NICE

Investors Presentation

February 2022

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 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 fourth-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, uncertainty related to COVID-19 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.

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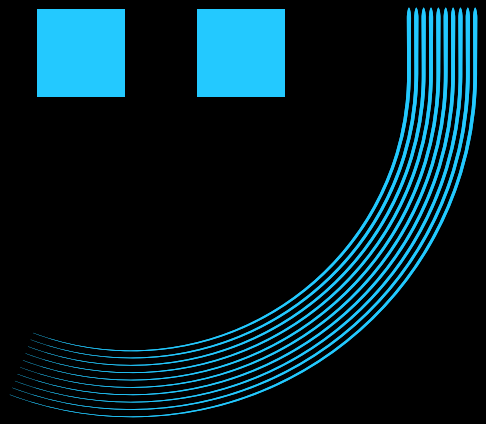
Explanation of Non-GAAP measures



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 early adopted ASU 2021-08, *Business Combinations*, effective January 1, 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. The Company applied the new guidance retrospectively to all business combinations for which the acquisition date occurred on or after January 1, 2021, therefore comparative financials were not adjusted. Through December 31, 2020 business combination accounting rules required 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 was based on its fair value at the date of acquisition. Comparative financials 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.

>85%
Fortune
100 Customers

>27,000
Customers

>150 Countries

NASDAQ
NICE

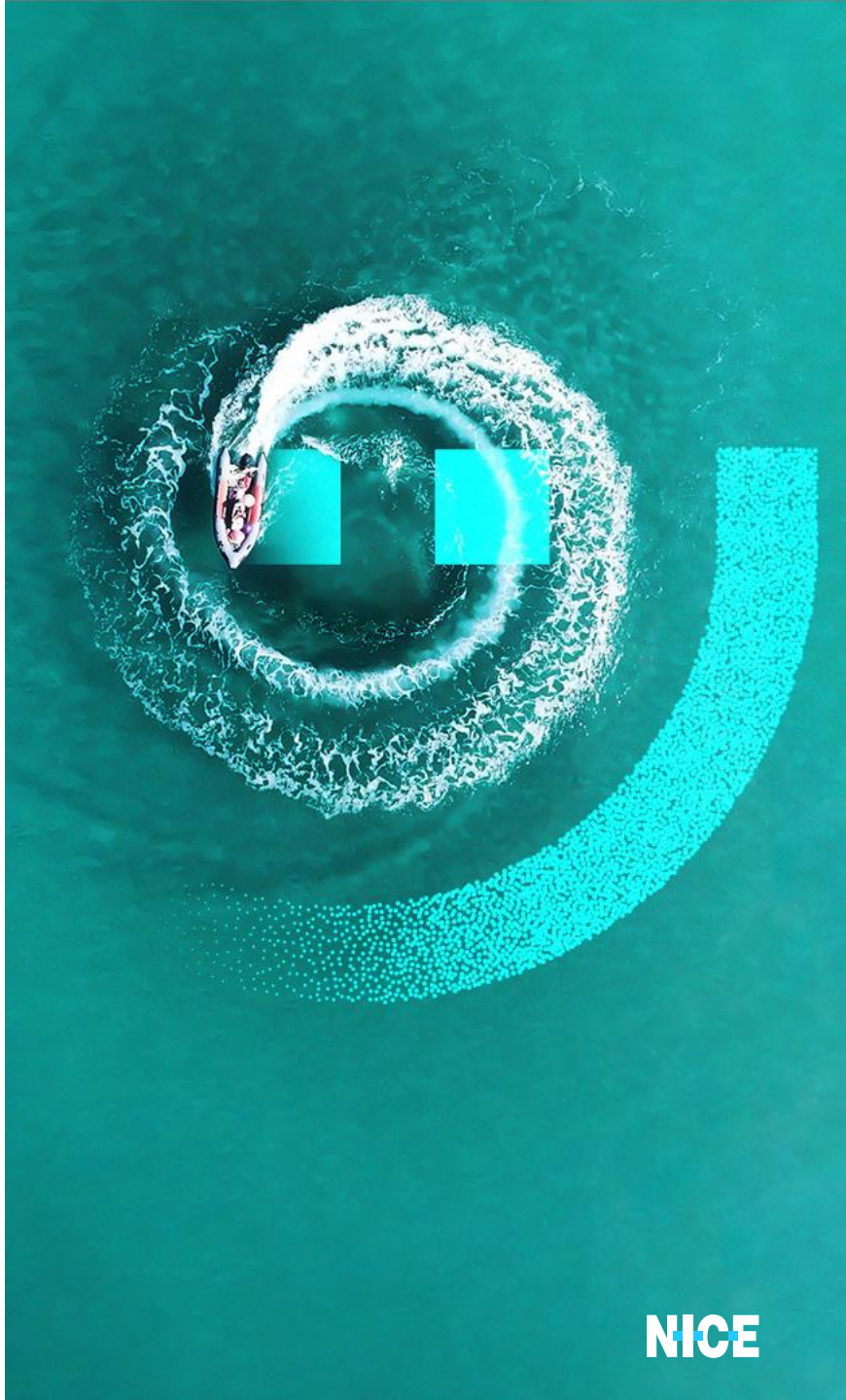
~7,000
Employees

>$1B
Annual Cloud
Revenue*

~2,500
R&D
Professionals

> 400
Patents

$1.9B
Revenue*



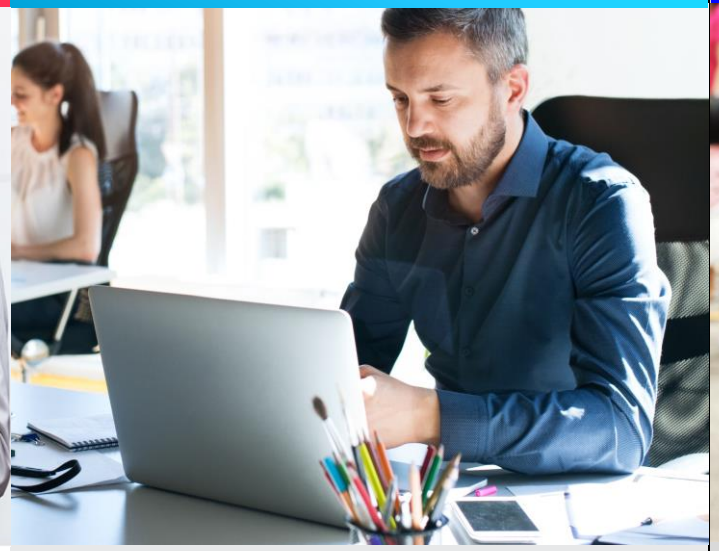
*Non-GAAP Revenue for 12 months period ending December 31, 2021.

