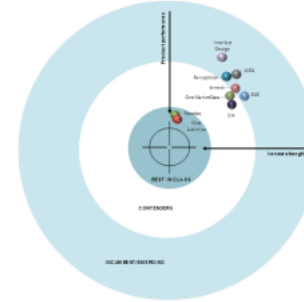
Powers the **first** financial crime and compliance ecosystem

# NICE Actimize Recognized with More than 20 Awards and Leadership Rankings by Market Leading Industry Analysts



Forrester Research, a leading global research and advisory firm, has named NICE Actimize a **Leader** in the “**The Forrester Wave™: Anti-Money-Laundering Solutions, Q3 2019**” report

[Read more >](#)



Aite Group named NICE Actimize “**Best in Class**” in its **AIM Evaluation: Trade Surveillance and Monitoring Solution Vendor Landscape Report 2019**

[Read more >](#)



Forrester Research, a leading global research and advisory firm, has named NICE Actimize a **Leader** in the “**The Forrester Wave™: Enterprise Fraud Management, Q3 2018**” report.

[Read more >](#)



NICE Actimize recognized for the Fifth Consecutive Year in the **Chartis 2020 RiskTech100®** Rankings and Winner in Financial Crime – Ant- Money Laundering

[Read more >](#)



NICE Actimize is positioned as a **Leader** in the “**IDC MarketScape: Worldwide Anti-Money Laundering Solutions in Financial Services 2018 Vendor Assessment**” (Sept 2018) and the “**IDC MarketScape: Worldwide Know-Your-Customer Solutions in Financial Services 2018 Vendor Assessment**” (Sept 2018).

[Read more >](#)



NICE Actimize Voted “**Best Anti-Money Laundering Compliance Solution Provider**” for Sixth Consecutive Year in **2019 Waters Rankings**

[Read more >](#)

