

# NICE Reports Strong Growth in Revenue and Profitability for the Third Quarter 2018 and Increases Full-Year 2018 Revenue and EPS Guidance

## Strong Double Digit Growth in Operating Income and Earnings Per Share

## Recurring Revenue Increased to 72% of Total Revenue

Hoboken, New Jersey, November 8, 2018 - NICE (NASDAQ: NICE) today announced results for the third quarter and nine months ended September 30, 2018.

#### Third Quarter 2018 Financial Highlights

GAAP	Non-GAAP
Revenue of \$356 million, growth of 10% year-over-year	Revenue of \$356 million, growth of 9% year-over-year
Cloud revenue of \$117 million, growth of 21% year-over-year	Cloud revenue of \$120 million, growth of 20% year-over-year
Gross margin of 65.3% compared to 64.3% last year	Gross margin of 70.7% compared to 71.2% last year
Operating income of \$47 million compared to \$33 million last	Operating income of \$91 million compared to \$78 million last
year, 41% growth year-over-year	year, 16% growth year-over-year
Operating margin of 13.1% compared to 10.3% last year	Operating margin of 25.5% compared to 24.0% last year
Diluted EPS of \$0.62 versus \$0.42 last year, 48% growth	Diluted EPS of \$1.12 versus \$0.95 last year, 18% growth
year-over-year	year-over-year

The GAAP column of the table contains the financial highlights of the third quarter 2018 under ASC 606 with the comparison period under ASC 605.

The non-GAAP column of the table contains the financial highlights of the third quarter 2018 under ASC 605 with the comparison period under ASC 605.

"The results reported for the third quarter of 2018 reflect our continued focus on driving excellent execution around our strategic pillars of cloud, analytics and artificial intelligence that led to strong growth on both the top and bottom lines. As we look forward to ending the year on a high note, we now expect to exit 2018 with a cloud revenue run rate of \$550 million up from our previous expectation of \$500 million, while continuing to drive profitability," said Barak Eilam, CEO of NICE.

Mr. Eilam continued, "CXone, our open cloud platform which has gained tremendous market presence among our customers and high regard from industry analysts in just a little over one year since it was introduced, has been our vehicle to deliver our strategic pillars to the customer engagement market. We are now proceeding on a similar course with X-Sight, which was announced just a few weeks ago. X-Sight is the industry's first financial crime and compliance platform-as-a-service that combines advanced analytics and AI, automated data management, and robotics all delivered through the cloud.

"It is clearly evident that the platform strategy embodies the present and future for NICE. With X-Sight and CXone, we now have two significant, market leading, open, cloud platforms to help further penetrate our large and growing addressable market."

#### GAAP Financial Highlights for the Third Quarter Ended September 30:

The GAAP numbers presented below for the third quarter 2018 are under ASC 606 and the comparison period GAAP numbers for the third quarter 2017 are under ASC 605

**Revenues:** Third quarter 2018 total revenues increased 10.4% to \$356.2 million compared to \$322.8 million for the third quarter of 2017.

**Gross Profit:** Third quarter 2018 gross profit and gross margin increased to \$232.7 million and 65.3%, respectively, compared to \$207.4 million and 64.3%, respectively, for the third quarter of 2017.

**Operating Income:** Third quarter 2018 operating income and operating margin increased to \$46.7 million and 13.1%, respectively, compared to \$33.1 million and 10.3%, respectively, for the third quarter of 2017.

**Net Income:** Third quarter 2018 net income and net income margin increased to \$39.3 million and 11.0%, respectively, compared to \$26.2 million and 8.1%, respectively, for the third quarter of 2017.

**Fully Diluted Earnings Per Share:** Fully diluted earnings per share for the third quarter of 2018 increased to \$0.62 compared to \$0.42 in the third quarter of 2017.

**Operating Cash Flow and Cash Balance:** Third quarter 2018 operating cash flow was \$87.0 million. As of September 30, 2018, total cash and cash equivalents, short term investments and marketable securities were \$656.3 million, and total debt was \$453.9 million.

#### Non-GAAP Financial Highlights for the Third Quarter Ended September 30:

The non-GAAP numbers presented below for the third quarter 2018 and for the comparison period non-GAAP numbers for the third quarter 2017 are both under ASC 605.

**Revenues:** Third quarter 2018 non-GAAP total revenues increased to \$356.4 million, up 9.1% from \$326.8 million for the third quarter of 2017.

