

NEW PATHS PAYMENTS PARADIGMS

ANALYST DAY 2024

Welcome

New Paths. New Payments. New Paradigms. The theme of ACI Worldwide's 2024 Analyst Day was carefully curated to describe the opportunities presented by the rapidly changing payments ecosystem and how ACI will use our position in the market and our Intelligent Payments Orchestration strategy to take advantage of those opportunities.

Global commerce relies on ACI. Our payment software solutions handle billions of transactions, enabling the movement of trillions of dollars, every day. Our bank, biller, and merchant customers are leaders in their industries. They trust our solutions because we have always offered unparalleled scalability, availability, and security.

Real-time payments and other discontinuities in the market are creating a strategic modernization imperative for these customers. Banks are at the forefront of this imperative, critically examining their payment infrastructures with the future in mind. They are seeking a lower-risk path to modernize complex systems and processes that built up over time.

ACI is the only payments technology provider who can offer this lower-risk path to payments modernization. We'll do it by building a cloud-native, multi-tenant payments hub that drives intelligent payments orchestration, and we'll connect our proven products and our new products to the hub. This will provide customers a straight-forward, lower-risk migration path.

While building the payments hub is our top strategic priority in 2024, it is not our only priority. We are investing in our sales and customer success management functions to bring us even closer to customers and their strategies. We are consolidating our ACI Speedpay® technology platforms to improve service and increase efficiency. We will apply generative AI and other tools to enhance speed and productivity, and we will leverage partners more effectively than we ever have.

We are focused on driving significantly higher growth beginning this year, with 7-9% revenue growth expected in 2024.

This is an exciting time at ACI, and I want to thank you for joining us to learn more about our new paths, new payments, and new paradigms. My leadership team and I look forward to spending time with you today and in the future.



Thomas W. Warsop III
President and CEO

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Welcome to Analyst Day 2024

John Kraft

SVP, Head of Strategy & Finance

Notes:

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John Kraft

SVP, Head of Strategy & Finance



John Kraft has served as SVP, Head of Strategy & Finance, for ACI since 2013. He joined ACI to lead its investor relations function after more than 12 years as a sell-side research analyst at D.A. Davidson. During his time at D.A. Davidson, he specialized in financial technology including payments, internet banking, and remittance, and was a two-time winner of The Wall Street Journal's "Best on the Street." Earlier in his career, John served as Vice President, Premier Banking at Bank of America from 1993 to 2001.

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Madeline Aufseeser

Global Leader Analyst Relations & Market Intelligence



Madeline K. Aufseeser serves as ACI's Global Leader Analyst Relations & Market Intelligence. Maddy has extensive experience driving market strategies and as a payments industry influencer. She has more than 30 years of service, including time with top 20 banks, a major network, leading payment industry technology providers and as an industry analyst. Maddy excels at identifying and providing key industry insights, and building and delivering on strategic plans for early stage to Fortune 500 institutions that span the payments ecosystem.

Private Securities Litigation Reform Act of 1995 Safe Harbor for Forward-Looking Statements

This presentation contains forward-looking statements based on current expectations that involve a number of risks and uncertainties



The forward-looking statements are made pursuant to safe harbor provisions of the **Private Securities Litigation Reform Act of 1995**.

A discussion of these **forward-looking statements and risk factors** that may affect them is set forth at the end of this presentation.

The Company assumes **no obligation to update** any forward-looking statement in this presentation, except as required by law.

Notes:

Morning Agenda

- Welcome – John Kraft
- Momentum & Growth – Tom Warsop
- Navigating Our Financial Future – Scott Behrens
- Setting THE Standard in Modern Payments – Debbie Guerra
- Elevating the Biller Experience – Ron Shultz
- Transforming the Future of Tech Today – Abe Kuruvilla
- New Paths in Strategic Value Creation & Growth– Alessandro Silva
- Morning Wrap Up – Tom Warsop
- Q&A

Notes:

Momentum and Growth

2024-2026

Tom Warsop
Chief Executive Officer

Notes:

Tom Warsop

President and CEO



Tom Warsop is ACI's President and Chief Executive Officer. Warsop joined the ACI Board of Directors in June 2015 and became non-executive Chairman in June 2022.