# FINANCIAL CRIME & COMPLIANCE: Selected Customers

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



**4/5** TOP APAC  
Banks



**10/10** TOP EU  
Banks



**10/10** TOP Global  
Investment 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

# DRIVING DIGITAL POLICING TRANSFORMATION

CREATING  
EXTRAORDINARY  
CUSTOMER  
EXPERIENCE

OUTSMARTING  
FINANCIAL CRIME  
WITH INTELLIGENT  
SOLUTIONS

DRIVING DIGITAL  
POLICING  
TRANSFORMATION

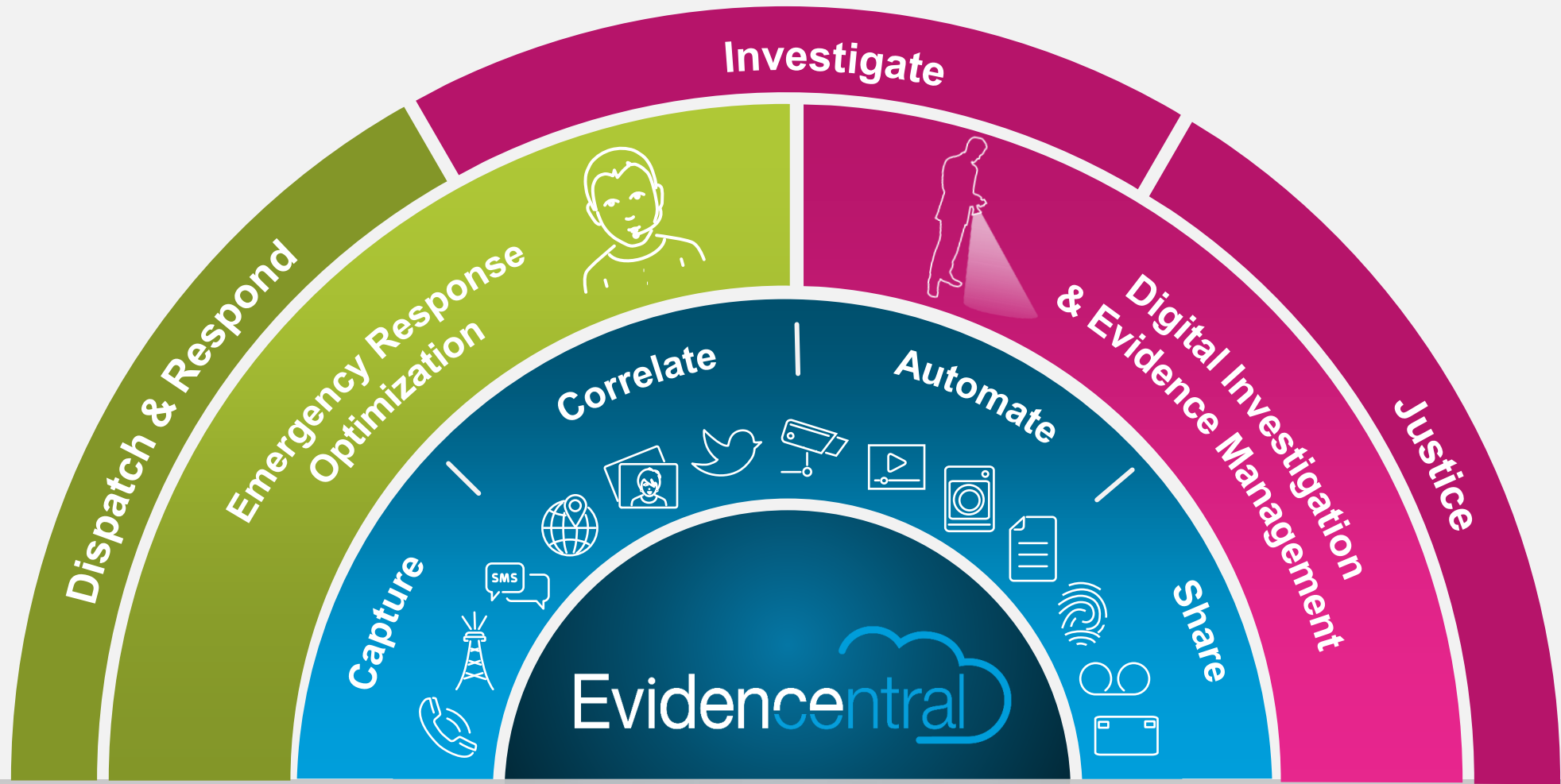
# PUBLIC SAFETY CHALLENGES







Improving Public Safety  
Emergency Response and  
Investigations through  
**DIGITAL TRANSFORMATION,**  
**AUTOMATION** and  
**INTELLIGENCE**



**NICE DIGITAL POLICING 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 Intelligence Dashboards

## Digital Investigation & Evidence Management

### NICE ■ Investigate

- **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

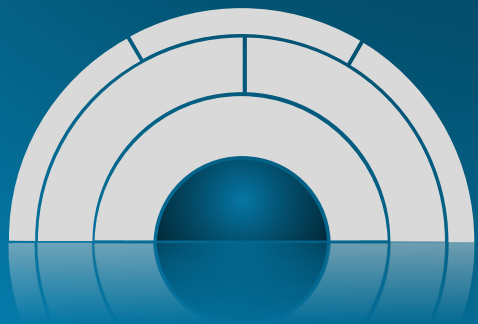


NICE Digital Policing Transformation

## 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’s pace of innovation, the breadth and depth of solutions, and its commitment and experience serving the needs of the public safety market continue to impress.”

- Brendan Read, Senior Industry Analyst, Digital Transformation, Frost & Sullivan



NICE has been recognized by Frost & Sullivan:

- **NICE Inform** – Public Safety Answering Point (PSAP) Solutions Product Leadership Award
- **NICE Investigate** – Investigation and Evidence Management Solutions Technology Leadership Award
- **NICE** – 911 Recording & Quality Management Company of the Year

[Read more >](#)



NICE was recognized by American Security Today in 2019 and 2018:

- **NICE Inform Elite** awarded Best 911 Recording & Analytics Solution
- **NICE Investigate** awarded Best Investigation/ Surveillance/Detection Product

[Read more >](#)

# 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



# OUR FINANCIALS



# Q1 2021 Highlights (Non-GAAP)

Total revenue increased 11% to \$457M; compared to Q1 2020

Cloud revenue increased 33% compared to Q1 2020; Representing 50% of total revenue

Q1 Cloud gross margin increased 470 bps to 67.6%; compared to 62.9% in Q1 last year

Recurring revenue increased to 78% of total revenue; compared to 75% in Q1 last year

Gross margin increased to 72.7%; compared to 70.9% in Q1 2020

Operating income increased 17% to \$129M; compared to Q1 last year

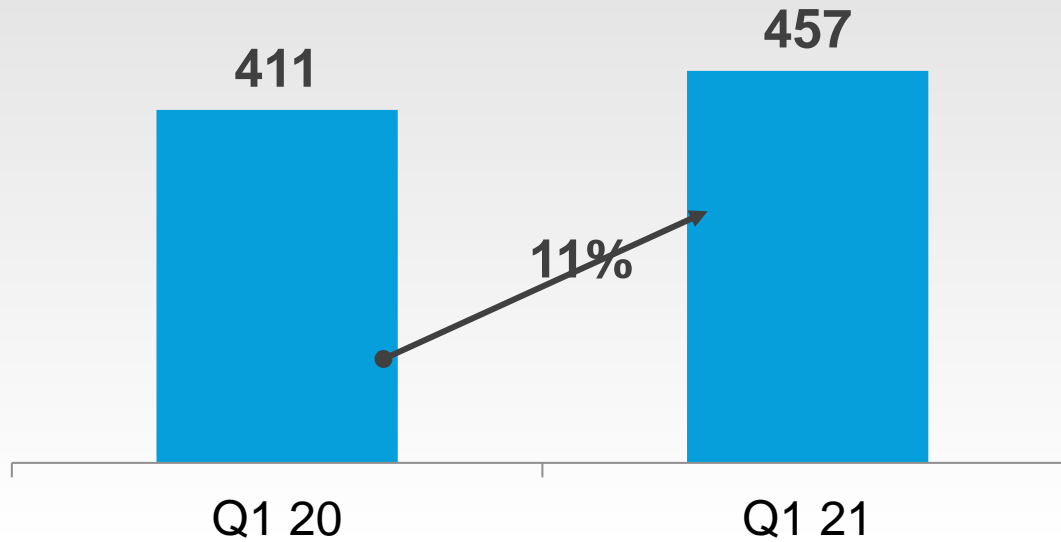
Operating margin increased 130 bps to 28.2%; compared to 26.9% in Q1 last year