**Gross Profit:** Third quarter 2018 non-GAAP gross profit increased to \$252.1 compared to \$232.5 million for the third quarter of 2017. Non-GAAP gross margin was 70.7% compared to 71.2% for the third quarter of 2017.

**Operating Income:** Third quarter 2018 non-GAAP operating income and non-GAAP operating margin increased to \$90.8 million and 25.5%, respectively, from \$78.3 million and 24.0%, respectively, for the third quarter of 2017.

**Net Income:** Third quarter 2018 non-GAAP net income and non-GAAP net income margin increased to \$71.6 million and 20.1%, respectively, from \$58.9 million and 18.0%, respectively, for the third quarter of 2017.

**Fully Diluted Earnings Per Share:** Third quarter 2018 non-GAAP fully diluted earnings per share increased 17.9% to \$1.12, compared to \$0.95 for the third quarter of 2017.

#### Full Year 2018 Guidance:

Guidance for the full-year 2018 is provided using the accounting standard ASC 605 in order to provide better transparency and comparability to 2017 financial data, which was reported under ASC 605.

The Company increased full-year 2018 non-GAAP total revenues to be in an expected range of \$1,450 million to \$1,466 million and increased full-year 2018 non-GAAP fully diluted earnings per share to be in an expected range of \$4.53 to \$4.69.

The guidance includes the acquisition of Mattersight. The Company expects Mattersight to contribute an annual revenue run rate in a range of \$32 million to \$38 million.

#### Adoption of the New Revenue Recognition Standard - ASC 606

NICE adopted the new revenue recognition accounting standard, Accounting Standards Codification ("ASC") 606, effective January 1, 2018, on a modified retrospective basis. Financial results for reporting periods during 2018 are presented in compliance with the ASC 606. Historical financial results for reporting periods prior to 2018 are presented in conformity with amounts previously disclosed under the prior revenue recognition standard, ASC 605. This press release includes additional information to reconcile the impacts of the adoption of the new revenue recognition standard on the Company's financial results for the guarter ended September 30, 2018.

#### Quarterly Results Conference Call

NICE management will host its earnings conference call today, November 8th, 2018 at 8:30 AM ET, 13:30 GMT, 15:30 Israel, to discuss the results and the company's outlook. To participate in the call, please dial in to the following numbers: United States 1-866-804-8688 or +1-718-354-1175, International +44(0)1296-311-600, United Kingdom 0-800-678-1161, Israel 1-809-344-364. The Passcode is 538 470 63. Additional access numbers can be found at http://www.btconferencing.com/globalaccess/?bid=54\_attended. The call will be webcast live on the Company's website at http://www.nice.com/news-and-events/ir-events. An online replay will also be available approximately two hours following the call. A telephone replay of the call will be available for 7 days after the live broadcast, and may be accessed by dialing: United States 1-877-482-6144, International +44(0)20-7136-9233, United Kingdom 0-800-032-9687. The Passcode for the replay is 295 658 73.

Non-GAAP financial measures consist of GAAP financial measures adjusted to exclude: amortization of acquired intangible assets, share-based compensation, certain business combination accounting entries, amortization of discount on long term debt, re-organization expenses, ASC 606 to ASC 605 adjustments and tax adjustment re non-GAAP adjustments. The purpose of such adjustments is to give an indication of our performance exclusive of non-cash charges and other items that are considered by management to be outside of our core operating results. 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. Our management regularly uses our supplemental non-GAAP financial measures internally to understand, manage and evaluate our business and make operating decisions. These non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Business combination accounting rules requires us to recognize a legal performance obligation related to a revenue arrangement of an acquired entity. The amount assigned to that liability should be based on its fair value at the date of acquisition. The non-GAAP adjustment is intended to reflect the full amount of such revenue. We believe this adjustment is useful to investors as a measure of the ongoing performance of our business. We believe these non-GAAP financial measures provide consistent and comparable measures to help investors understand our current and future operating cash flow performance. 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.

#### **About NICE**

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, are using NICE solutions. <a href="https://www.nice.com">www.nice.com</a>.

