NiCE Q3 2025
Investors Presentation

Create a NiCE world

Create a NiCE world

Customer Experience

Automating Customer Service by Orchestrating Workflows, Agents & Knowledge

Financial Crime & Compliance

Fighting

Financial Crime and Fraud

Public Safety & Justice

Digitally Transforming

Criminal Justice

NiCE

*Financial figures for last 12 months ended September 30, 2025.

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CXone Mpower

Reimagining Customer Experience

The AI platform for orchestrating
workflows, agents & knowledge
at unmatched precision and scale

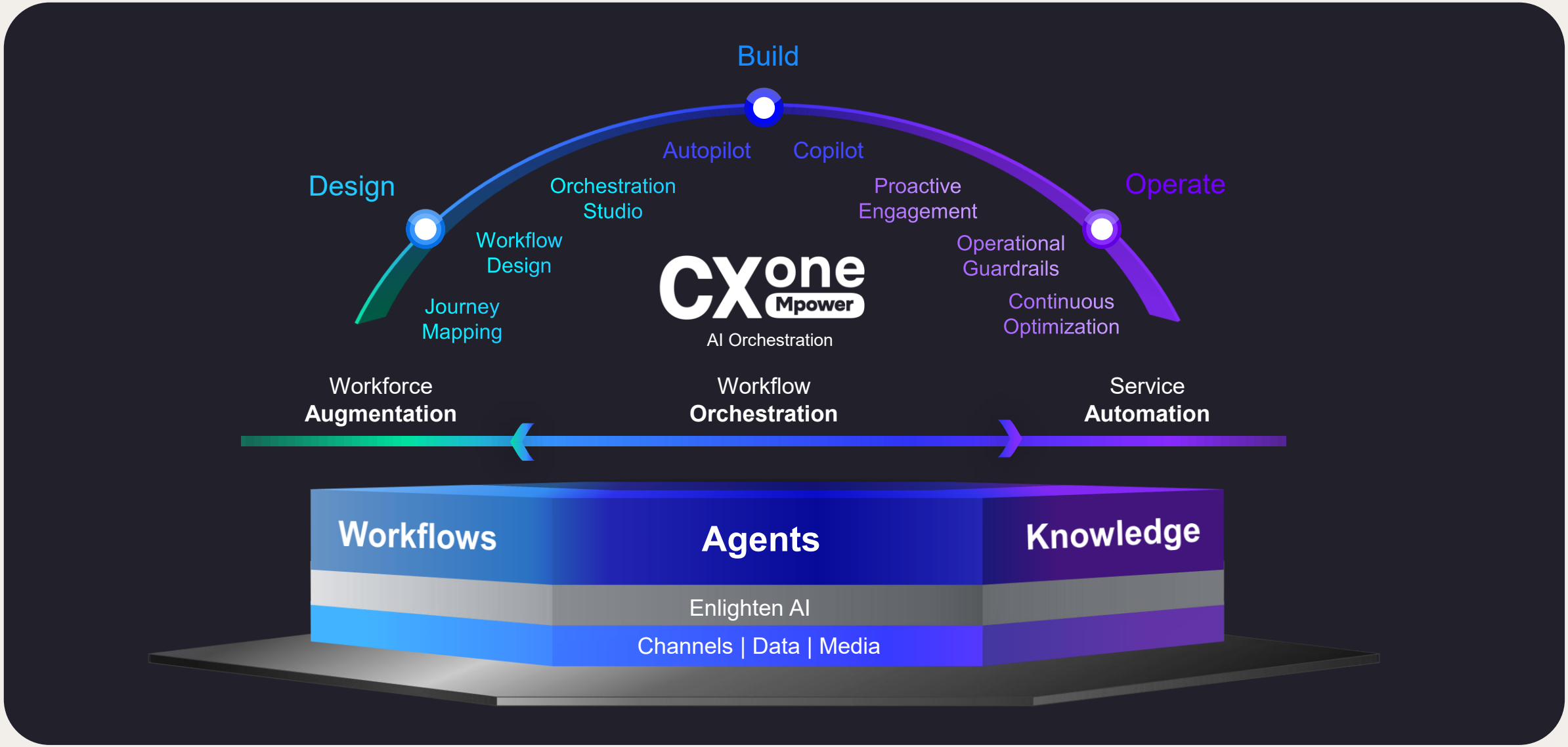
NiCE

CXone Mpower

Leading the Future of AI-Powered Experiences

WORKFLOWS AGENTS KNOWLEDGE

One AI Platform. Complete Customer Service Automation.