EPS increased 15% to \$1.54; compared to \$1.34 in Q1 2020

\* All numbers presented are Non-GAAP

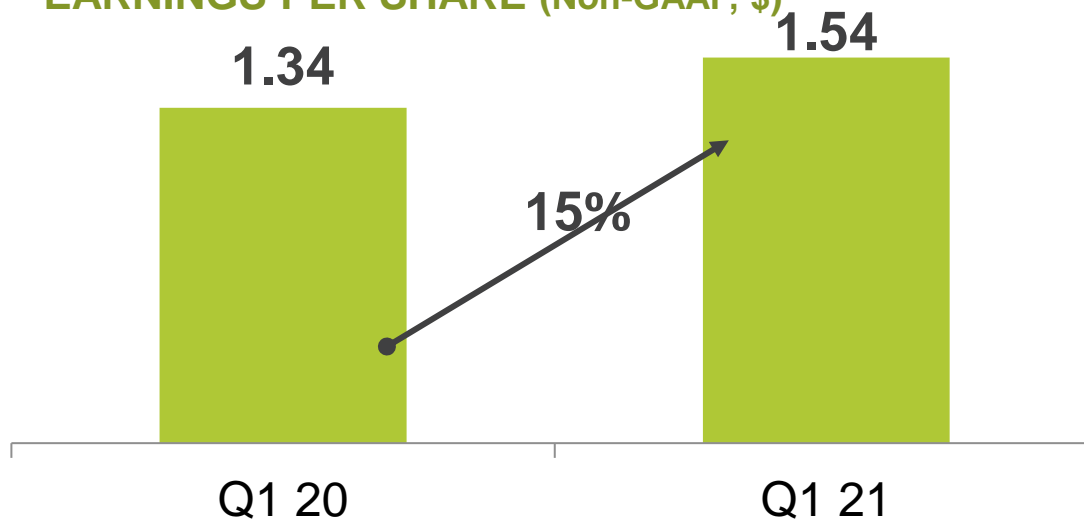
# Solid Growth and Execution

## REVENUES (Non-GAAP, \$M)



- Solid growth in total revenue driven by 33% increase in cloud revenue in Q1
- Cloud revenue of \$230M represented 50% of total revenue in Q1
- Recurring revenue accounted for 78% of total revenue for Q1

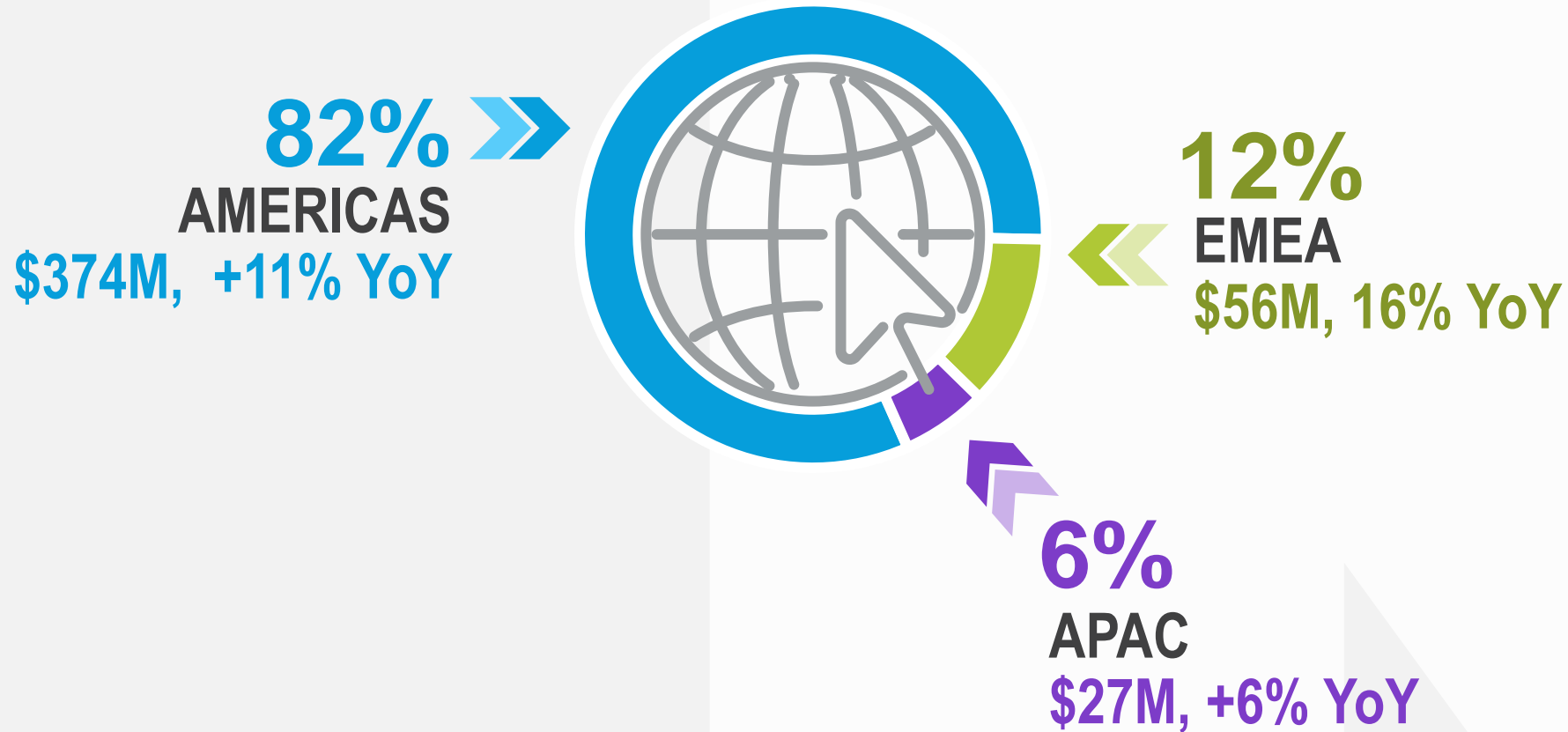
## EARNINGS PER SHARE (Non-GAAP, \$)