This is NICE

CUSTOMER ENGAGEMENT

CREATING
Extraordinary Customer Experience

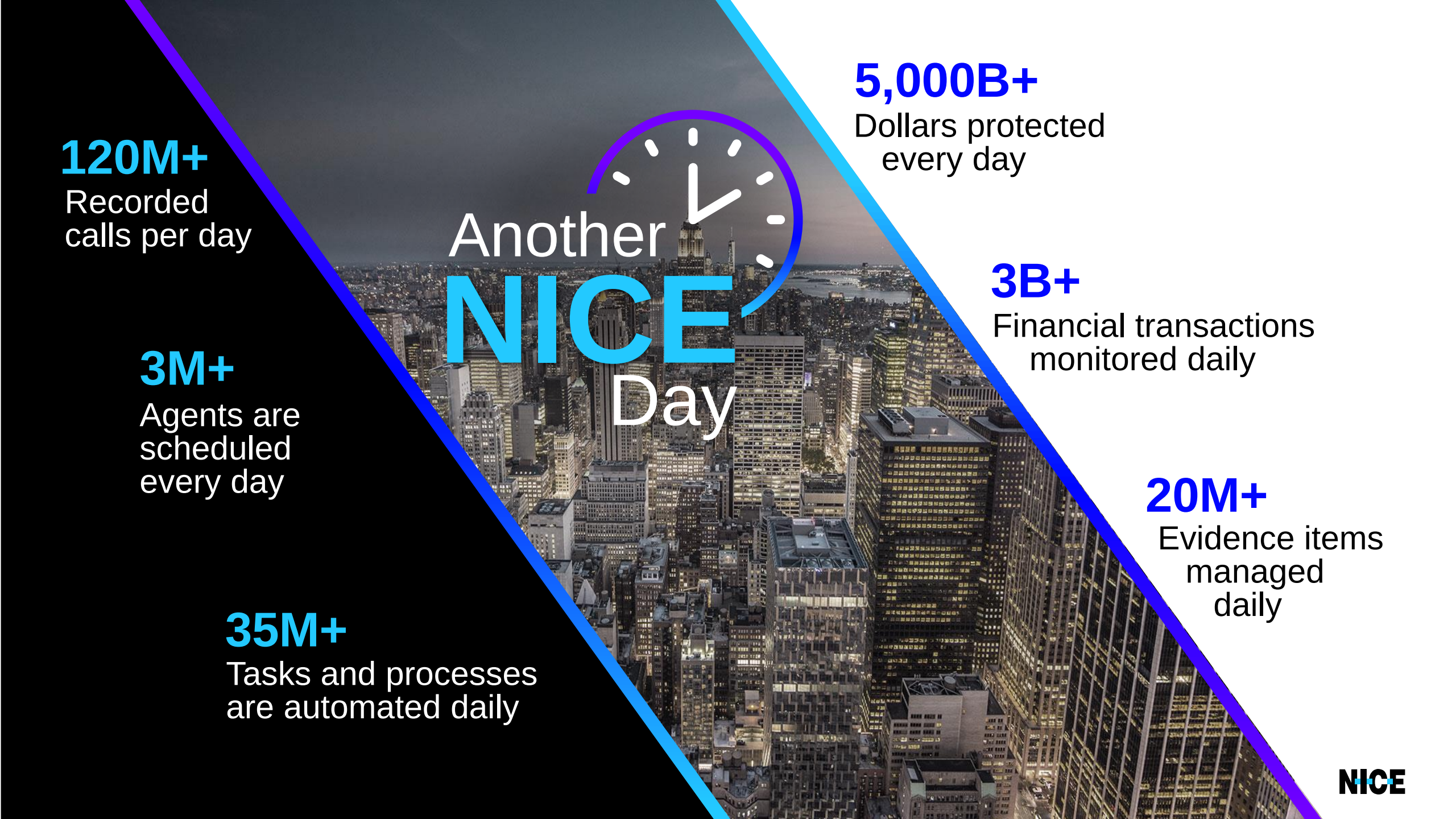
FINANCIAL CRIME & COMPLIANCE



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

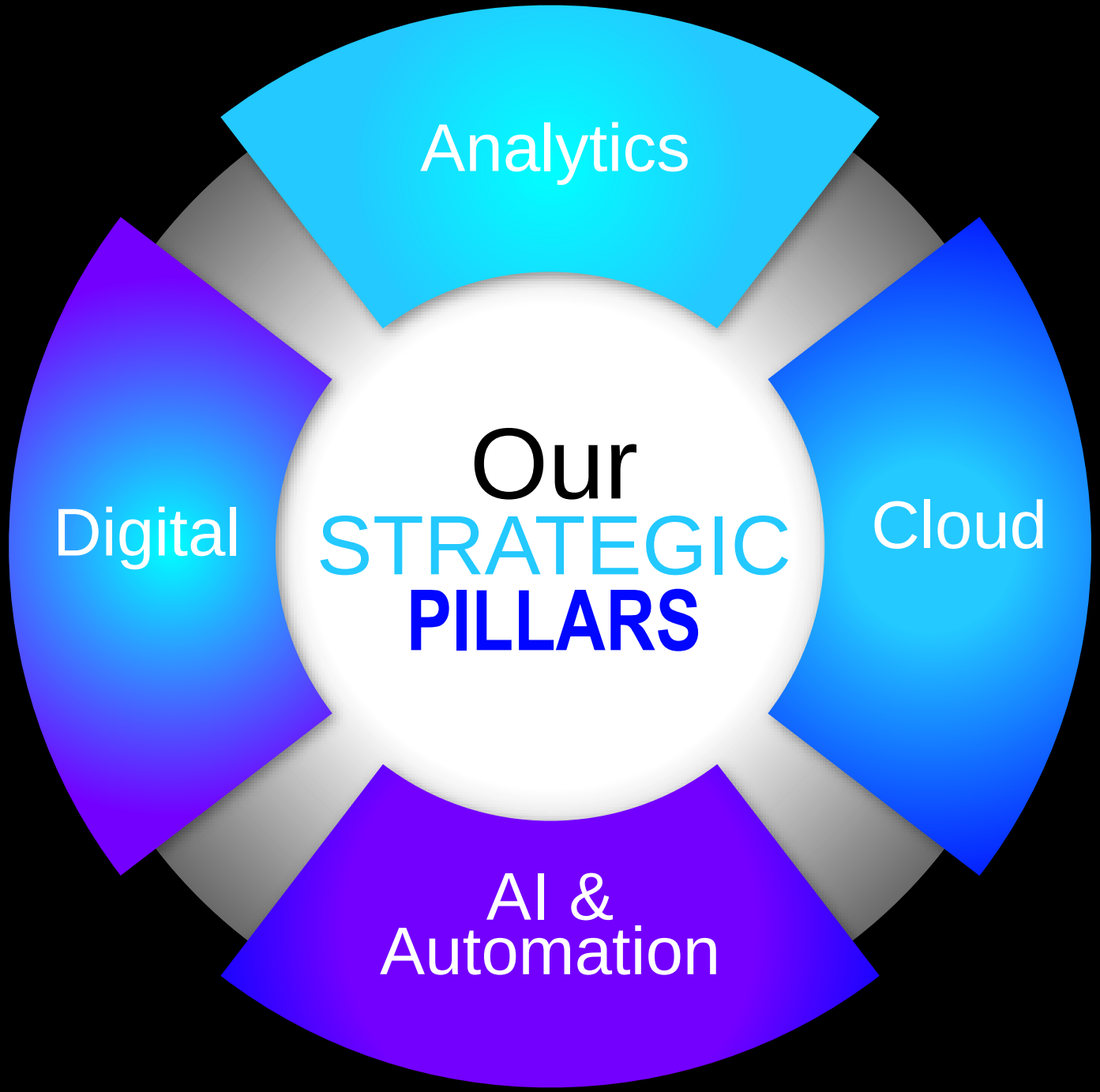
5,000B+
Dollars protected every day

3B+
Financial transactions monitored daily

20M+
Evidence items managed daily

NICE

Transforming
EXPERIENCES to be
EXTRAORDINARY
and TRUSTED



NICE

GLOBAL LEADER
CLOUD PLATFORMS

CXone | X-Sight | Xceed | Evidencentral

Cloud-native Open Platform

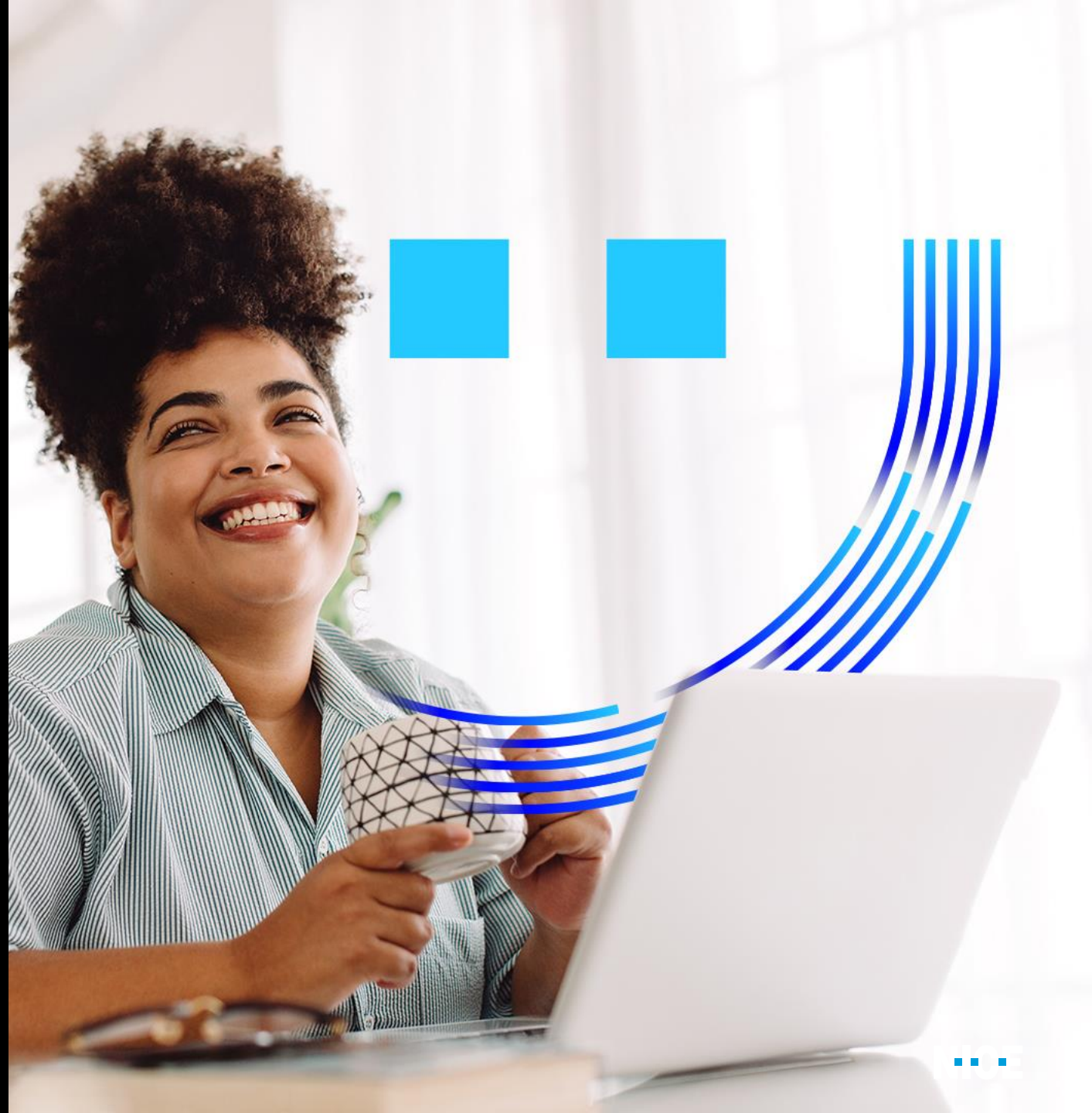
Powered by Analytics and AI

Covering All Markets and Segments

Large Ecosystem

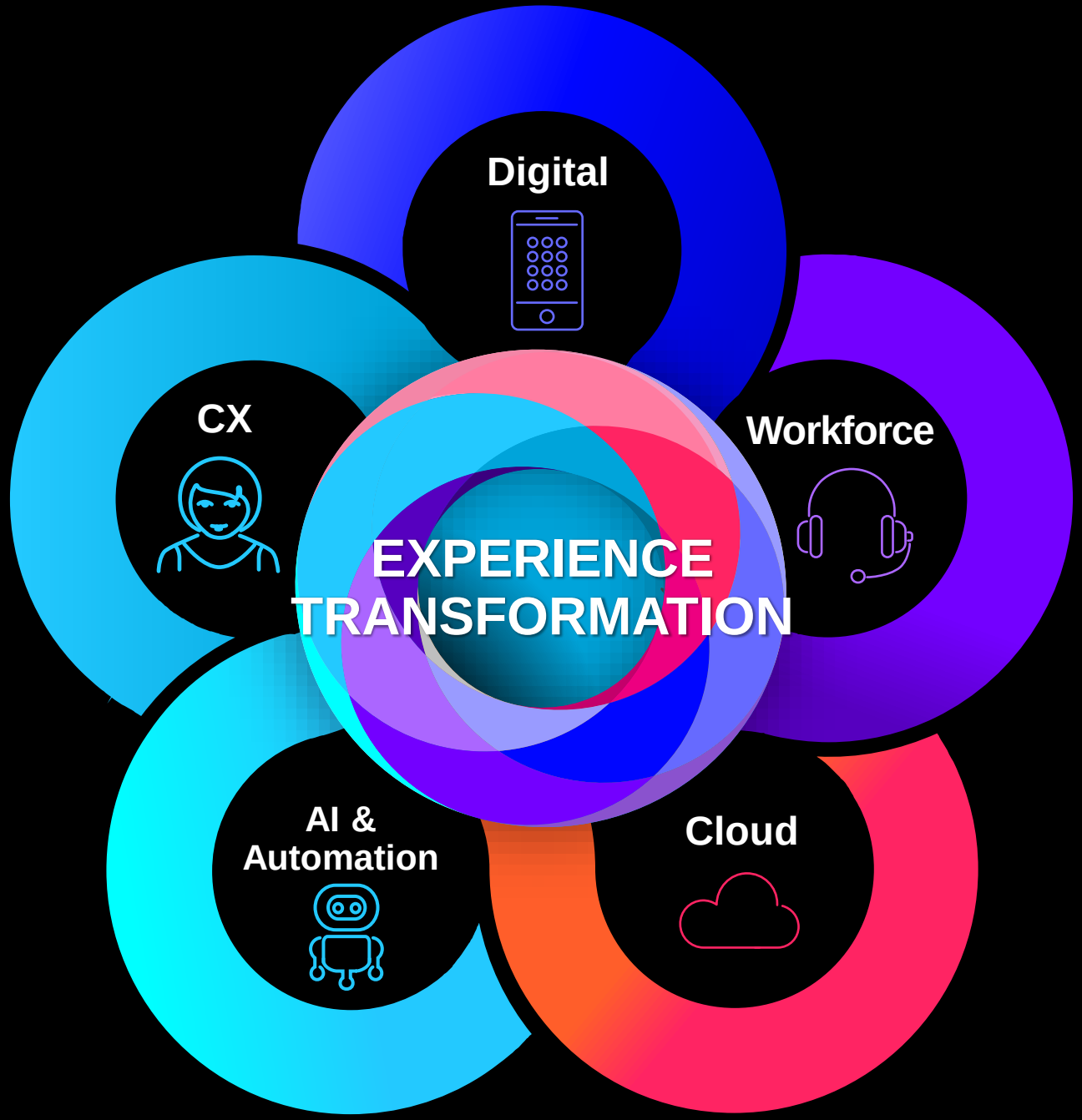
Scalability and Elasticity Serving Organizations of all sizes

