



TECHNOLOGY INNOVATION LEADERSHIP



Best Practices Criteria for World-Class Performance



Technology Leverage

Commitment to Innovation
Commitment to Creativity
Stage Gate Efficiency
Commercialization Success
Application Diversity

Business Impact

Financial Performance
Customer Acquisition
Operational Efficiency
Growth Potential
Human Capital

The company demonstrates a strong overall performance



Frost & Sullivan lauds NICE for differentiating itself in the highly competitive market by having one of the industry's broadest and most innovative solution portfolios that delivers efficient, consistent, and customized digital-first experiences.

As a leader in customer interaction solutions, NICE has earned the 2022 Asia-Pacific Cloud Contact Center Services Technology Innovation Leadership Award for its robust CX offerings, successful integration of maturing technologies, and strategic relationships with its clients, partners, and employees.

- Sherrel Roche, Industry Principal



Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Technology Innovation Leadership Award recognizes the company that has introduced the best underlying technology for achieving remarkable product and customer success while driving future business value.

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.