- Strong growth in Q1 EPS due to expanded gross and operating margins

# Q1 2021

## Revenue Breakdown by Region (Non-GAAP)



# Q1 2021

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

**81%**   
CUSTOMER  
ENGAGEMENT  
\$369M, +13% YoY



**19%**   
FINANCIAL CRIME &  
COMPLIANCE  
\$88M, +6% YoY





# SOCIAL RESPONSIBILITY





**NICE**

**COMMUNITY.**  
**ENVIRONMENT.**  
**DIVERSITY.**



`<code:c≡da>`





**Customer-centric**

**Domain Expertise**

**Innovation-  
as-a-Service**

**Analytics and  
AI Powerhouse**

**We Are  
NICE**

**Complete  
Offering**

**Market  
Leadership**

**Robust Cloud  
Platforms**

**Digital-centric**



**CUSTOMER  
ENGAGEMENT**



**FINANCIAL  
CRIME &  
COMPLIANCE**



**GET IN  
TOUCH**

[nice.com/get-in-touch/](https://nice.com/get-in-touch/)

**PUBLIC  
SAFETY**



**NICE**



Thank You

**NICE**

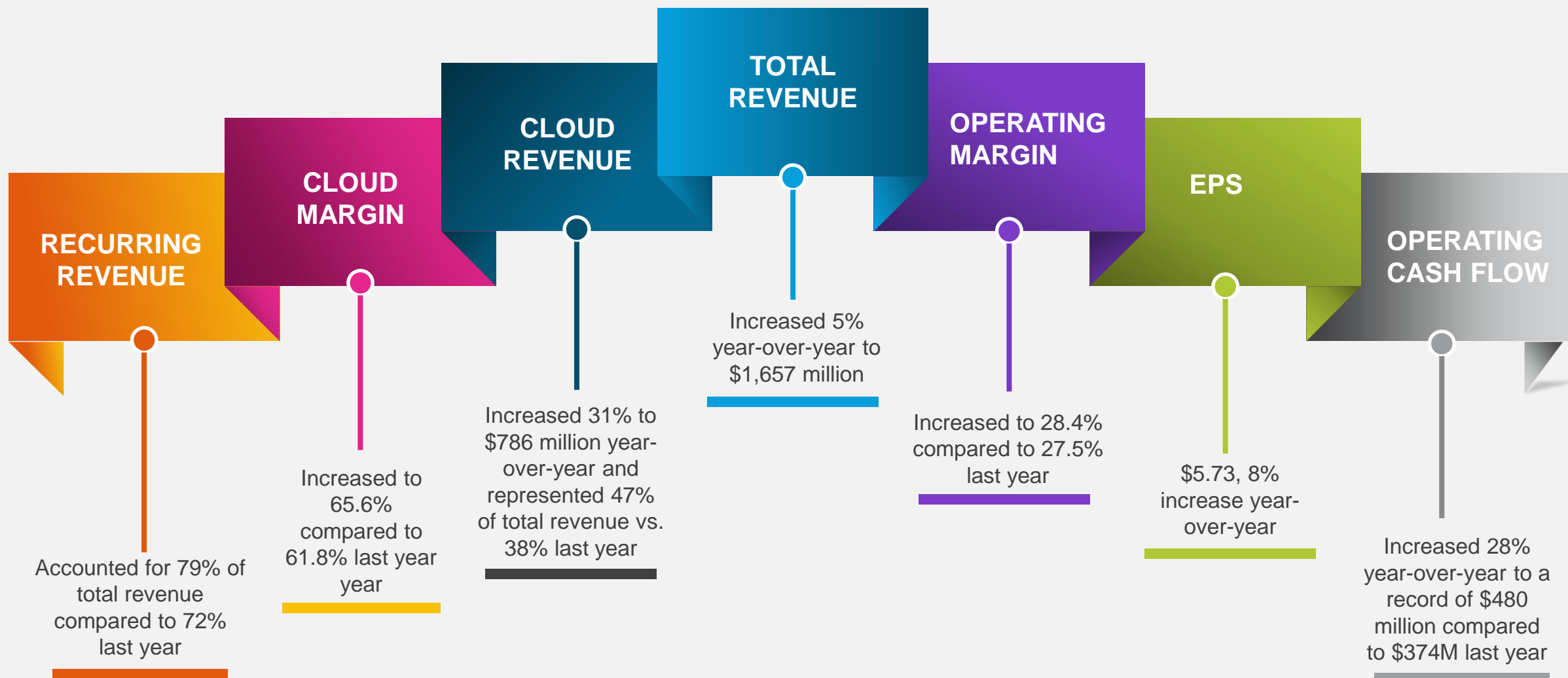


# 2020 RESULTS



# Full Year 2020

## Highlights\*

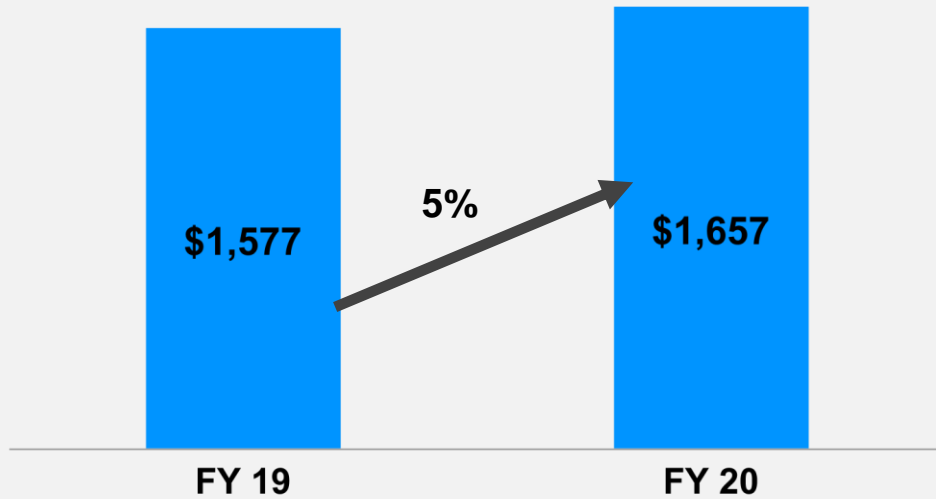


\* All numbers are Non-GAAP

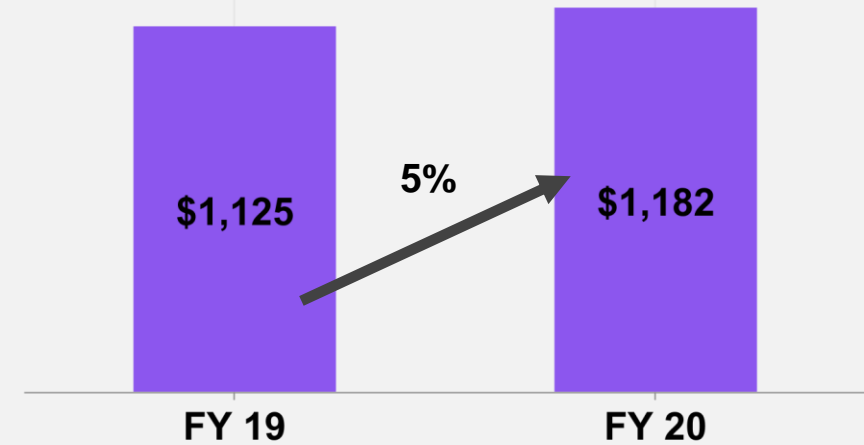


# Record Results Full Year 2020

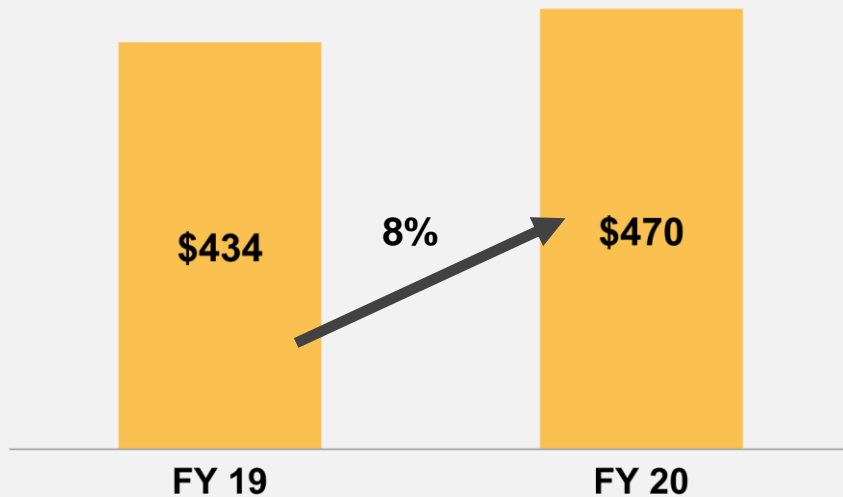
TOTAL REVENUE (M\$)



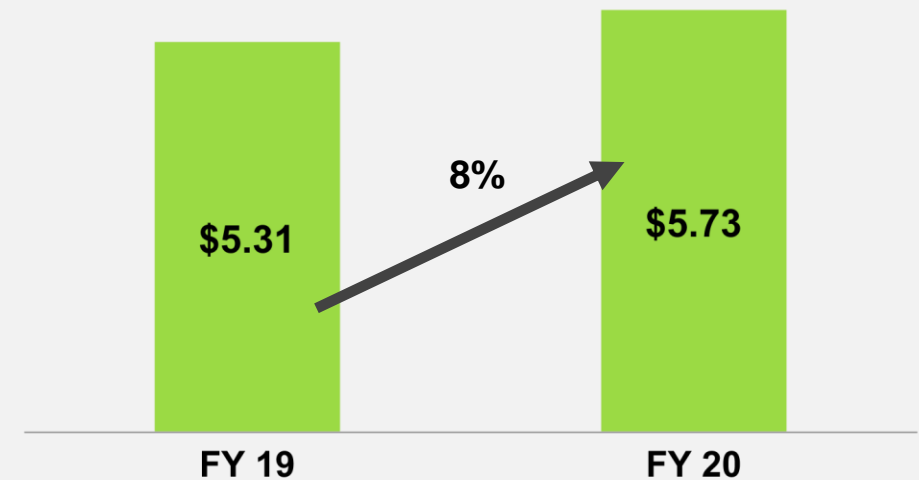
GROSS PROFIT (M\$)



OPERATING INCOME (M\$)