CUSTOMER ENGAGEMENT



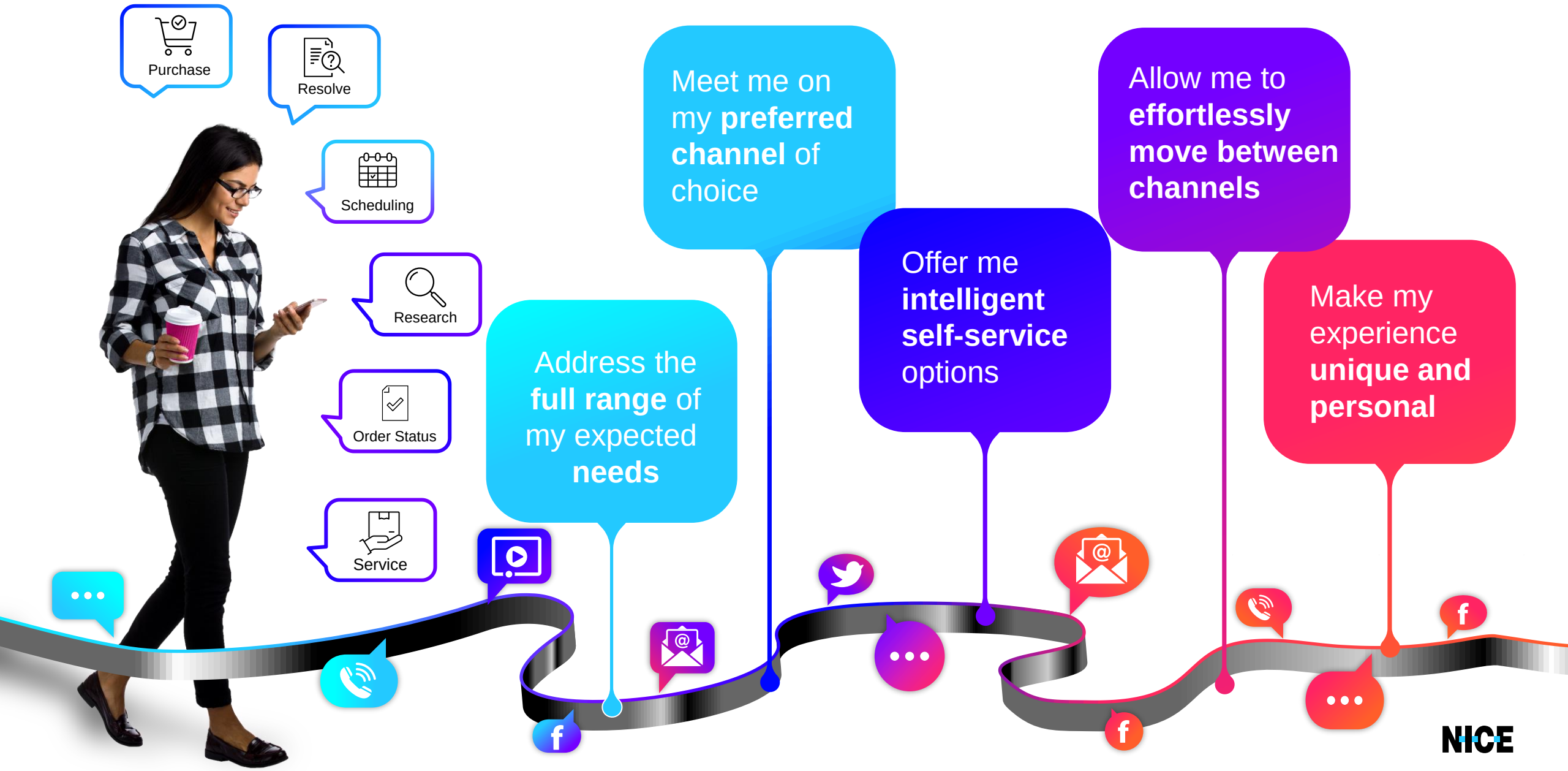
CUSTOMER EXPERIENCE

MARKET FORCES



NICE

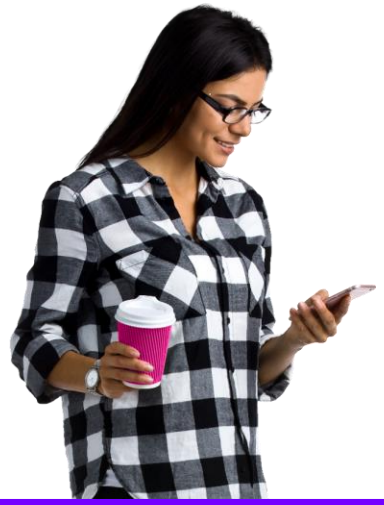
Customer expectations have rapidly changed



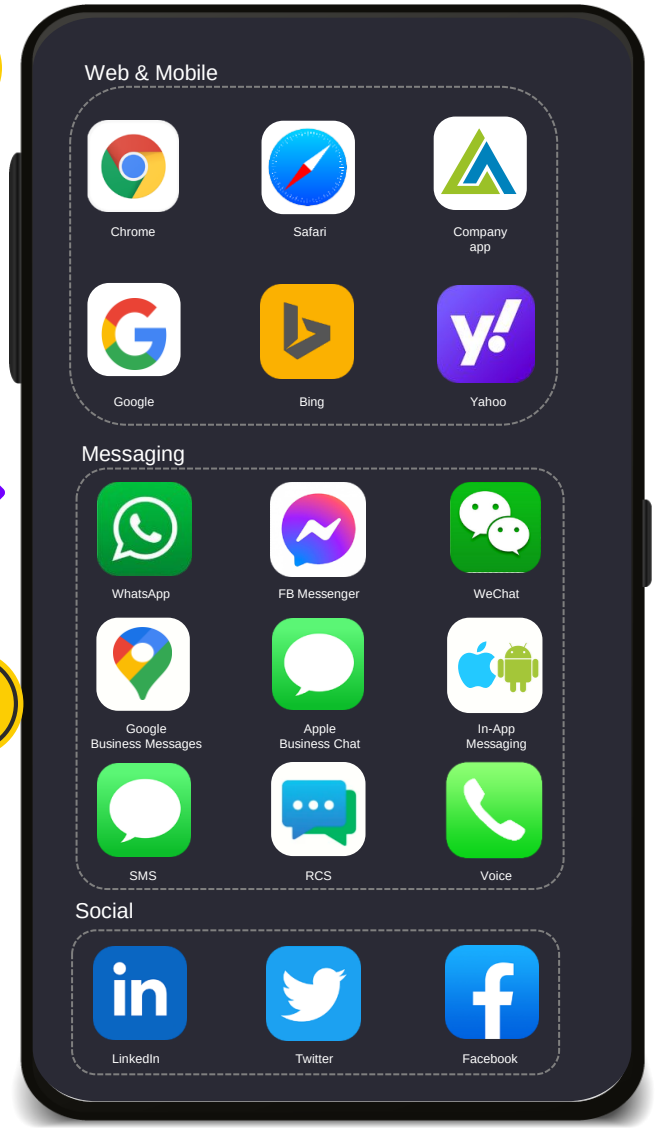
NICE

Consumers have shifted their focus, creating service gaps and silos

Self-service **never solves my problem.** It's annoying.



They **don't feel like one company**. Every topic and every channel is a siloed experience.



My **time is wasted** trying to find the right content

I cannot find service on my **channel of choice**

It's very frustrating to **repeat myself and start over** when switching channels or agents