He has led various portfolio companies for several leading private equity firms since 2012, including One Call Care Management, York Risk Services Group, and The Warranty Group. He served as Group President at Fiserv, Inc., a provider of technology solutions to the financial industry, from 2007 to 2012. He served in various capacities at Electronic Data Systems for 17 years, including President of its Business Process Outsourcing unit in Asia Pacific, Vice President in the United Kingdom, and Vice President of Global Financial Services. Tom currently serves on the Board of One Call Care Management.

Notes:

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- Welcome to ACI Worldwide’s 2024 Analyst Day.
- I’m excited about leading ACI and to see huge opportunities to accelerate growth in response to market discontinuities.
- I see these discontinuities as opportunities driving new paths, new payments, and new paradigms.
- ACI is well-positioned, has a right to win, and is planning to deliver 7-9% growth in 2024.

Notes:

What does ACI do?



- The most common question I get is, “What does ACI do?”
- The answer is simple – ACI’s software and services enable the movement of money from one place to another.
- We describe our value proposition as Intelligent Payments Orchestration, which means we enable our customers to move money in a smart, effective, and efficient way.
- Global commerce relies on ACI; we play an important role in the global payments ecosystem.

Notes:



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1B: Our products help move trillions of dollars through more than one billion transactions every day.

10/10: We serve all ten of the world's largest financial institutions by asset value.

94: We have customers in 94 countries.

26: We support 26 regional or national instant payment schemes and 10 central infrastructures.

400: 400 participant banks rely on our real-time solutions.

30%: Our fraud detection and prevention solutions protect approximately 30% of all real-time payments.

80,000: 80,000 of the largest enterprise retailers in the world rely on ACI.

6/10: Our customers include six of the top 10 global merchants, as ranked by the National Retail Federation.

800: Our merchant solutions offer 800 direct connectors through a single API.

\$200B: ACI Payments handles \$200 billion in bill payments annually.

3,000: We serve approximately 3,000 billers.

6/10: Our biller customers include six of the top 10 auto lenders in the U.S.

Notes:

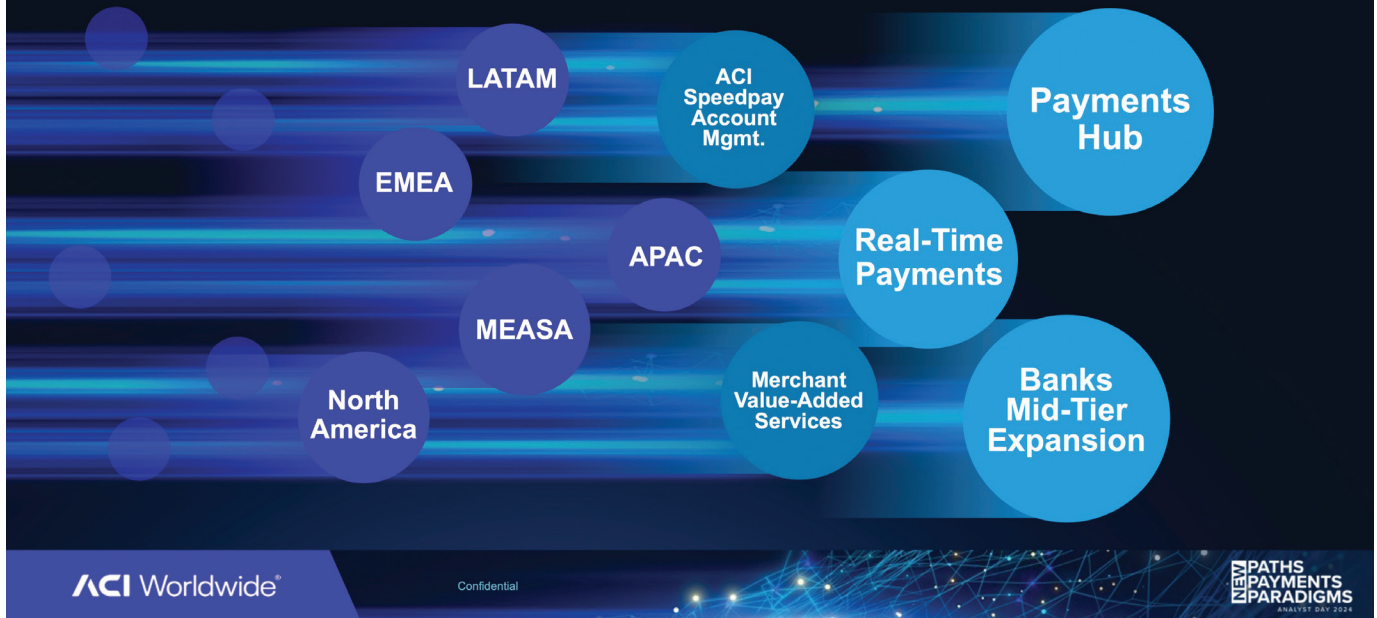
What has changed?