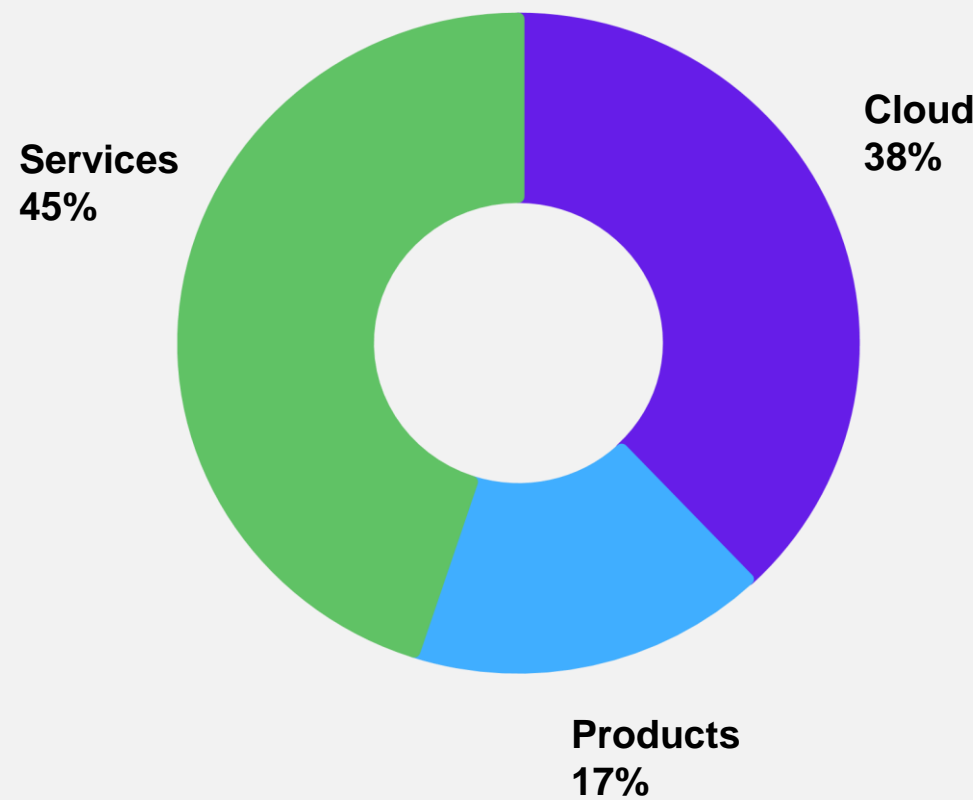


EARNING PER SHARE

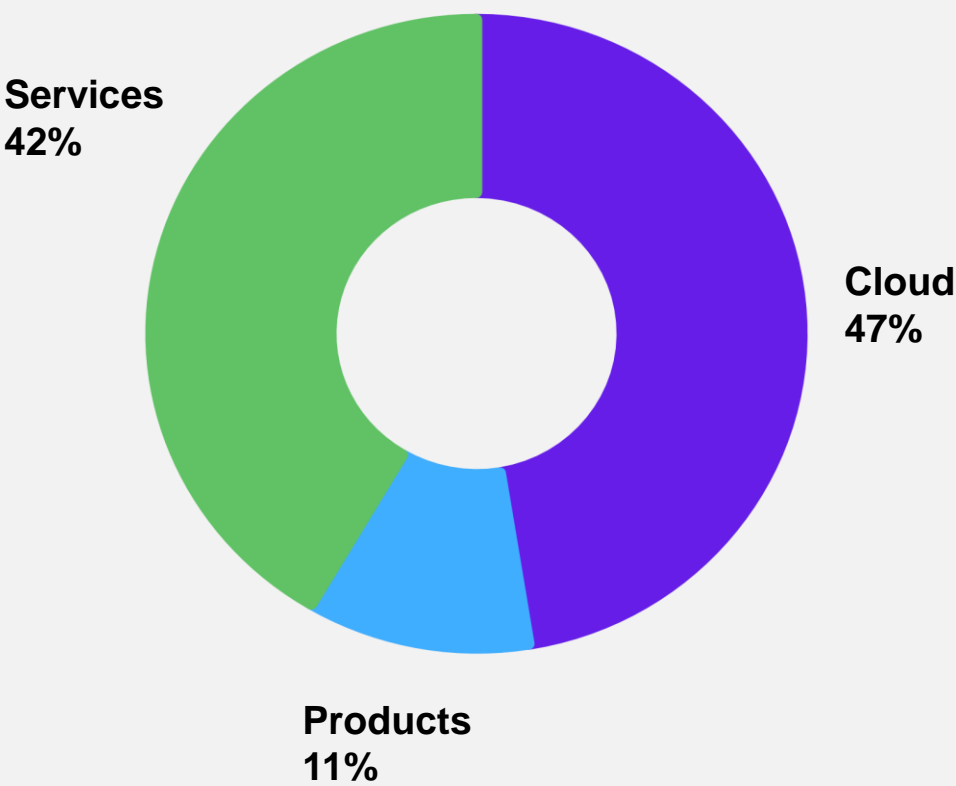


# Business Model (% Total Revenue)\*

Full Year 2019



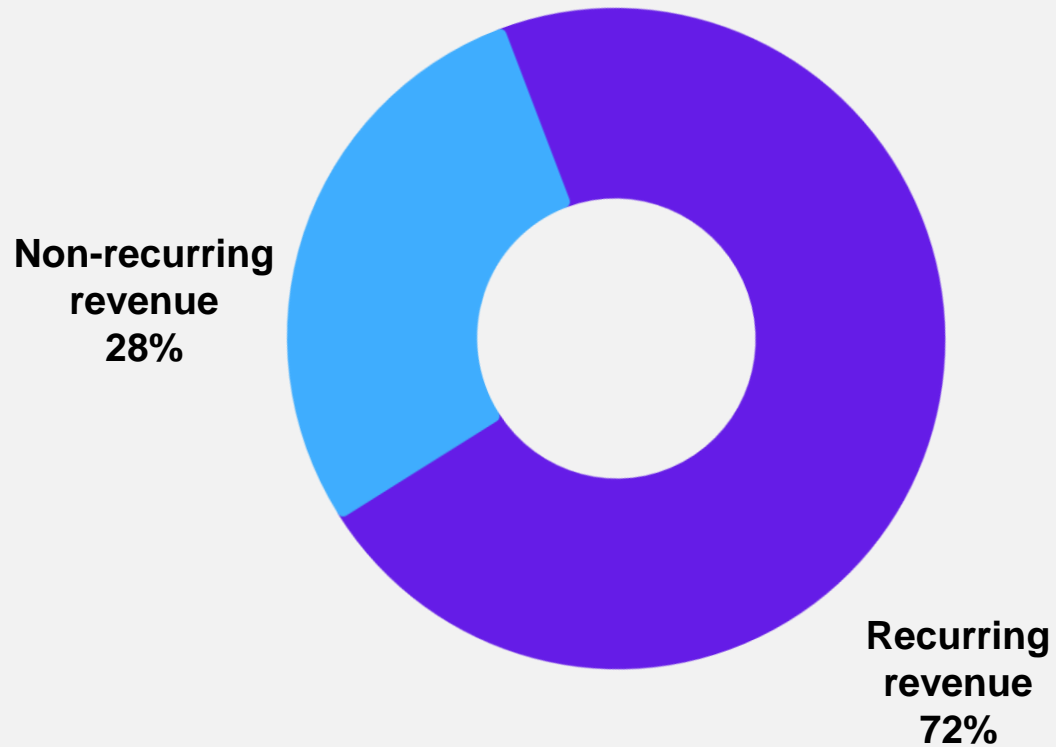
Full Year 2020



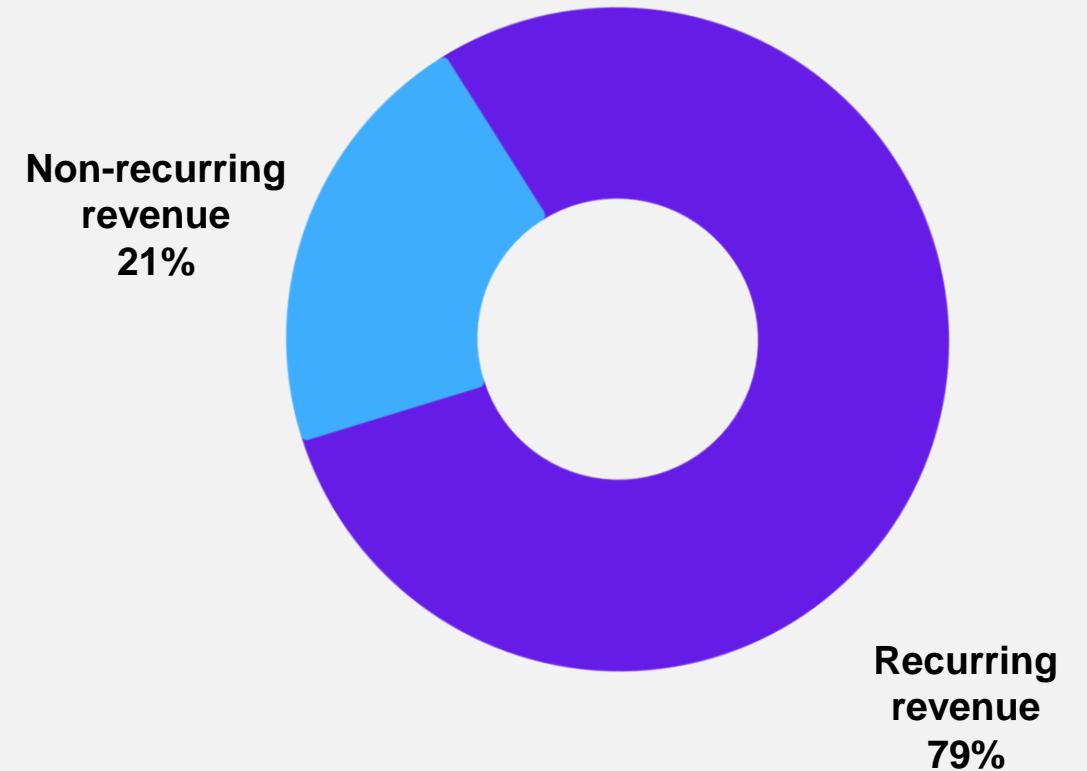