NICE

CONSUMERS

ORGANIZATIONS

Purchase

Resolve

Scheduling

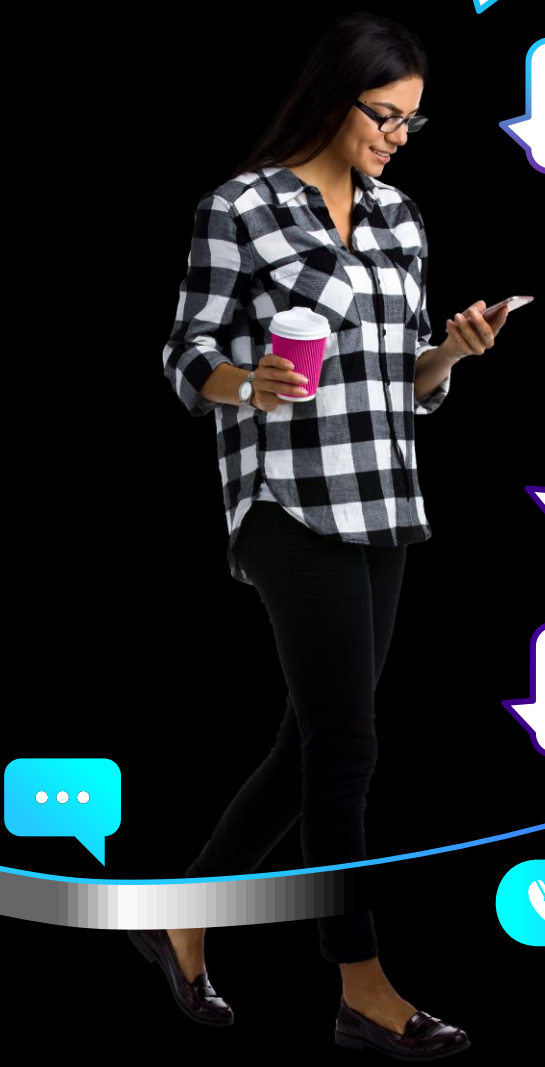
Research

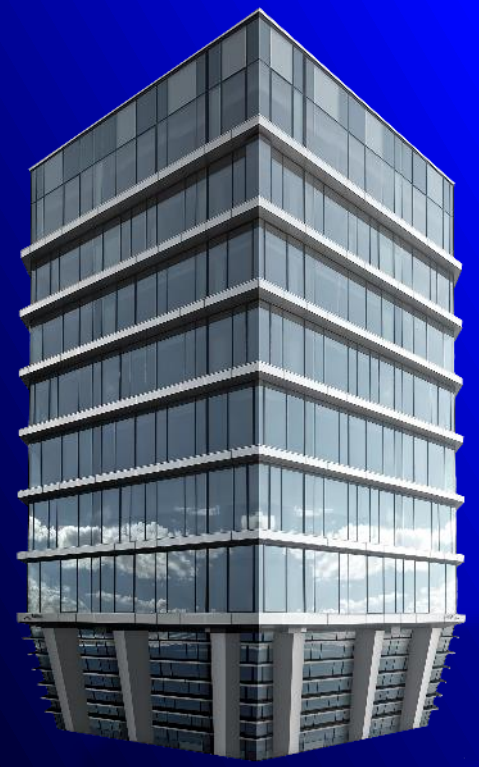
Order Status

Service

CXi

Customer
eXperience
interactions



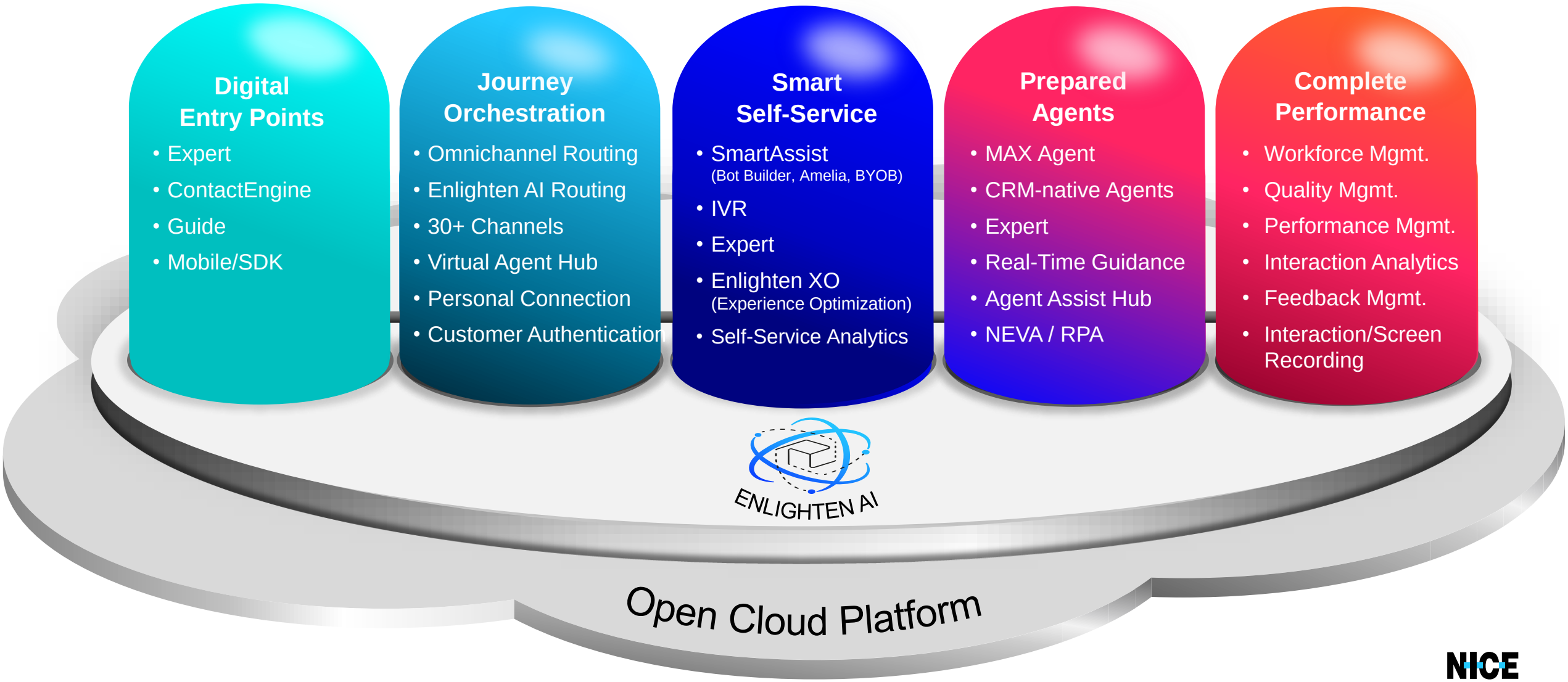


With CXone you can **now** take the next leap in customer experience to **intelligently** meet your customers **wherever their journey begins**, enable resolution through **data driven self-service**, and **prepare** agents to successfully resolve **any needs** event.

NICE

Complete CXi platform for every journey

NICE · CXone



NICE

Reliable. Secure. Carrier grade.

The only CXi cloud platform to globally power your customer experience

NICE · CXone

Unmatched SLAs

99.99% uptime, multi-network connectivity

Voice quality SLA **MOS 4.0+**

Unmatched Security & Compliance

FedRAMP · PCI DSS · FCC · AICPA SOC · GDPR · GSA · TCPA Compliance · IRAP · Cyber Essentials Certified · California Consumer Privacy Act of 2018 · HIPAA

Unmatched Openness & Extensibility

Programable **CPaaS** with hundreds of **APIs**

Over **130** pre-integrated **partner apps**

Try and buy e-commerce marketplace

85+
Fortune 100 customers

725,000+
Agents using CXone worldwide

99.99%
Guaranteed uptime

16
Years in the cloud

100+
Countries

FedRAMP
Authorized to operate

Make experiences *flow*

NICE

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, 2021*

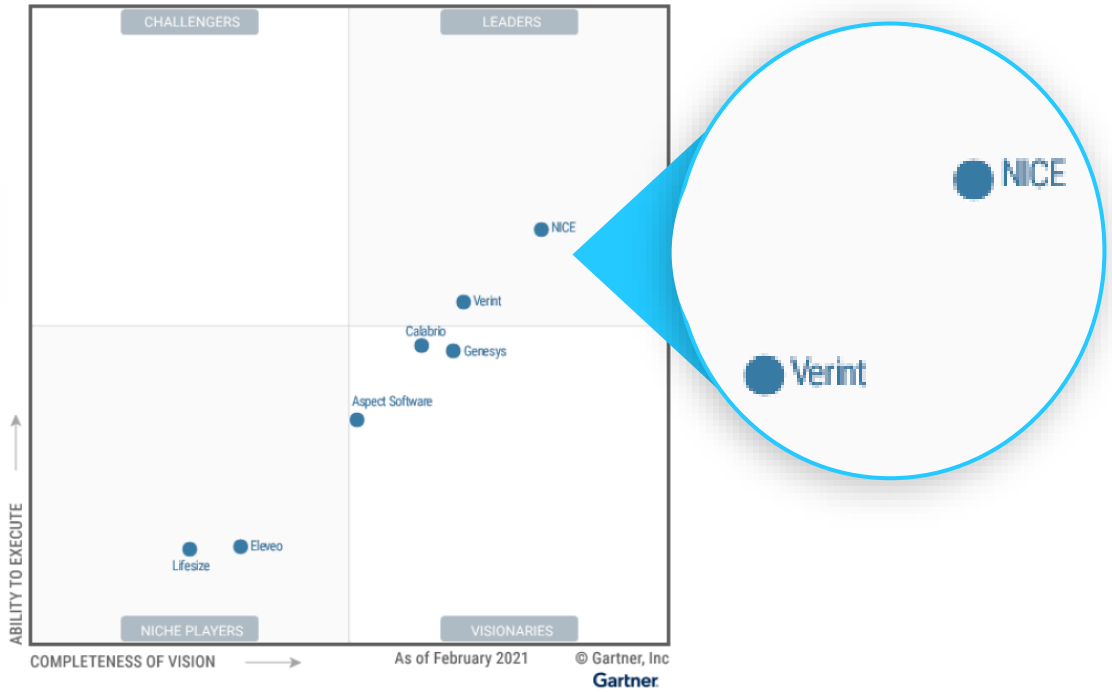
Magic Quadrant

Figure 1: Magic Quadrant for Contact Center as a Service

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].
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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

CSU
eXpivia
LPL Financial
Teleperformance — each interaction matters
trupanion
AllianceData
VOYA FINANCIAL
Morgan Stanley
stone
ttec
American Airlines
FARMERS INSURANCE
METRO BANK
TASC — CELEBRATING 40 YEARS
usbank
Banco BMG
fiserv.
PSCU
sallie mae
Valvoline
AAA
HIRE RIGHT
BT
teleflora
KeyBank