- What has changed since our last analyst day?
- If you go back to 2020/2021, our strategy looked and felt a bit different.

Notes:

Prioritizing Opportunities



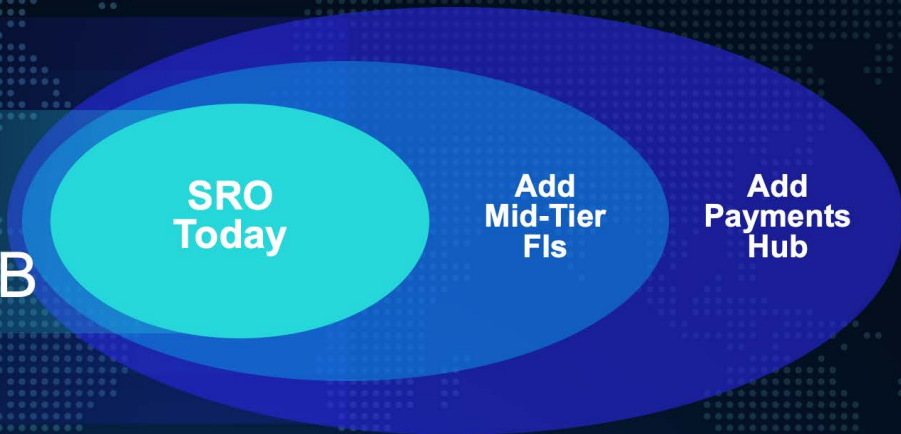
- At any given time, we take into consideration the dynamics in the industry and economy, and we identify and prioritize different opportunities.
- In 2020/2021, we were focused on real-time payments, merchant, and ACI Speedpay – we’ve seen success in all three areas.
- We are turning our focus to a massive opportunity in our Banks business.
- Banks need a way to modernize the complex systems and processes they have built up over decades.

Notes:

Banks Serviceable Revenue Opportunity (SRO)

~100%
INCREASE TO

\$3.5-\$4.5B
BY 2028



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- SRO is the subset of the Total Addressable Market (TAM) we think we can compete for right now, and it is where we place our bets.
- We are expanding our target market to include “mid-tier” financial institutions (FIs) with between \$50 and \$250 billion in assets.
- We are building a cloud-native, multi-tenant payments hub that will allow customers to migrate to new products in a lower-risk way.
- We will make the most of this position, which doubles our SRO by 2028.

Notes:

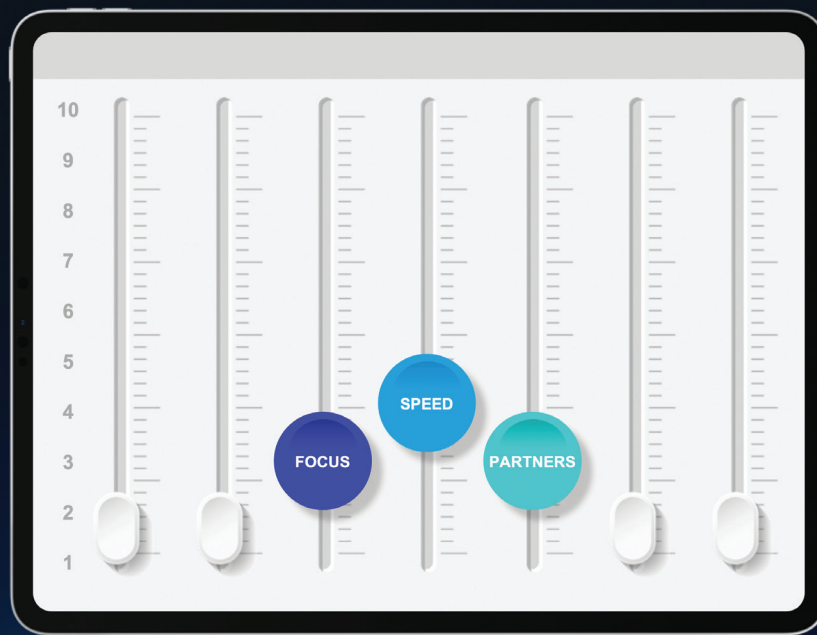
How will we execute?