\* All numbers are Non-GAAP

# Business Model (% Total Revenue)\*

Full Year 2019



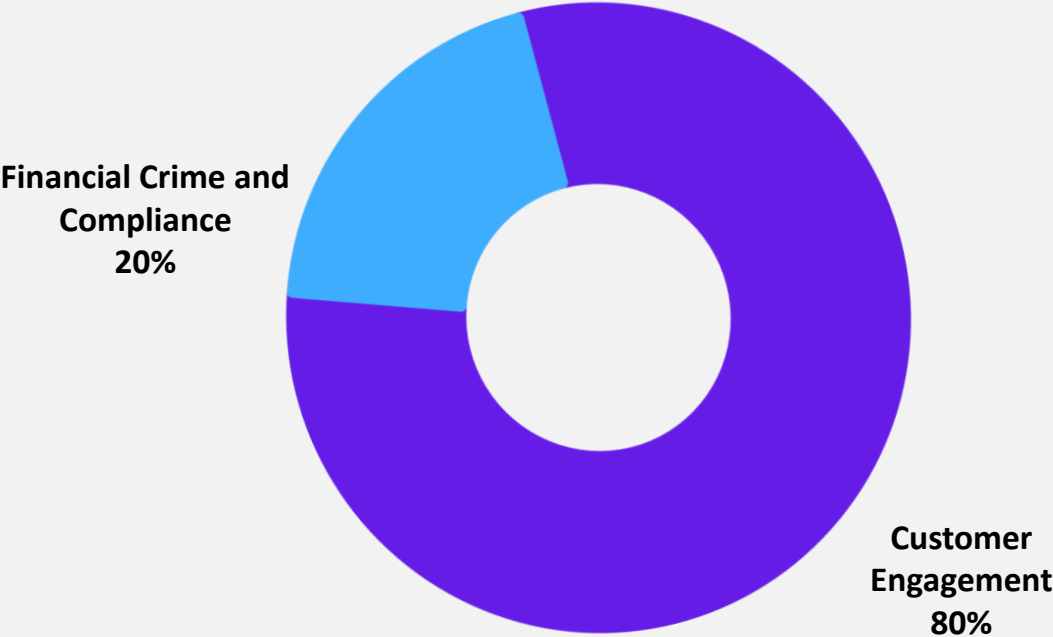
Full Year 2020



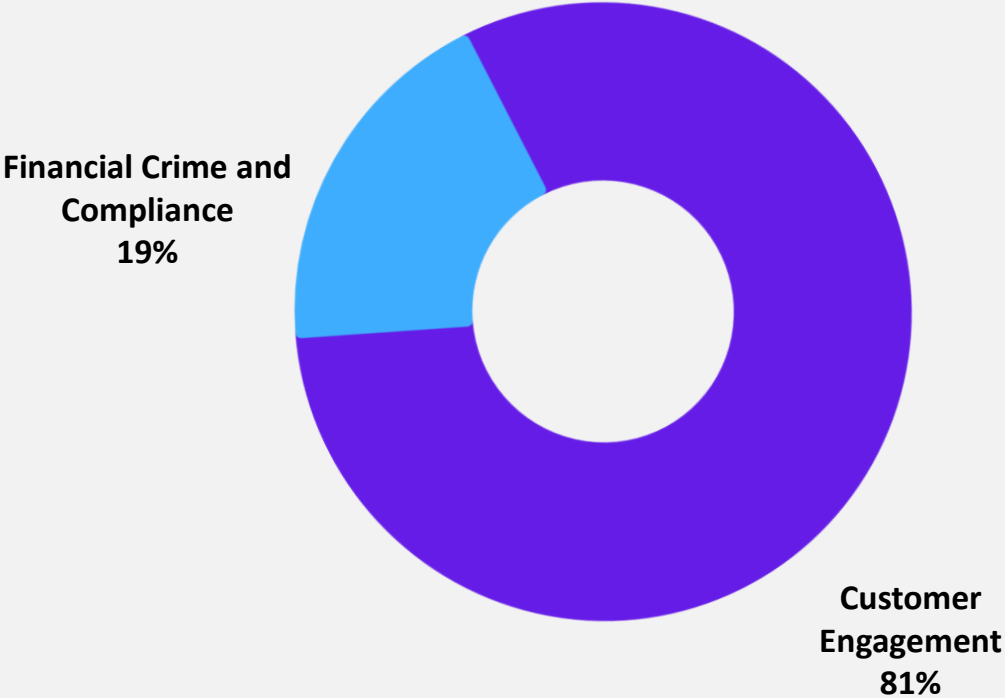
\* All numbers are Non-GAAP