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

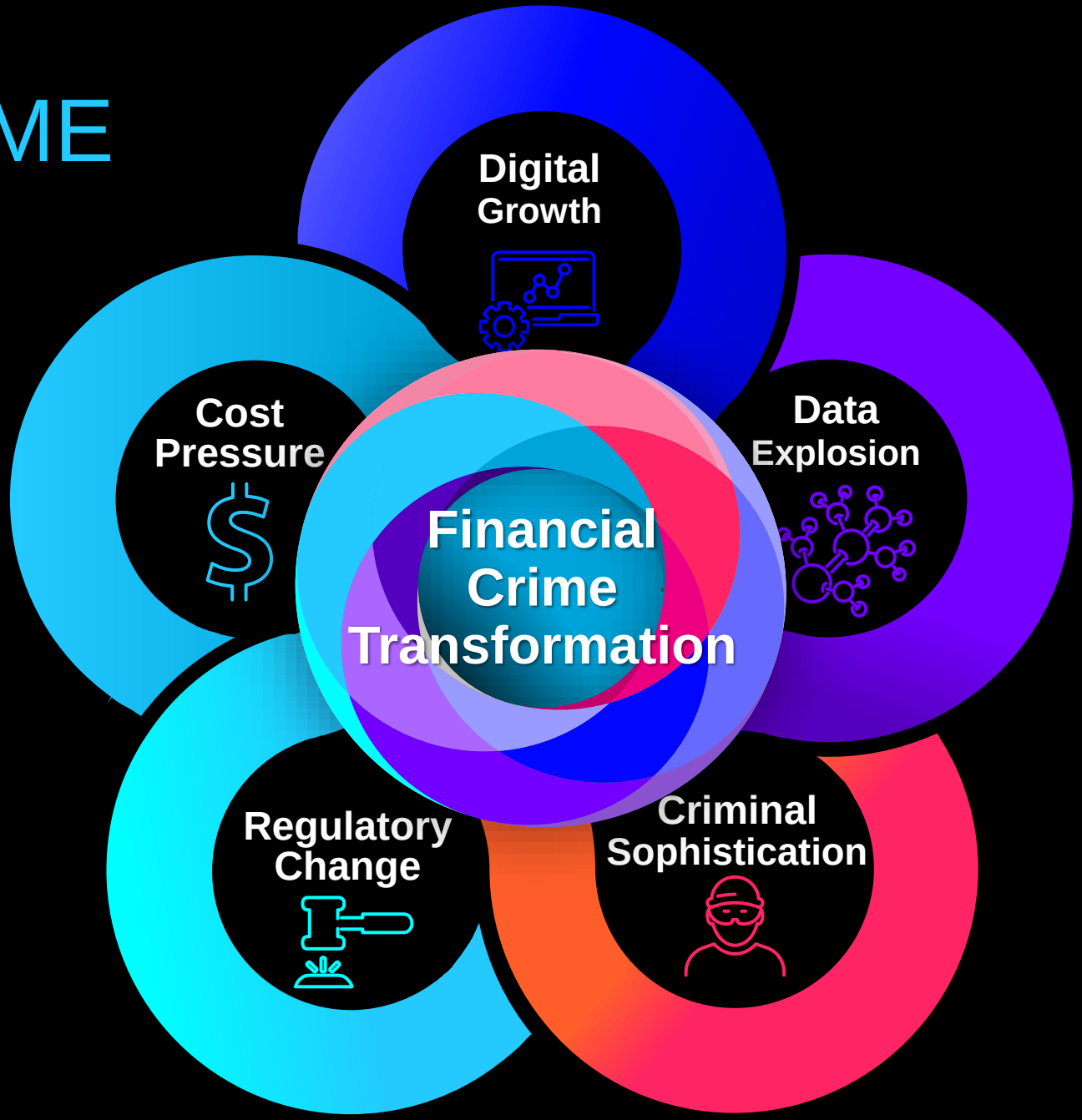
Domain Expertise
Empowering unique customer and employee experiences for over 35 years

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

NICE

FINANCIAL CRIME & COMPLIANCE

FINANCIAL CRIME
MARKET FORCES



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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

Associated Bank

BANCO POPULAR

交通銀行 BANK OF COMMUNICATIONS

Bank of Hope

國泰世華銀行 Cathay United Bank

citi

中信 CITIC

LIVE OAK BANK

MetaBank

Rakuten

SAXO BANK

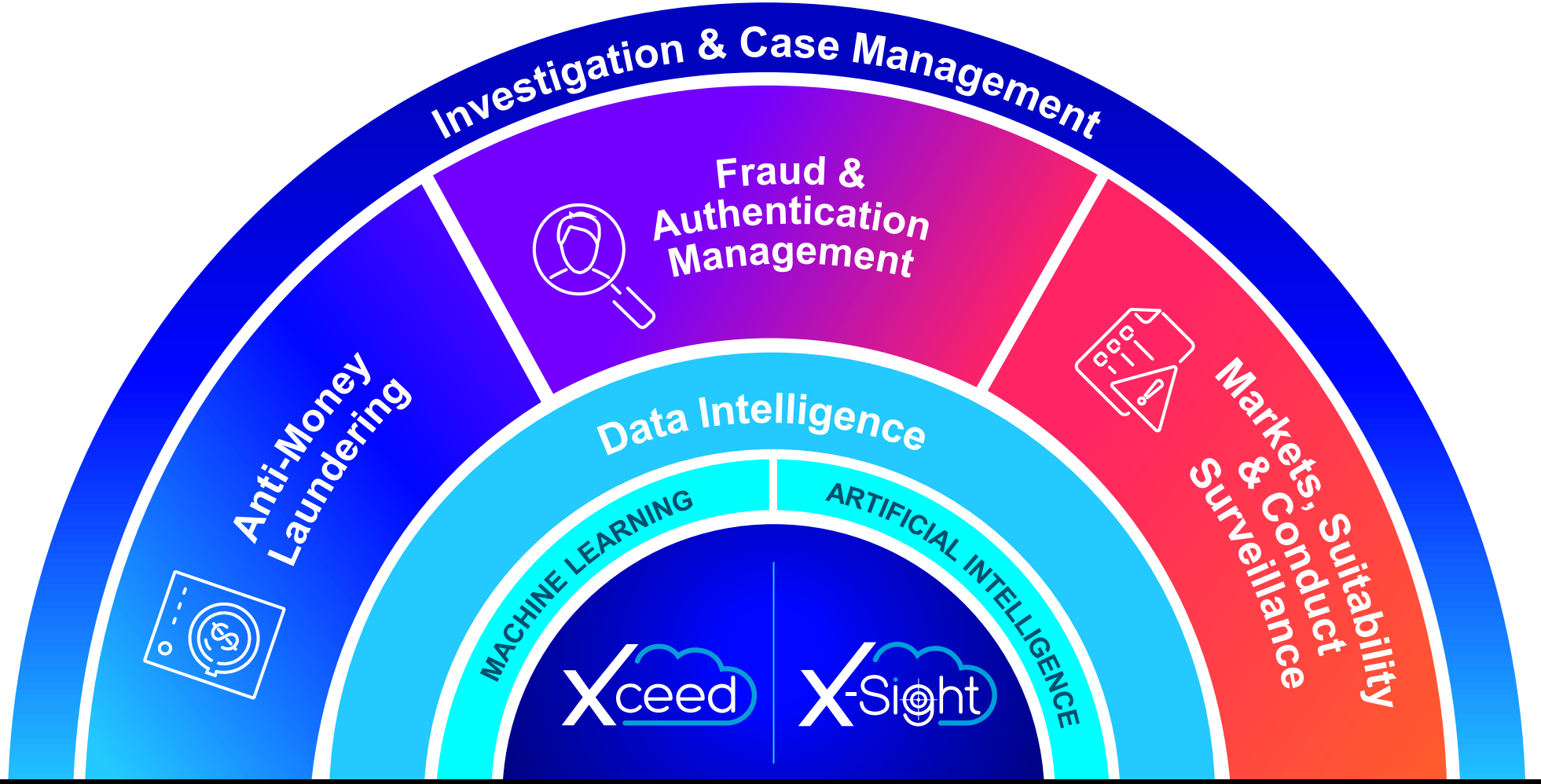
SMBC

SOCIETE GENERALE

tcf bank

UAEXCHANGE Service is our Currency

Danske Bank



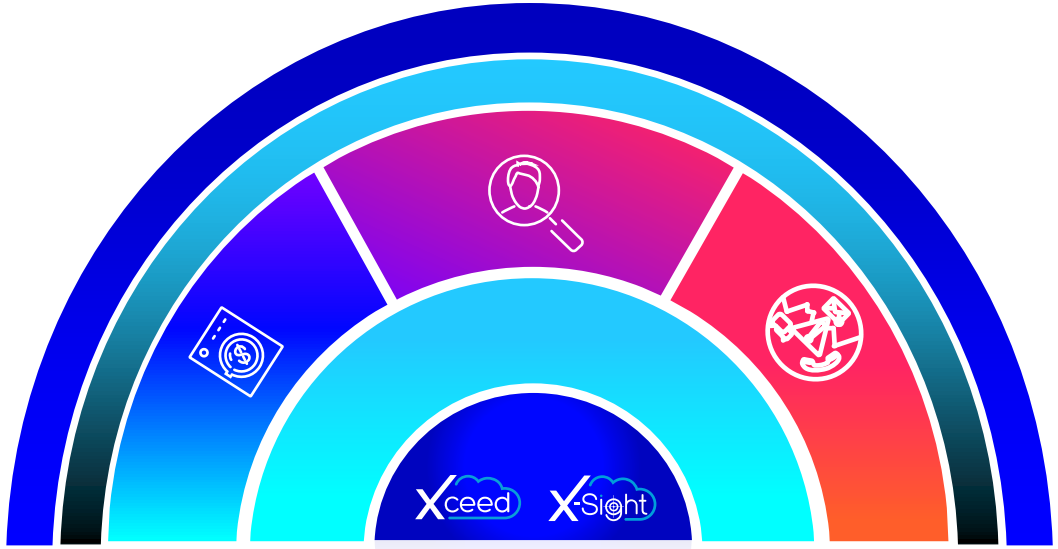
FINANCIAL CRIME TRANSFORMATION FRAMEWORK

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**

Data Intelligence

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



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%**

AML

Transforms AML programs by bringing together **AI, machine learning,** and **robotic process automation (RPA)** to combat money-laundering and terrorist financing

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

Flexible

High-End Market

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

PLATFORMS WITH A PURSPOSE

Fully Packaged

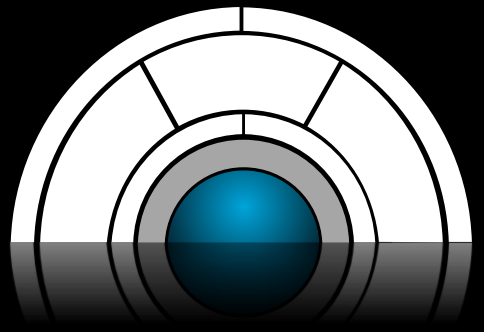
Mid-Market

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

NICE

Financial Crime Risk Management Platform-as-a-Service

X-Sight



X-Sight — AI —

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

X-Sight — DataIQ —

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

X-Sight — Marketplace —

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

NICE

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

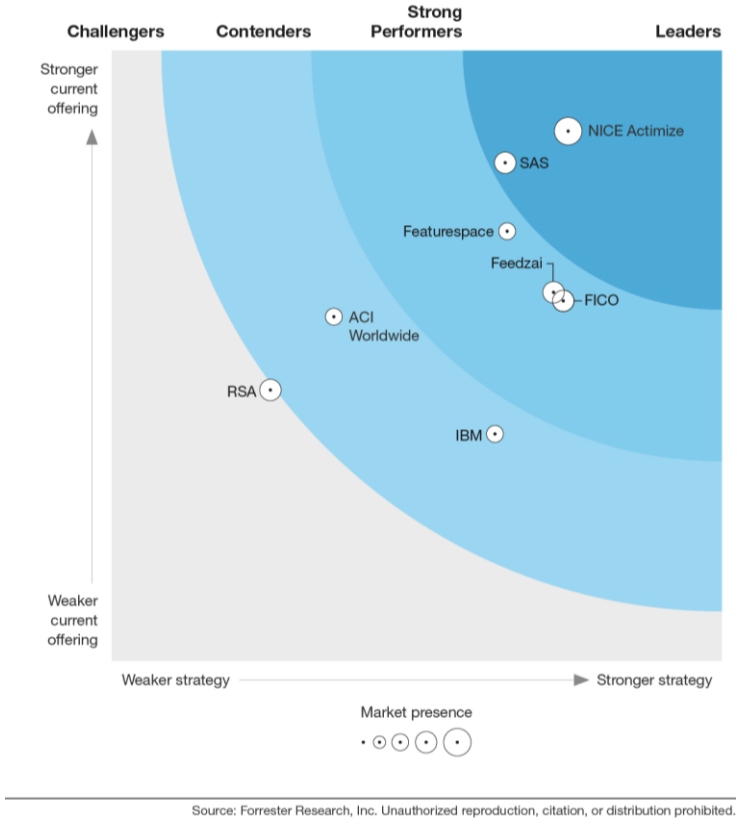
Delivers **real-time contextual insights** for end-end financial crime risk management

