PRODUCT LEADERSHIP

2022

FROST & SULLIVAN

BEST PRACTICES AWARD

Best Practices Criteria for World-Class Performance

Product Portfolio Attributes

Match to Needs

Reliability and Quality

Product/Service Value

Positioning

Design

Business Impact

Financial Performance

Customer Acquisition

Operational Efficiency

Growth Potential

Human Capital

The company demonstrates a strong overall performance

" The Indian Product Leadership Award in the workforce management software industry is awarded to NICE.

Founded in 1986, NICE has proven itself as a leader in the market with its comprehensive workforce management suite for contact centers worldwide.

NICE is at the forefront of incorporating cutting-edge artificial intelligence (AI) capabilities into its solutions, enabling its customers to automate their scheduling processes, which helps increase contact center agent productivity.

- Nithin Ramesh, Senior Consulting Analyst

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry - A Global Growth Partnership Company.

Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Product Leadership Award recognizes the company that offers a product or solution with attributes that deliver the best quality, reliability, and performance in the industry.