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#### **Forward-Looking Statements**

This press release 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 quarantees 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 competition, success and growth of the Company's cloud Software-as-a-Service business, cyber security attacks or other security breaches against the Company, privacy concerns and legislation impacting the Company's business, the Company's dependency on third-party cloud computing platform providers, hosting facilities and service partners, changes in general economic and business conditions, rapidly changing technology, changes in currency exchange rates and interest rates, difficulties in making additional acquisitions or effectively integrating acquired operations, products, technologies and personnel (including, with respect to the Company's acquisition of Mattersight Corporation), successful execution of the Company's growth strategy, the effects of tax reforms and of newly enacted or modified laws, regulation or standards on the Company and its products, and 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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## NICE LTD. AND SUBSIDIARIES CONSOLIDATED STATEMENTS OF INCOME

U.S. dollars in thousands (except per share amounts)

		Quarter ended September 30,				Year t		o date ber 30,	
		2018		2017	-	2018		2017	
	Ur	naudited	Ur	naudited	U	naudited	U	naudited	
Revenue:									
Product	\$	60,097	\$	66,931	\$	170,864	\$	204,124	
Services		179,113		159,441		533,458		476,093	
Cloud		116,996		96,383		329,368		259,700	
Total revenue		356,206		322,755		1,033,690		939,917	
Cost of revenue:									
Product		7,854		12,944		23,386		39,668	
Services		55,046		52,618		170,584		165,892	
Cloud		60,559		49,812		166,690		139,152	
Total cost of revenue		123,459		115,374		360,660		344,712	
Gross profit		232,747		207,381		673,030		595,205	
Operating expenses:									
Research and development, net		47,701		45,135		137,023		130,975	
Selling and marketing		90,492		87,363		270,238		254,258	
General and administrative		37,560		31,197		107,048		91,758	
Amortization of acquired intangible assets	-	10,341		10,566		31,512		31,319	
Total operating expenses		186,094		174,261		545,821		508,310	
Operating income		46,653		33,120		127,209		86,895	
Finance and other expense, net		2,195		4,335		9,100		16,713	
Income before tax		44,458		28,785		118,109		70,182	
Taxes on income		5,175		2,612		21,065		6,279	
Net income	\$	39,283	\$	26,173	\$	97,044	\$	63,903	
Basic earnings per share	\$	0.64	\$	0.43	\$	1.58	\$	1.06	
Diluted earnings per share	\$	0.62	\$	0.42	\$	1.54	\$	1.03	
Weighted average number of shares outstanding used to compute:									
Basic earnings per share		61,448		60,502		61,239		60,304	
Diluted earnings per share		63,660		62,220		63,157		61,979	

#### NICE LTD. AND SUBSIDIARIES

### RECONCILIATION OF GAAP TO NON-GAAP RESULTS AND ASC 606 TO NON-GAAP ASC 605

U.S. dollars in thousands (except per share amounts)