NiCE

NiCE CXone Market Leadership

FORRESTER®

The Forrester Wave™: Contact-Center-As-A-Service Platforms, Q2 2025, Max Ball, Fiona Swerdlow and Sarah Morana. 10 April 2025. October 2024. Forrester and Forrester Wave™ are trademarks of Forrester Research, Inc. The Forrester Wave™ is a graphical representation of Forrester's call on a market and is plotted using a detailed spreadsheet with exposed scores, weightings, and comments. Forrester does not endorse any vendor, product, or service depicted in the Forrester Wave™. Information is based on best available resources. Opinions reflect judgment at the time and are subject to change.

Gartner®

Figure 1: Gartner Magic Quadrant for Contact Center as a Service

Gartner

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NiCE

Select NiCE Customers

10/10 Top US health insurance

5/5 Top US Telco

9/10 Top Global financial services

6/10 Top Fortune 10

Healthcare

DHU Healthcare · UnitedHealth Group · 3M · Alzheimer's Society · DaVita · Kaiser Permanente · Pfizer

Financial services

Banco PAN · Toyota Financial Services · TD · MoneyGram · maps Credit Union · LPL Financial · fiserv. · Charles Schwab · itaú · The Standard

Manufacturing

United Language Group · iqor · HireRight · NetApp · EFICASIA · eXpivia · IBM Kenexa · ONE Open Network Exchange · Teleperformance each interaction matters

Public sector/ education

United Way · NYC Department of Social Services · ASU Arizona State University · ECSI · Wodonga TAFE

Retail

Nespresso · Lands' End · Lowe's · realtor.com · Hallmark · Harrods · IKEA · CVS · Chico's · Vera Bradley · target · ALDI · Tommy Bahama · Walmart · Designer Brands

Manufacturing

Ingersoll Rand · purple · IBM · Bose · GE · Whirlpool · Siemens · GWA Group Limited · gm · Mitsubishi Electric

Travel and Entertainement

Hyatt · Marriott International · American Airlines · Disney · Japan Airlines · Tripadvisor · Carnival UK

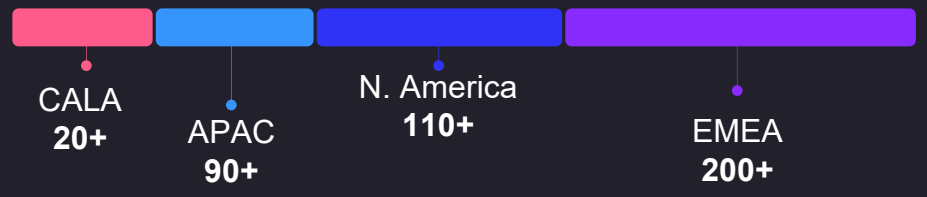
Telco

BT · verizon · tbaytel · Bell · T-Mobile · Charter Communications · Samsung · COX

Broadest
Partner Ecosystem

400+ Global CX Partners

NICE 360 PARTNER PROGRAM



75%

Of wins involve Partners

NiCE CXexchange

170+

Pre-integrated apps in the Marketplace

Global System Integrators	NTT DATA, accenture, Capgemini, Infosys, cognizant, Deloitte., HCLTech, ttec DIGITAL
Communication Service Providers	orange, verizon, OPTUS, Bell, etisalat and, Deutsche Telekom, NTT Communications
Solution Partners	BRIGHTCONTACT Experts in Customer Engagement, FourNet, inovo, Exato, nwn carousel, CCT, ECS, NATILIK
Technology Solution Distributors	TELARUS, SANDLER PARTNERS, AppDirect, INTELISYS Independence. No limits., BRIDGEPOINTECX, AVANT
Technology Alliance Partners	Google, SAP CRM, salesforce, Epic, aws, zendesk, Microsoft, servicenow, ORACLE, zoom
CXexchange Marketplace Partners	TEXTEL, Sycurio., NovelVox, SpinSci, bluIP, Customer Dynamics, SightCall VISION, gryphon.ai, SPICEX, Meltwater, INTERACT CX
Service partners	SOFTEL, Condado GROUP, Navixus™, FRONTLINE, servion, BrightCloud, SKYBOX, Webhelp, InflowCX, BRIDGEPOINTECX