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

NICE Actimize Recognized as a Market Leader

FORRESTER®

The Forrester Wave™:
Enterprise Fraud Management, Q3 2021



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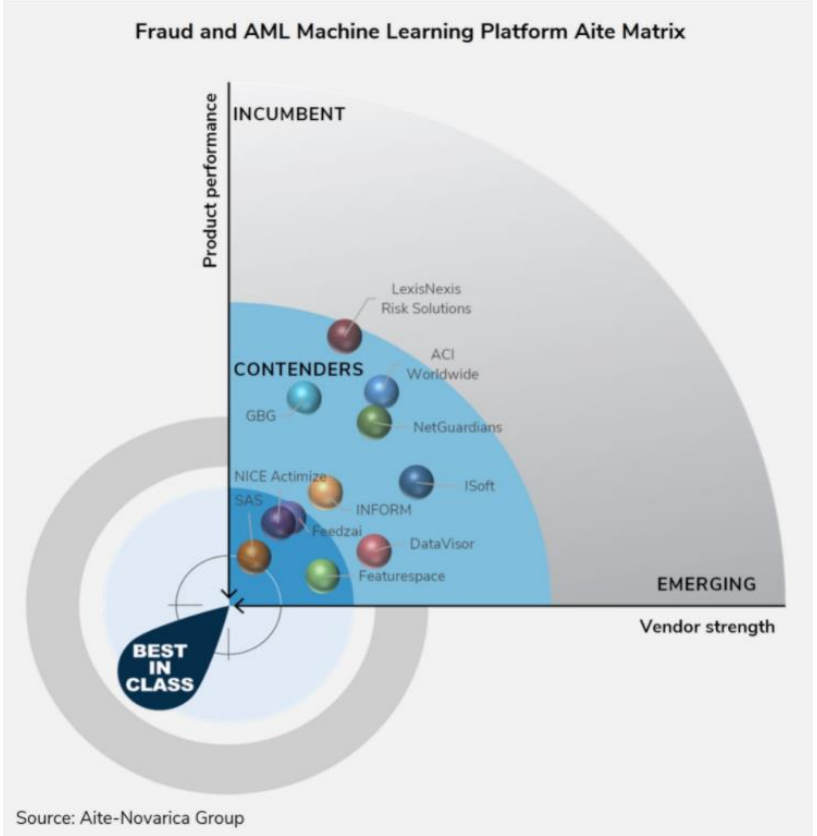
Aite Novarica

Aite Matrix:
Fraud and AML Machine Learning Platform Aite Matrix, 2021



Source: Aite-Novarica Group

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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

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PUBLIC SAFETY

PUBLIC SAFETY
MARKET FORCES

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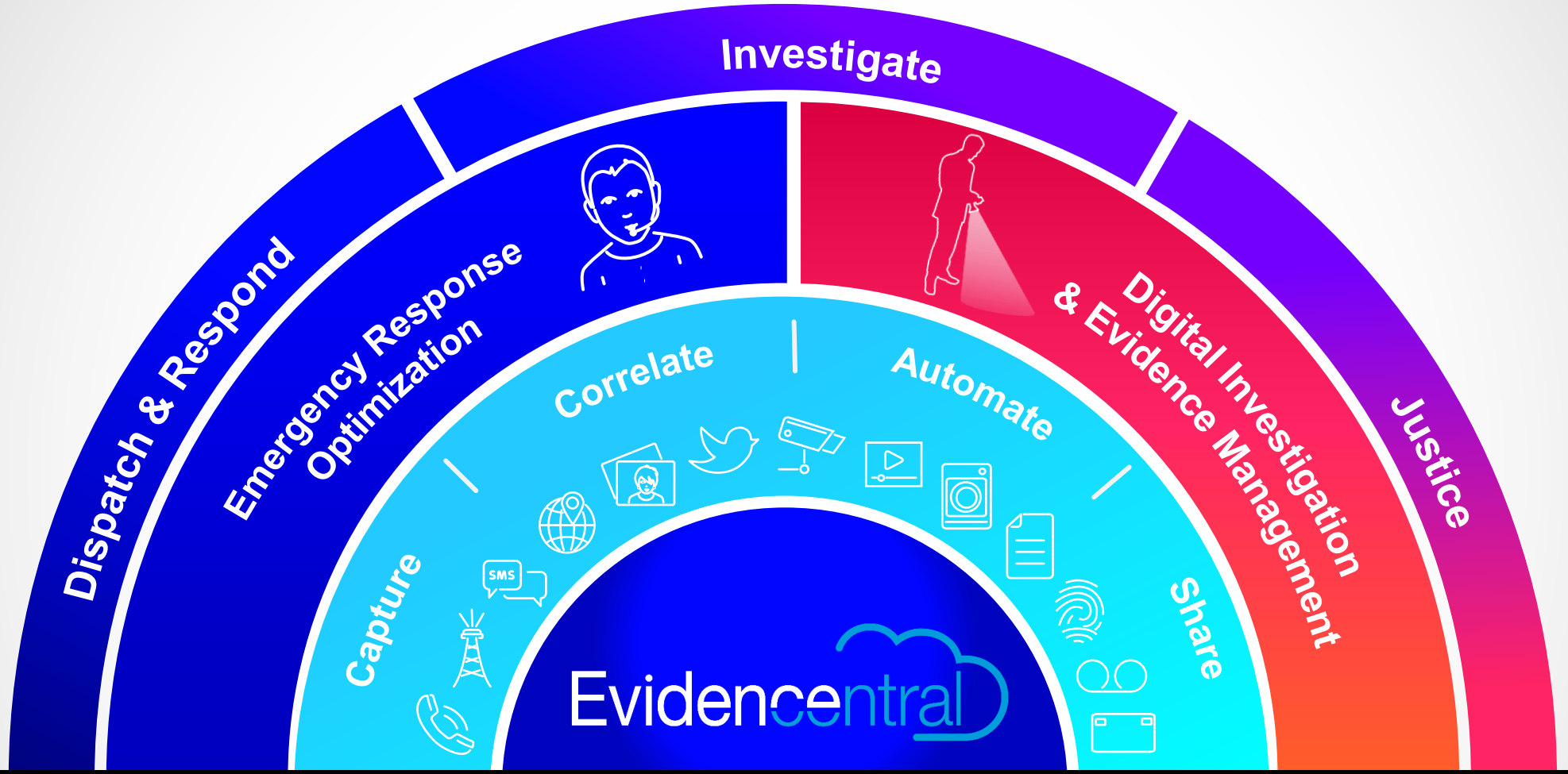
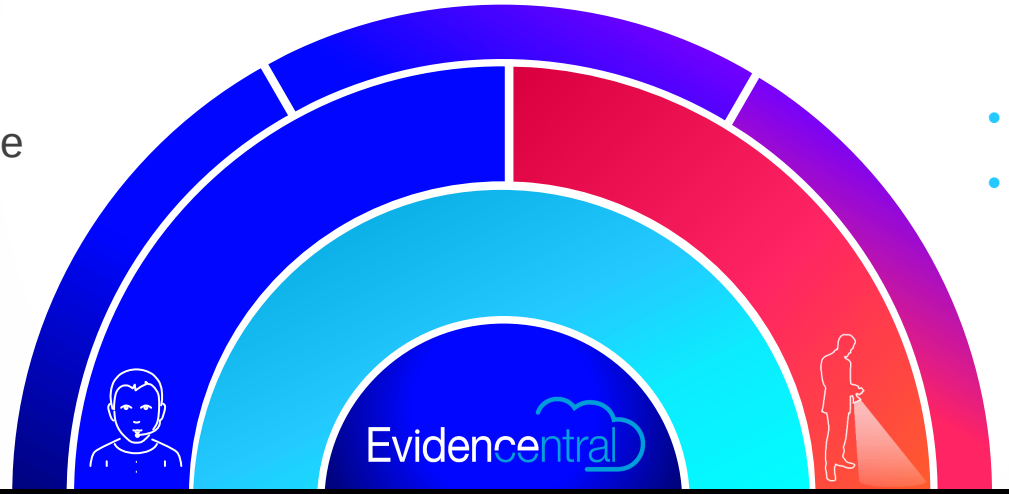


NICE DIGITAL POLICING TRANSFORMATION

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

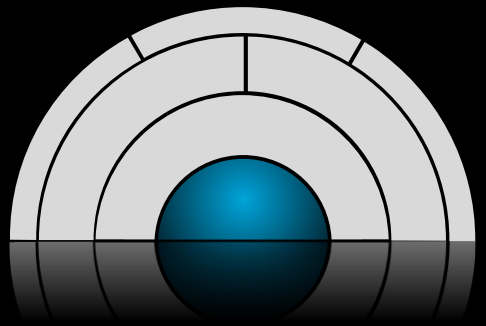
- **Breaks down information siloes**
- **Automates the collection and analysis** of digital evidence
- **Mobile access** to emergency calls and digital evidence enhances situational awareness
- Built-in **investigation tools**
- **Secure sharing** with DAs and criminal justice partners