		Quarter ended September 30,		Year to date September 30,			
	2018	2017	2018	2017			
GAAP revenues	\$ 356,206	\$322,755	\$1,033,690	\$ 939,917			
Valuation adjustment on acquired deferred product revenue	12	37	97	302			
Valuation adjustment on acquired deferred services revenue	82	824	588	3,915			
Valuation adjustment on acquired deferred cloud revenue	2,329	3,135	5,631	5,994			
ASC 606 to ASC 605 revenue adjustment	(2,183)		2,775				
Non-GAAP revenues	\$ 356,446	\$326,751	\$1,042,781	\$ 950,128			
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GAAP cost of revenue	\$ 123,459	\$115,374	\$ 360,660	\$ 344,712			
Amortization of acquired intangible assets on cost of product	(1,094)	(6,072)	(5,019)	(18,486)			
Amortization of acquired intangible assets on cost of services	(1,523)	(987)	(3,333)	(5,354)			
Amortization of acquired intangible assets on cost of cloud	(12,937)	(11,756)	(38,397)	(33,706)			
Valuation adjustment on acquired deferred cost of cloud	594	371	1,254	1,133			
Cost of product revenue adjustment (1)	(59)	(158)	(247)	(494)			
Cost of services revenue adjustment (1)	(2,113)	(1,903)	(5,762)	(5,625)			
Cost of cloud revenue adjustment (1,3)	(2,352)	(649)	(3,766)	(2,132)			
ASC 606 to ASC 605 cost of revenue adjustment	323	<u>-</u>	650 © 300 040	<u>-</u>			
Non-GAAP cost of revenue	\$ 104,298	\$ 94,220	\$ 306,040	\$ 280,048			
GAAP gross profit	\$ 232,747	\$207,381	\$ 673,030	\$ 595,205			
Gross profit adjustments	19,401	25,150	63,711	74,875			
Non-GAAP gross profit	\$ 252,148	\$232,531	\$ 736,741	\$ 670,080			
GAAP operating expenses	\$ 186,094	\$174,261	\$ 545,821	\$ 508,310			
Research and development (1,3)	(2,638)	(2,204)	(6,777)	(6,651)			
Sales and marketing (1,3)	(9,004)	(5,651)	(22,158)	(17,160)			
General and administrative (1,2,3)	(6,206)	(1,640)	(15,156)	(7,027)			
Amortization of acquired intangible assets	(10,341)	(10,566)	(31,512)	(31,319)			
ASC 606 to ASC 605 operating expenses adjustment	3,459		6,543				
Non-GAAP operating expenses	\$ 161,364	\$154,200	\$ 476,761	\$ 446,153			
GAAP finance & other expense, net	\$ 2,195	\$ 4,335	\$ 9,100	\$ 16,713			
Amortization of discount on long-term debt	(2,234)	(2,139)	(6,491)	(11,398)			
Non-GAAP finance & other expense (income), net	\$ (39)	\$ 2,196	\$ 2,609	\$ 5,315			
GAAP taxes on income	\$ 5,175	\$ 2,612	\$ 21,065	\$ 6,279			
Tax adjustments re non-GAAP adjustments	15,322	14,611	34,413	42,298			
Tax adjustment re ASC 606 to ASC 605	(1,264)	<u> </u>	(935)				
Non-GAAP taxes on income	\$ 19,233	\$ 17,223	\$ 54,543	\$ 48,577			
GAAP net income	\$ 39,283	\$ 26,173	\$ 97,044	\$ 63,903			
Valuation adjustment on acquired deferred revenue	2,423	3,996	6,316	10,211			
Valuation adjustment on acquired deferred cost of cloud revenue	(594)	(371)	(1,254)	(1,133)			
Amortization of acquired intangible assets	25,895	29,381	78,261	88,865			
Share-based compensation (1)	17,258	14,016	48,752	40,900			
Re-organization expenses (2)	-	(3,067)	-	(3,067)			
Acquisition related expenses (3)	5,114	1,256	5,114	1,256			
Amortization of discount on long term debt	2,234	2,139	6,491	11,398			
Tax adjustments re non-GAAP adjustments	(15,322)	(14,611)	(34,413)	(42,298)			
ASC 606 to ASC 605 adjustments	(4,701)		(3,483)				
Non-GAAP net income	\$ 71,590	\$ 58,912	\$ 202,828	\$ 170,035			
GAAP diluted earnings per share	\$ 0.62	\$ 0.42	\$ 1.54	\$ 1.03			
Non-GAAP diluted earnings per share	\$ 1.12	\$ 0.95	\$ 3.21	\$ 2.74			
Shares used in computing GAAP diluted earnings per share	63,660	62,220	63,157	61,979			
Shares used in computing non-GAAP diluted earnings per share	63,660	62,220	63,157	61,979			

#### NICE LTD. AND SUBSIDIARIES

### RECONCILIATION OF GAAP TO NON-GAAP RESULTS AND ASC 606 TO NON-GAAP ASC 605 (continued)

U.S. dollars in thousands

(1)	Share-based Compensation

	Quarter ended September 30,			Year to date September 3				
	2018		2017	2018		2017		
Cost of product revenue	\$	(59)	\$ (158)	\$	(247)	\$	(494)	
Cost of services revenue		(2,113)	(1,903)		(5,762)		(5,625)	
Cost of cloud revenue		(718)	(649)		(2,132)		(2,132)	
Research and development		(1,567)	(2,204)		(5,706)		(6,651)	
Sales and marketing		(8,930)	(5,576)		(22,084)		(17,085)	
General and administrative		(3,871)	(3,526)		(12,821)		(8,913)	
	\$	(17,258)	\$ (14,016)	\$	(48,752)	\$	(40,900)	

#### (2) Re-organization expenses

	Quarter o Septemb	Year to date September 30,			
	2018	2017	2018	2017	
General and administrative	-	\$ 3,067	-	\$ 3,067	
	\$ -	\$ 3,067	\$ -	\$ 3,067	

#### (3) Acquisition related expenses

	Quarter ended September 30,				, 0,		
	2018		2017	2018		2017	
Cost of cloud revenue	\$	(1,634)	\$ -	\$	(1,634)	\$	-
Research and development		(1,071)	-		(1,071)		-
Sales and marketing		(74)	(75)		(74)		(75)
General and administrative		(2,335)	(1,181)		(2,335)		(1,181)
	\$	(5,114)	\$ (1,256)	\$	(5,114)	\$	(1,256)