NiCE

The NiCE Foundations for Growth

The most complete AI-platform in the industry – intent to fulfillment

Billions of labelled data to power intelligent purpose-built AI

Accelerating growth with **key strategic partnerships**

Decades of domain expertise delivering mission-critical outcomes

Financial strength provides flexibility and long-term commitment to innovation

Proven track record of first to innovate and first to deliver

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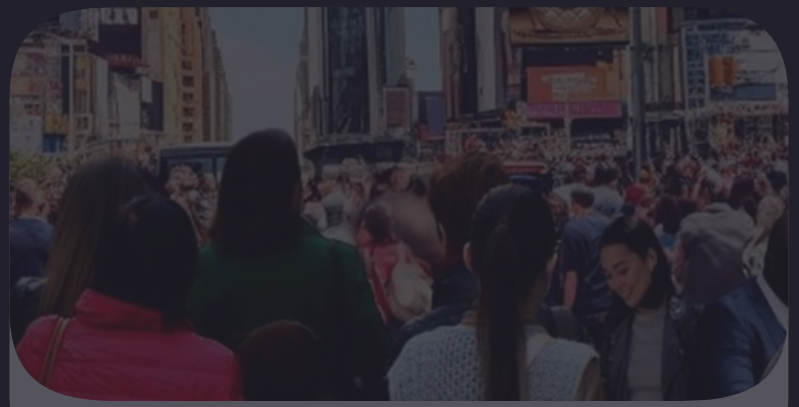

Customer Experience

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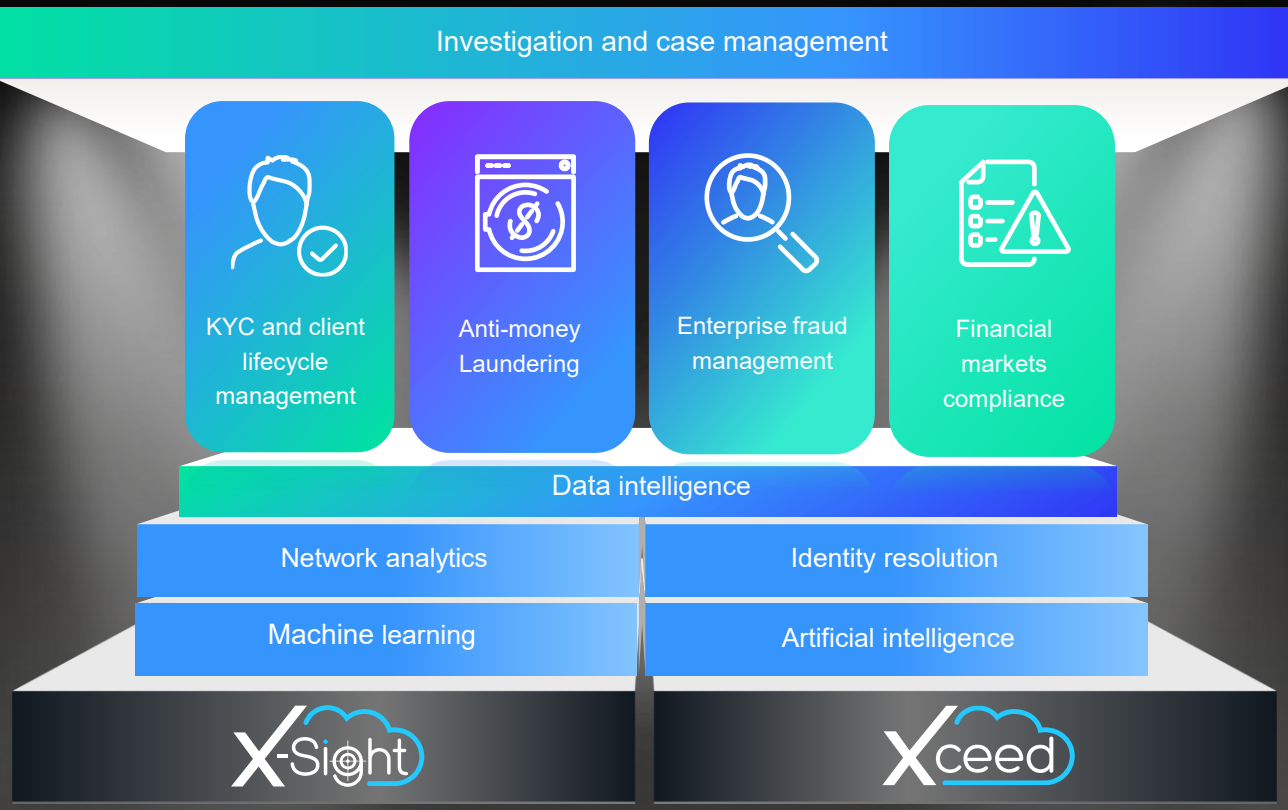
Making the world a Trusted Place