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

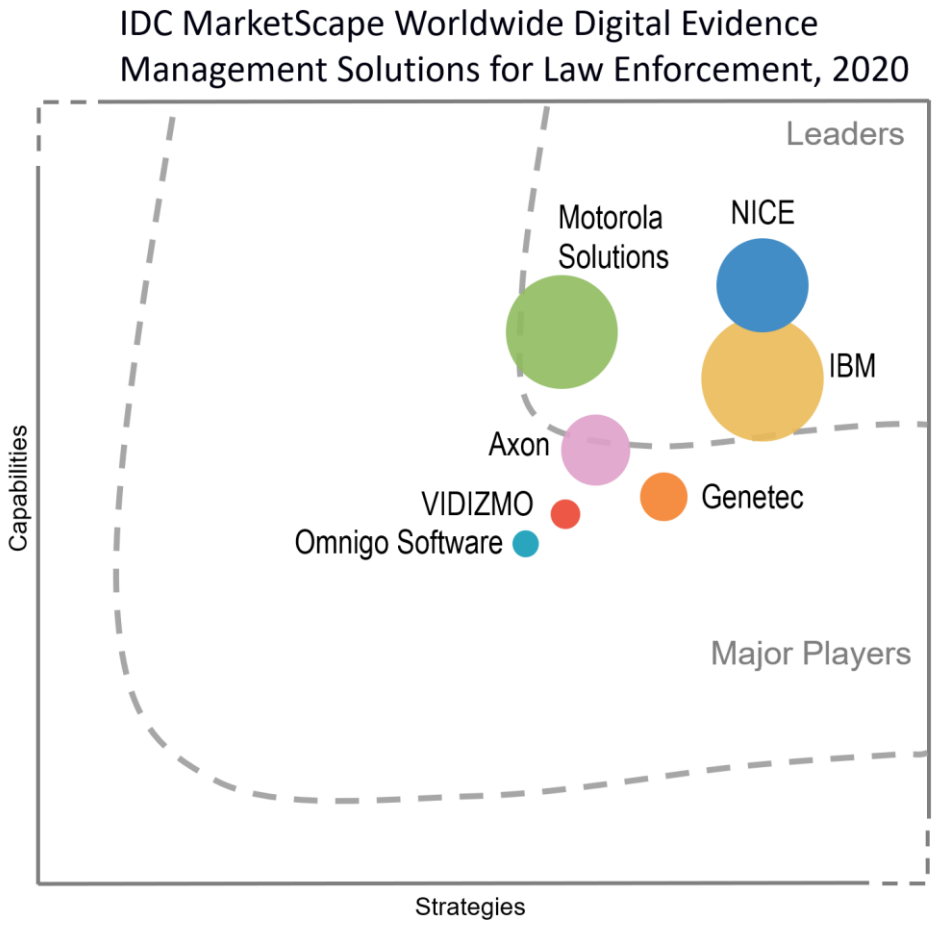
secure cloud

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

NICE

NICE Recognized as a Leader in Public Safety

NICE named a Leader in IDC's Vendor Assessment Report:



Source: IDC, 2020

Read Report >

NICE was recognized by American Security Today in 2020, 2019 and 2018:

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

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

Government of South Australia

Delhi Police
Shanti Sewa Nyaya

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

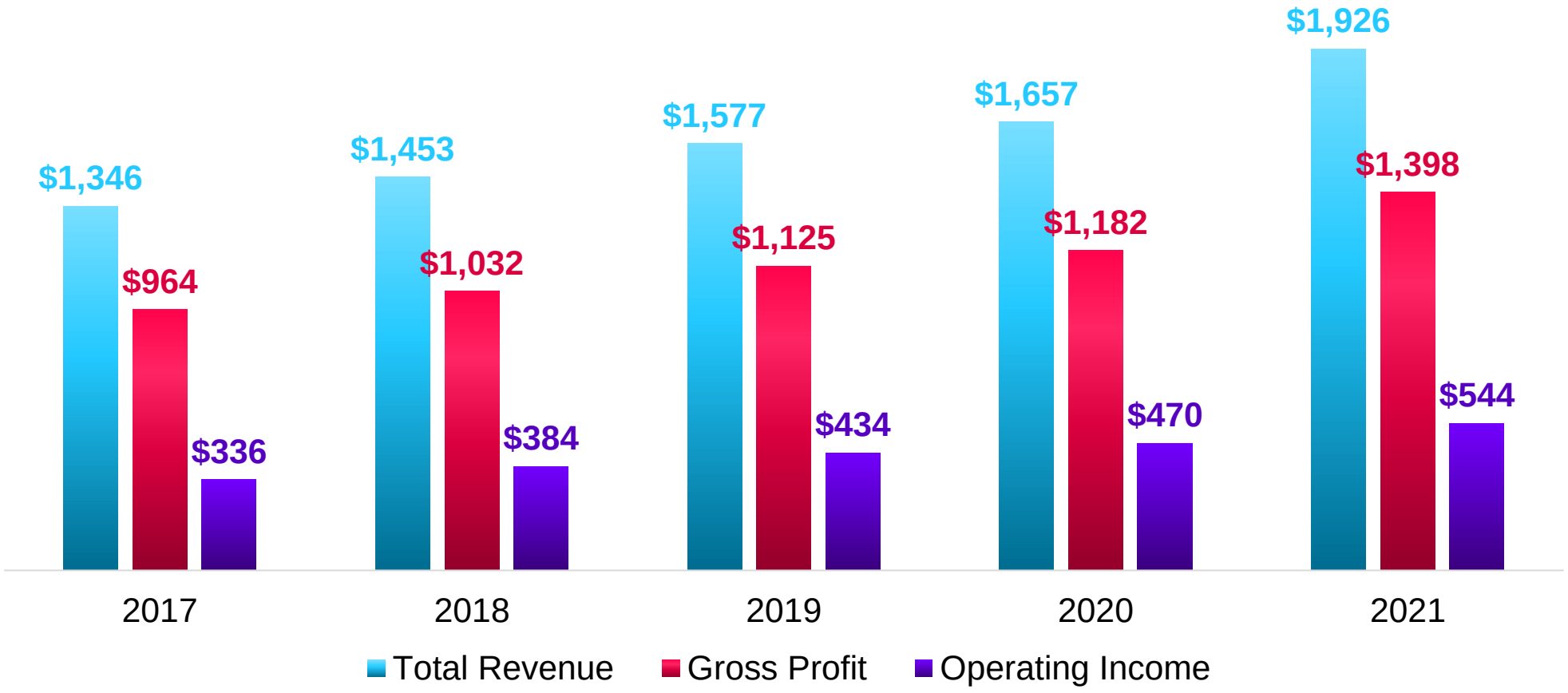
Market Leadership
#1 incident intelligence provider worldwide and 1st digital evidence transformation platform

NICE

FINANCIAL OVERVIEW

Increasing Revenue and Profit Trends*

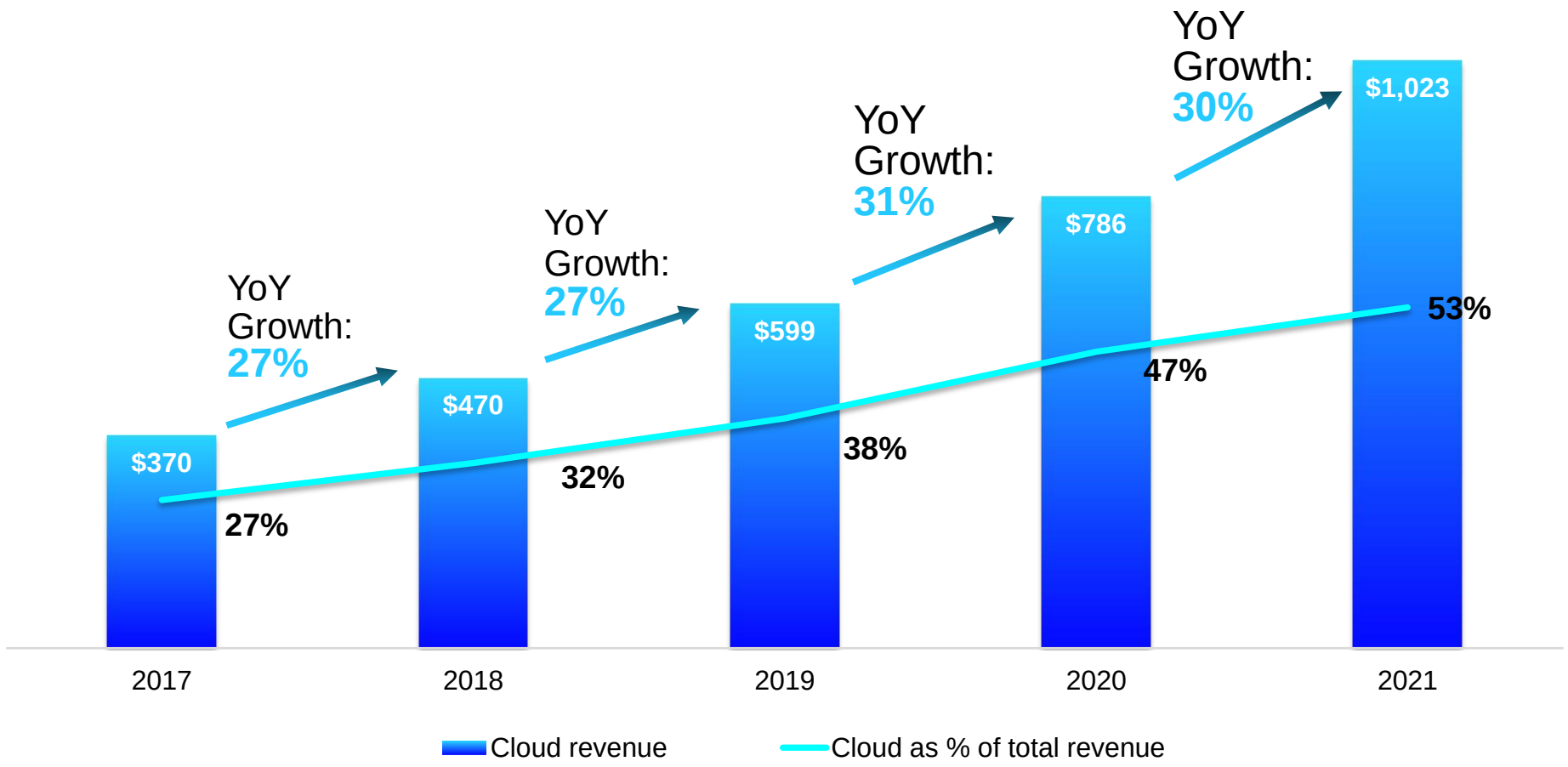
($ in millions)



* All numbers are Non-GAAP.