# Business Units Breakdown (% Total Revenue)\*

Full Year 2019



Full Year 2020



\* All numbers are Non-GAAP

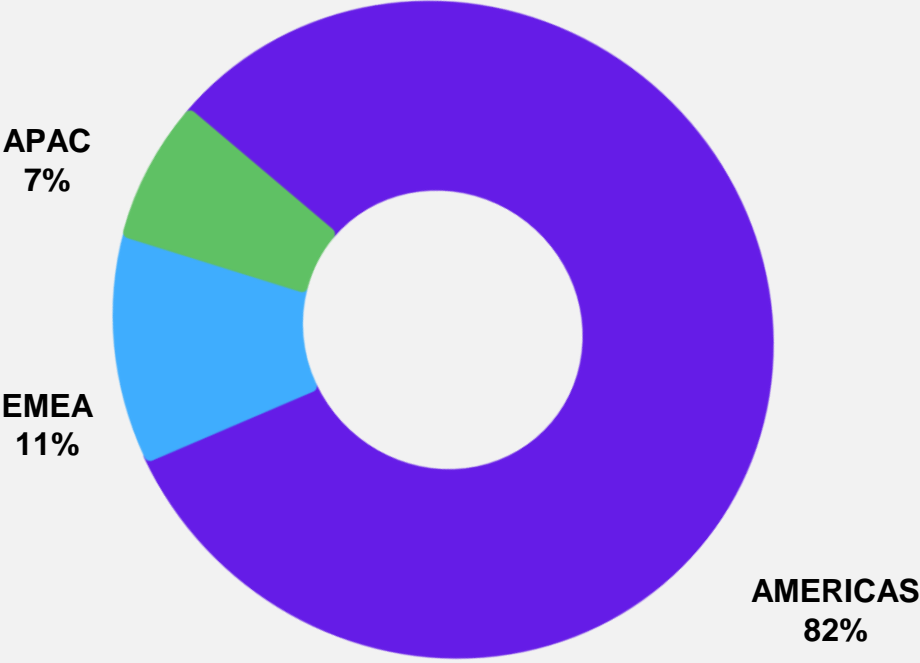


# Global Presence (% Total Revenue)\*

Full Year 2019



Full Year 2020



\* All numbers are Non-GAAP