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- Some fundamental cultural and organizational underpinnings will allow us to deliver what I've described.

Notes:



- We are driven by three non-negotiable tenets: focus, speed, and partners.
- **Focus:** To paraphrase Steve Jobs, focus isn't about saying yes to one thing, it is about saying no to the hundred other good ideas.
- **Speed:** We will move faster – at light speed – by using tools like generative AI and machine learning.
- **Partners:** We will use partners intelligently across the enterprise.
- In the spirit of *This Is Spinal Tap*, we will push these tenets to eleven.

Notes:



- “Payments hub” is a generic term; we will have a clear market-facing name.
- The hub will connect other solutions quickly, and it will be pre-integrated with our Payments Intelligence solutions.
- ACI is uniquely positioned to deliver the technology and process benefits, while minimizing risk.
- Our Merchant and Biller customers want the same intelligent payments orchestration.

Notes:

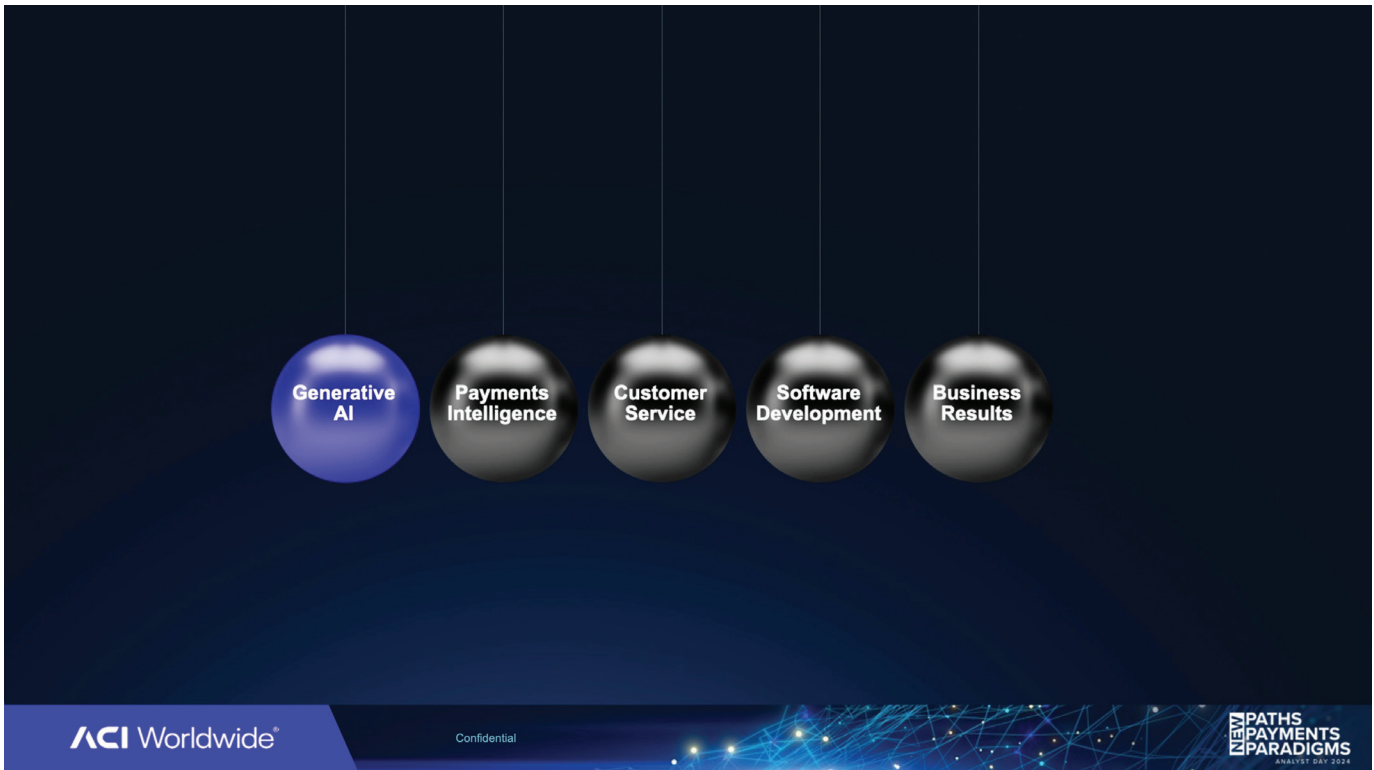
What about AI?