## NICE LTD. AND SUBSIDIARIES CONDENSED CONSOLIDATED BALANCE SHEETS

U.S. dollars in thousands

	September 30, 2018		December 31, 2017		
		Jnaudited		Audited	
ASSETS					
CURRENT ASSETS:					
Cash and cash equivalents	\$	276,170	\$	328,302	
Short-term investments		172,942		63,951	
Trade receivables		219,818		230,729	
Prepaid expenses and other current assets	-	96,745		70,074	
Total current assets		765,675		693,056	
LONG-TERM ASSETS:					
Long-term investments		207,234		132,820	
Property and equipment, net		132,310		118,275	
Deferred tax assets		15,298		11,850	
Other intangible assets, net		536,974		551,347	
Goodwill		1,368,756		1,318,242	
Other long-term assets		68,461		19,496	
Total long-term assets		2,329,033		2,152,030	
TOTAL ASSETS	\$	3,094,708	\$	2,845,086	
LIABILITIES AND SHAREHOLDERS' EQUITY					
CURRENT LIABILITIES:					
Trade payables	\$	23,698	\$	29,438	
Deferred revenues and advances from customers		198,210		184,564	
Accrued expenses and other liabilities		347,852		309,350	
Total current liabilities		569,760		523,352	
LONG-TERM LIABILITIES:					
Deferred revenues and advances from customers		39,179		37,550	
Deferred tax liabilities		48,489		57,796	
Long-term debt		453,887		447,642	
Other long-term liabilities		32,486		29,185	
Total long-term liabilities		574,041		572,173	
SHAREHOLDERS' EQUITY		1,950,907		1,749,561	
TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY	\$	3,094,708	\$	2,845,086	

## NICE LTD. AND SUBSIDIARIES CONSOLIDATED CASH FLOW STATEMENTS

U.S. dollars in thousands

	Quarter ended		Year to date		
	Septem		Septem		
	2018	2017	2018	2017	
	Unaudited	<u>Unaudited</u>	<u>Unaudited</u>	<u>Unaudited</u>	
Operating Activities					
Net income	39,283	26,173	97,044	63,903	
Depreciation and amortization	39,426	39,153	114,283	115,309	
Stock based compensation	17,258	14,016	48,752	40,900	
Amortization of premium and discount and accrued interest on marketable securities	137	273	(170)	424	
Deferred taxes, net	(13,142)	(12,646)	(33,054)	(34,188)	
Changes in operating assets and liabilities:					
Trade Receivables	(5,771)	10,930	(3,083)	72,810	
Prepaid expenses and other current assets	(4,233)	(32,264)	(32,461)	(40,251)	
Trade payables	(8,940)	7,605	(6,608)	636	
Accrued expenses and other current liabilities	34,643	52,829	24,179	17,228	
Deferred revenue	(15,279)	1,660	71,827	65,176	
Long term liabilities	573	(3,583)	(214)	(5,189)	
Amortization of discount on long term debt	2,234	2,139	6,491	11,398	
Other	847	(461)	720	(926)	
Net cash provided by operating activities	87,036	105,824	287,706	307,230	
Investing Activities					
Purchase of property and equipment	(7,957)	(7,899)	(21,521)	(31,422)	
Purchase of Investments	(96,544)	(53,791)	(284,467)	(96,017)	
Proceeds from Investments	40,093	15,610	99,802	51,626	
Capitalization of software development costs	(7,450)	(7,730)	(22,926)	(21,046)	
Payments for business acquisitions, net of cash acquired	(105,046)	(37,880)	(105,046)	(37,880)	
Net cash used in investing activities	(176,904)	(91,690)	(334,158)	(134,739)	
Financing Activities					
Dragged from inguippes of abores upon exercise of abore entires	10 533	4 440	17.076	16,787	
Proceeds from issuance of shares upon exercise of share options	10,533	4,412	17,976		
Purchase of treasury shares	-	(4,267)	(10,613)	(20,314)	
Dividends paid	-	-	-	(9,637)	
Repayment of long term debt	-	-	-	(260,000)	
Proceeds from issuance of debt, net of costs	-	-	-	260,842	
Repayment of short-term bank loan	(8,436)		(8,436)	- (10.000)	
Net cash provided by (used in) financing activities	2,097	145_	(1,073)	(12,322)	
Effect of exchange rates on cash and cash equivalents	(875)	2,028	(4,607)	3,734	
Net change in cash and cash equivalents	(88,646)	16,307	(52,132)	163,903	
Cash and cash equivalents, beginning of period	364,816	304,622	328,302	157,026	
Cash and cash equivalents, end of period	276,170	320,929	276,170	320,929	
		<u> </u>			