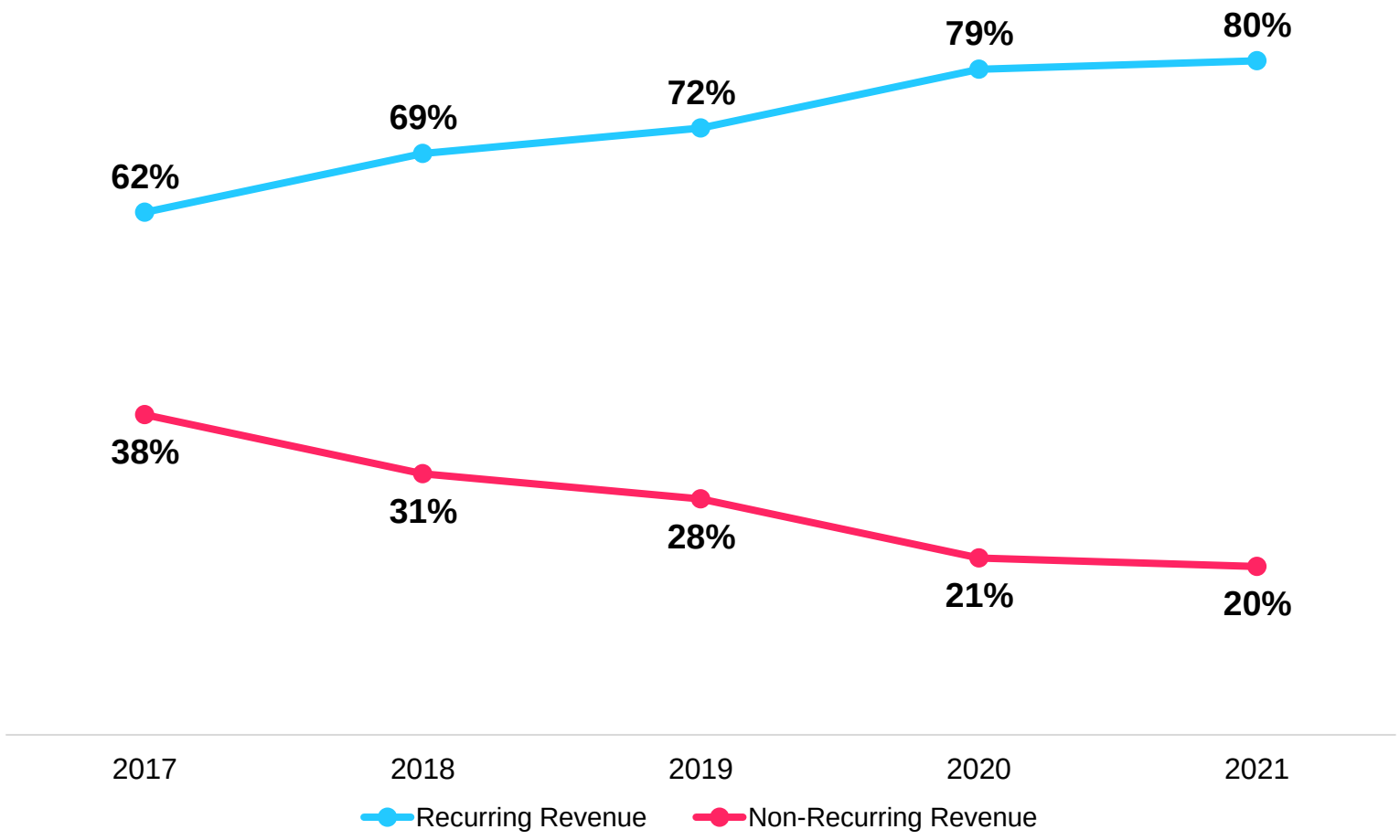
Cloud Revenue Driving Accelerated Total Revenue Growth*

($ in millions)



* All numbers are Non-GAAP.

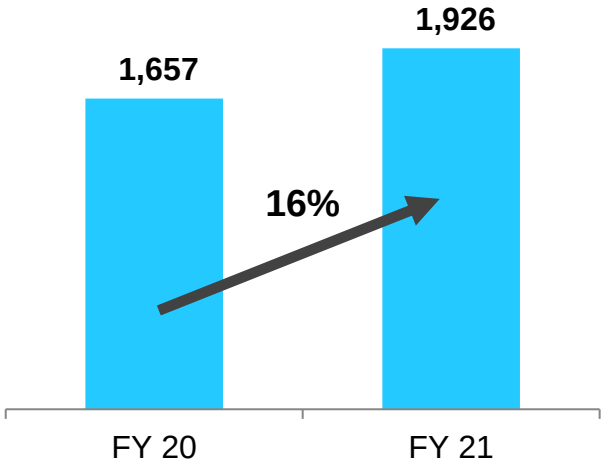
Recurring Revenue as a % of Total Revenue



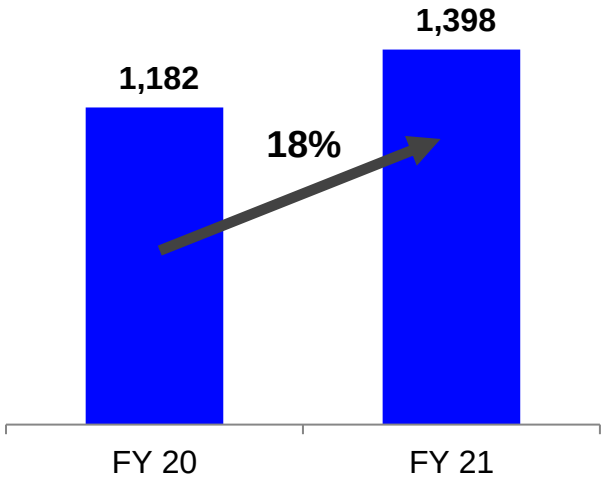
Recurring Revenue Expansion Provides Great Visibility and Predictability

Record Results Full Year 2021*

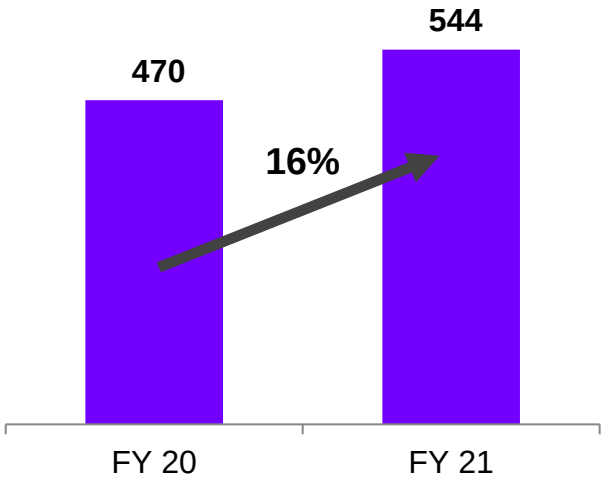
TOTAL REVENUE ($M)



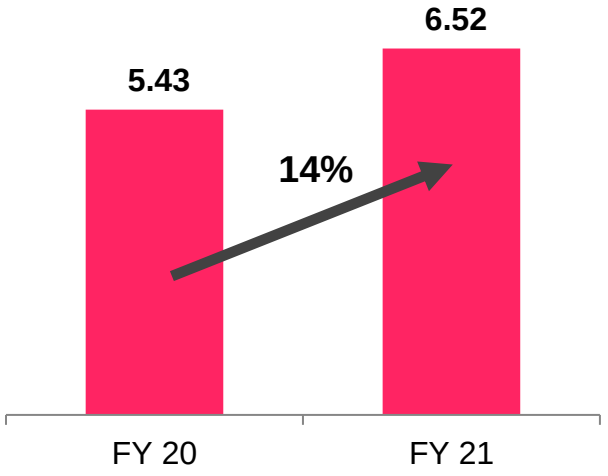
GROSS PROFIT ($M)



OPERATING INCOME ($M)



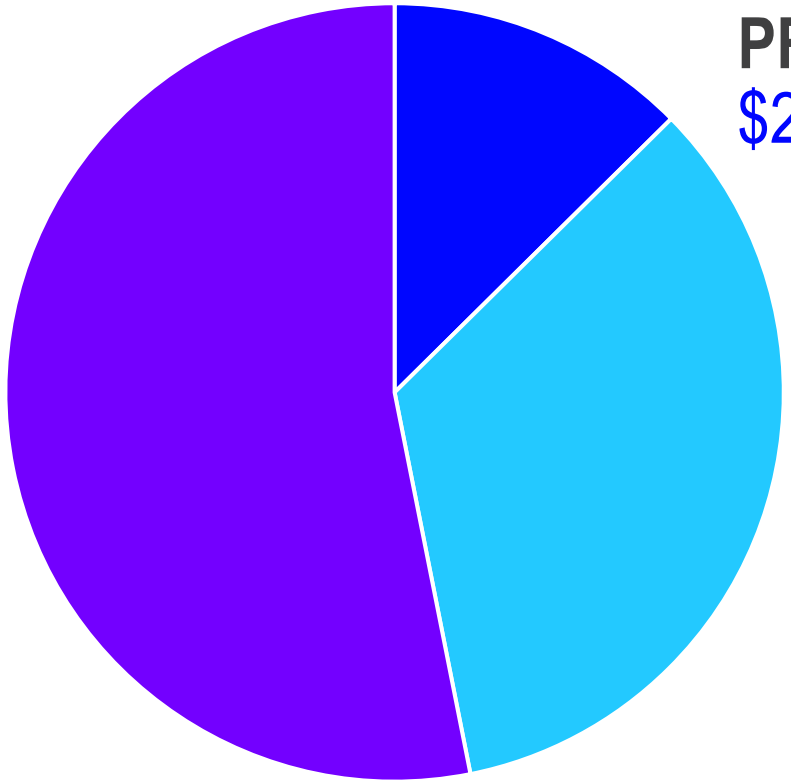
EARNING PER SHARE ($)



* All numbers are Non-GAAP

FY 2021

Revenue Breakdown by Business Model (Non-GAAP)



13%
PRODUCTS
$243M, +32% YoY

53%
CLOUD
$1,023M, +30% YoY

34%
SERVICES
$660M, -4% YoY

FY 2021

Revenue Breakdown by Business Unit (Non-GAAP)

82%
CUSTOMER ENGAGEMENT
$1,572M, +17% YoY

18%
FINANCIAL CRIME & COMPLIANCE
$354M, +15% YoY

FY 2021

Revenue Breakdown by Region (Non-GAAP)

82%
AMERICAS
$1,571M, +15% YoY

12%
EMEA
$240M, +29% YoY

6%
APAC
$115M, +4% YoY

Thank You