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- No technology conversation today can be complete without including artificial intelligence (AI).

Notes:



- ACI has been using AI for more than two decades and has three primary use cases.
- **Payments Intelligence:** Our analytics and fraud solutions make heavy use of AI.
- **Customer Service:** We have securely loaded our product documentation into our Large Language Model (LLM) instance.
- **Software Development and Modernization:** We are using generative AI to improve coding and testing productivity, with encouraging results so far.

Notes:

What does all this mean?

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- We will continue to benefit from earlier investments in real time, merchant, and ACI Speedpay.
- Our payments hub will be market leading and will allow large financial institutions to modernize in a low-risk, proven way.
- We will expand to the mid-tier market of banks with \$50 to \$250 billion in assets.

Notes:

This is not your father's ACI.

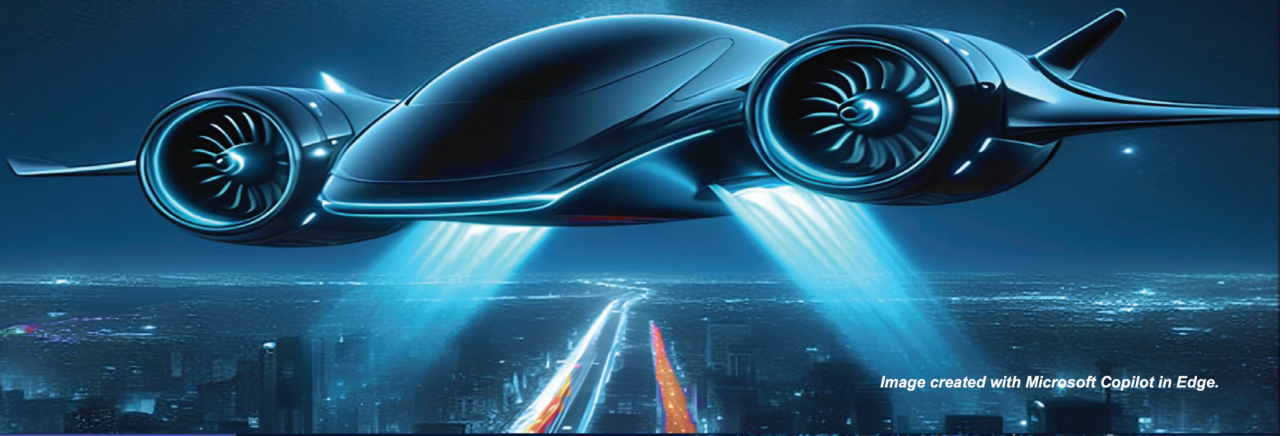


Image created with Microsoft Copilot in Edge.

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- You may think you know everything there is to know about ACI, but we are a different organization today.
- We are ruthlessly focused on executing a clear strategy, staying the leader in our space, applying AI responsibly, and growing consistently.
- Taking inspiration from an old General Motors ad campaign called “Not your father’s Oldsmobile,” – I want you to know we aren’t your father’s ACI – we are much more exciting.

Notes:

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Exceptional
opportunity

Strong
market position

Accelerating
growth

Excellent
cash flow

NASDAQ: ACIW

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- This is an opportunistic time for ACI, and we are focused on delivering exceptional value to our customers and shareholders.
- We have a strong market position; global commerce relies on ACI.
- We are accelerating our growth and will deliver high single-digit growth this year and into the future.
- We have excellent cash flow that we use to generate value for our shareholders.

Notes:

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Navigating Our Financial Future

Scott Behrens
Chief Financial Officer

Notes:

Scott Behrens

Chief Financial Officer



As ACI's Chief Financial Officer, Scott Behrens is responsible for the company's global financial activities, including reporting, investments, and capital structure. Prior to joining ACI in 2007, he served as Senior Vice President, Corporate Controller, and Chief Accounting Officer at SITEL Corporation from January 2005 to June 2007. Earlier in his career, Scott served as Vice President of Financial Reporting at SITEL Corporation and as a senior manager at Deloitte & Touche, LLP. He holds a Bachelor of Science from the University of Nebraska – Lincoln.