Actimize Portfolio



Safeguards financial institutions, customers and assets.

Provides industry-wide insights on threats to enable proactive prevention.

Embedded AI and analytics to combat financial crime.

10/10
TOP EU Banks

10/10
TOP U.S. Banks

10/10
TOP Global Investment Banks

4/5
TOP APAC Banks

Financial crime & compliance:
Selected customers

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
Rakuten
Danske Bank
SAXO BANK
SOCIETE GENERALE
MetaBank
UAEXCHANGE Service is our Currency
tcf bank
SMBC

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NiCE Actimize Market Leadership

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The Forrester Wave™:
Enterprise Fraud Management Solutions, Q2 2024

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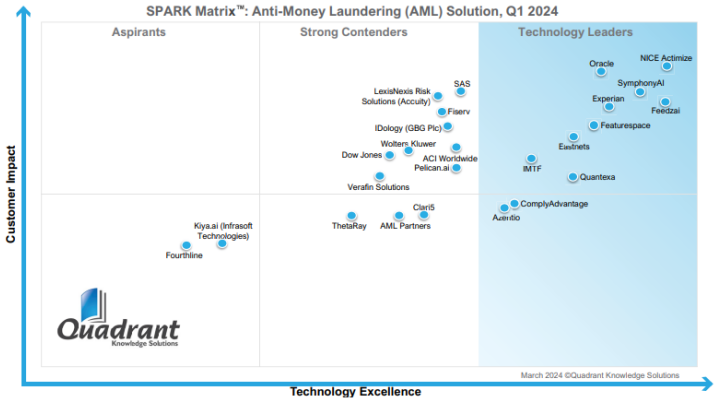
Quadrant Knowledge Solutions

The SPARK Matrix™:
Anti-Money-Laundering (AML) Solution, Q1 2024



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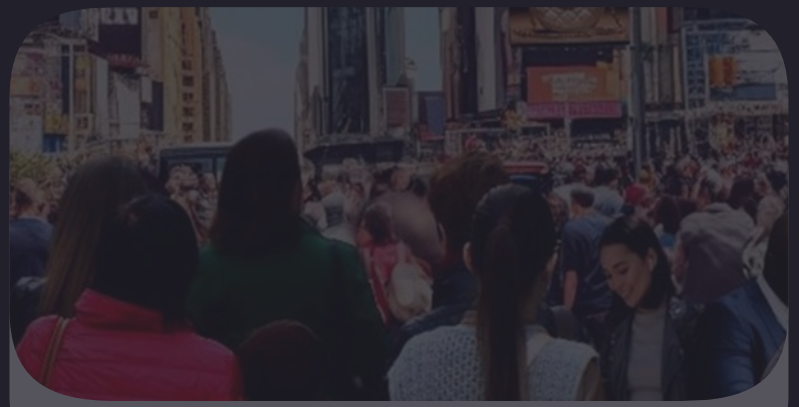

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Making the world a Safer Place

NiCE

Evidencentral is the World's #1

Public Safety & Justice AI Cloud Platform

NICE Recognized as a
leader in public safety & criminal justice

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

IDC Marketscape Worldwide Digital Evidence Management Solutions for Law Enforcement, 2023

NICE was recognized for eighth consecutive year by

American Security Today

NICE Inform Elite Platinum Award for Best 911 Center Solution

NICE Investigate & NICE Justice Gold Award for Best Investigation Solution

Thank You

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