Notes:

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Notes:

High-Quality Segment Models

“Gold Standard” reputation for reliability, scalability and functionality



Banks

- Blue-chip customer base of the world’s largest banks and financial intermediaries
- 95% term-based subscription license
- 5% SaaS transaction based
- 25% U.S. / 75% international
- ~ \$620M revenue in 2023
- ~ \$355M of EBITDA in 2023*



Billers

- Biller direct in consumer finance, utilities & telco, insurance, higher education, and government verticals
- 100% transaction-based SaaS model
- 100% U.S.-based
- ~ \$690M revenue in 2023
- ~ \$145M EBITDA in 2023*



Merchants

- Large global merchants with focus on eCommerce and in-store solutions
- 80% transaction-based SaaS model
- 20% term-based subscription license
- 50% U.S. / 50% international
- ~ \$150M revenue in 2023
- ~ \$45M EBITDA in 2023*

*Segment profitability excluding overhead costs



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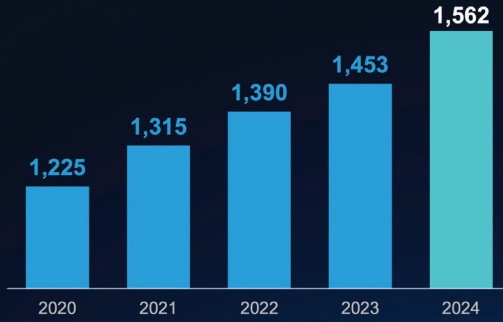


- Banks segment: Serves major banks and financial intermediaries with high-margin licensed software.
- Biller segment: Provides SaaS-based bill payment services in the U.S., leveraging scale for high margins.
- Merchant segment: Offers scalable payment platforms for large merchants, focusing on high growth and recurring revenue.

Notes:

Accelerating Organic Growth

Revenue (millions)
CAGR 6%



Adjusted EBITDA (millions)
CAGR 8%



Note: Dollars in millions. Revenue adjusted for Corporate Online Banking divestiture completed 09.01.2022.
Adjusted EBITDA is a non-GAAP measure. See the Appendix for additional information.
2024 amounts represent midpoint of company guidance.



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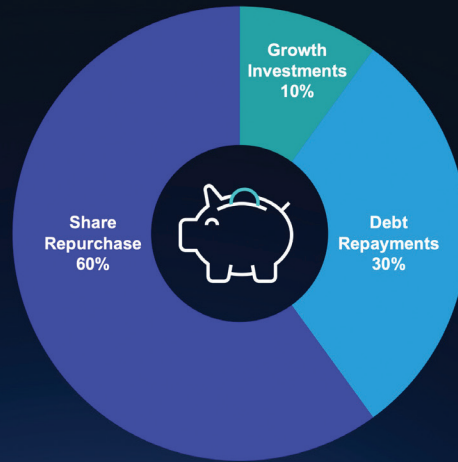


- Illustrates revenue and EBITDA growth over four years, driven by existing customer base expansion and product cross-selling.
- On track to deliver 7-9% revenue growth in 2024.
- Long-term growth outlook focuses on existing customer base expansion and new market penetration.

Notes:

Balanced Use of Cash

Percentages represent actual cash flow usage from total cash flow generated 2021-2023



Notes:

Attractive Segment Growth

High retention rates, recurring revenue, and secular tailwinds



Banks

Growth drivers:

- Broad-based electronic payments transaction growth
- Cross-selling to existing base
- New logos
- Payments hub expands TAM

High single-digit growth



Billers

Growth drivers:

- Secular transaction growth in electronic bill payments
- Shift from bank bill pay
- Cross-selling value-added services
- New logos

High single-digit growth



Merchants

Growth drivers:

- eCommerce transaction growth significant tailwind
- Cross-selling value-added services
- International expansion
- New logos

High single-low double-digit growth

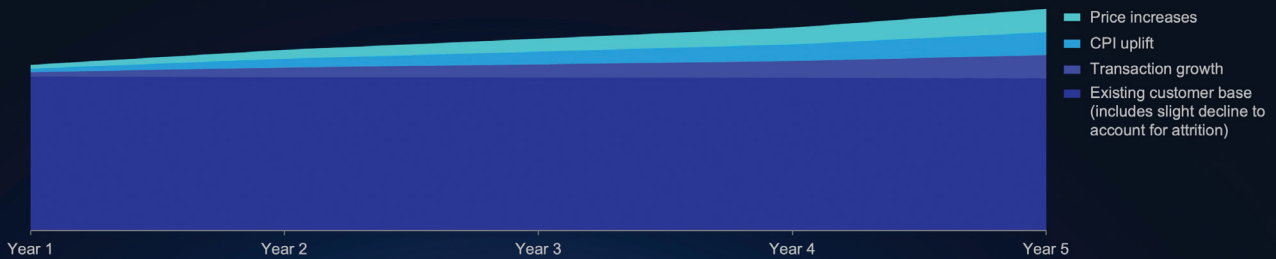
- Growth drivers for banks: Upselling existing products, cross-selling new solutions, and targeting new customers.
- Biller segment growth driven by onboarding contracted customers and increasing electronic bill payments.
- Merchant segment growth fueled by transaction volume increase, new customer acquisition, and value-added services like Buy Now Pay Later.

Notes:

Existing Customers Provide Revenue Base

Low risk / very little downside risk for investors

Existing customer base and high retention produces mid single-digit growth



Slides represent illustrative example

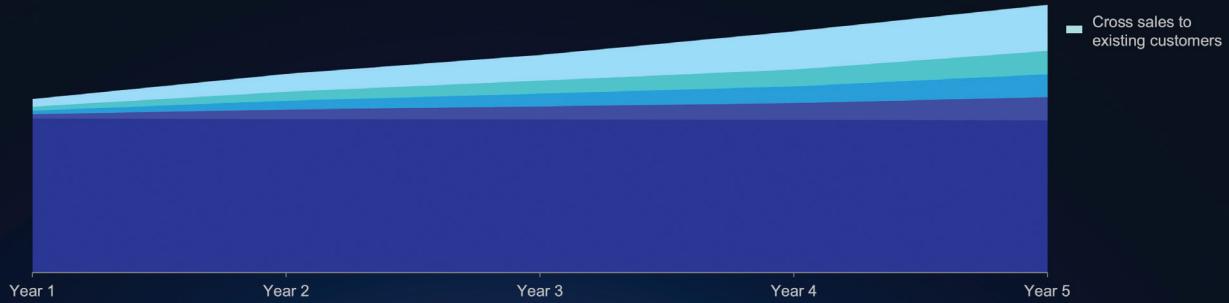
- Revenue growth forecast and budgeting start with the existing customer base, which drives most growth over the next three years.
- Attrition rates are low, offset by growth in electronic payment transaction volumes, CPI uplift provisions, and price increases on renewals.
- Cross-selling to existing customers before targeting new logos contributes to upper single-digit growth.
- Adding new logos opens higher single-digit growth opportunities.
- Profitability and cash flow growth rely on incremental revenue on a scalable software and cost base.

Notes:

Cross Sales to Existing Customers

Historic growth has mainly come through cross sales to existing

Layering on cross sales increases growth



Slides represent illustrative example

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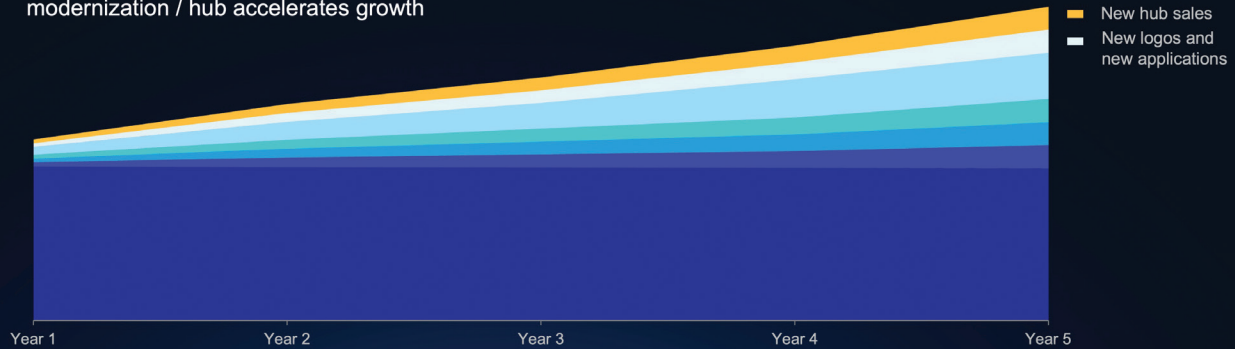
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Notes:

Add New Logos, New Applications

Incremental growth = high reward for shareholders

New opportunities, including bank modernization / hub accelerates growth



Slides represent illustrative example

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Notes:

2024 Financial Guidance



- Outlook for 2024 and medium-to-long-term includes high single-digit organic revenue growth, EBITDA growth tracking revenue, and maintaining leverage around 2.5x.
- EBITDA growth contributes to similar free cash flow growth.
- Cash allocation historically focused on share buy-backs, debt repayments, and growth capex.
- Solid balance sheet with low leverage ratio and increased financial flexibility.

Notes:

Longer Term Outlook

Organic Revenue

High single-digit growth
 • Additional upside with penetration into mid-tier banks

Adjusted EBITDA

Track revenue growth

Cash Flow

Increasing EBITDA to cash flow conversion

Target Leverage

2.5x net debt / EBITDA



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- Cash allocation historically focused on share buy-backs, debt repayments, and growth capex.
- Solid balance sheet with low leverage ratio and increased financial flexibility.

Notes:

Significant Financial Flexibility

We intend to balance growth investments with returning cash to shareholders

Allocation Priorities



Organic growth investments



Inorganic growth investments



Returning cash to shareholders

- Targeted cash allocation consistent with past year's, with potential for opportunistic M&A.
- Demonstrates financial flexibility with rapid cash deployment for share buy-backs.

Notes:

High-Quality Software Model

- Accelerating organic revenue
- Leading market position
- High retention rates
- Pricing power and large barriers to entry
- Significant recurring revenue
- Scalable model with improving margin
- Low cash investment required
- Strong cash flow and balance sheet



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- Summary emphasizes ACI's strong customer base, backlog visibility, and readiness for global payment landscape changes.

Notes:

Setting THE Standard in Modern Payments

Banks | Merchants | Billers

Debbie Guerra
Chief Product Officer

Notes:

Debbie Guerra

Chief Product Officer



Debbie Guerra is ACI's Chief Product Officer. In this role, she leads ACI's product management organization, which is focused on strategically deploying our world-class products to maximize growth and profitability. She joined ACI in 2019 and is a seasoned payments industry executive with more than three decades of experience spanning payments, fintech, consulting, and IT services. Prior to joining ACI, Debbie led First Data's small and midsize direct business and merchant portfolios and P&Ls in Brazil and the U.S., while also managing financial institution referral relationships. She is well versed in ACI's unique product portfolio and uses that knowledge to ensure our products are best addressing the needs of the market.

Notes:



- This session will provide greater insights into ACI's business segments, our product strategy, and how ACI will remain THE STANDARD for intelligent payments orchestration solutions for Banks, Billers, and Merchants.

Notes:

Setting THE Standard in Modern Payments

- Original **fintech innovator** in electronic payments
- Driving a **new payments paradigm**
- Delivering a **new vision** for the global payments ecosystem

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- ACI is the original fintech innovator that shaped and matured electronic payments globally.
- ACI is in an enviable position of trust and leadership across our business segments.
- Learn about our payments hub modernization journey in our Banking segment, as well as our differentiated Payments Intelligence focus.

Notes:



- Solutions we deliver to each segment vary, but there are striking similarities across the customers we serve:

1. ACI serves the largest, most complex businesses in each segment – mega banks and Tier 1 banks and processors globally; large, sophisticated merchants globally; and large direct billers in the U.S.
2. Customers in each segment are faced with challenges to address rapidly changing consumer payment preferences, to adopt new payment methods, and to deliver differentiated customer experiences across numerous payment channels.
3. Customers must react to growing threats from fraud and financial crime.
4. Customers must adhere to a complex and changing regulatory and compliance landscape.
5. Our customers are concurrently faced with modernizing their own applications and underlying technologies, with strong focus on moving to the cloud.
6. Our customers are working to harness the power of data to deliver more personalized customer experiences.

Notes:

Banking

Powering Global Commerce

Issuing & Acquiring | Real-Time Payments | Payments Intelligence

Notes:

Unrivalled Leadership in Banks

10
of the world's top 10
banks are customers

320B
card transactions
processed annually

60+
world's top 100 banks

T+
of wire transfer transactions
handled daily

90+
countries
with customers

10
real-time payments
central infrastructures

26
real-time
domestic schemes

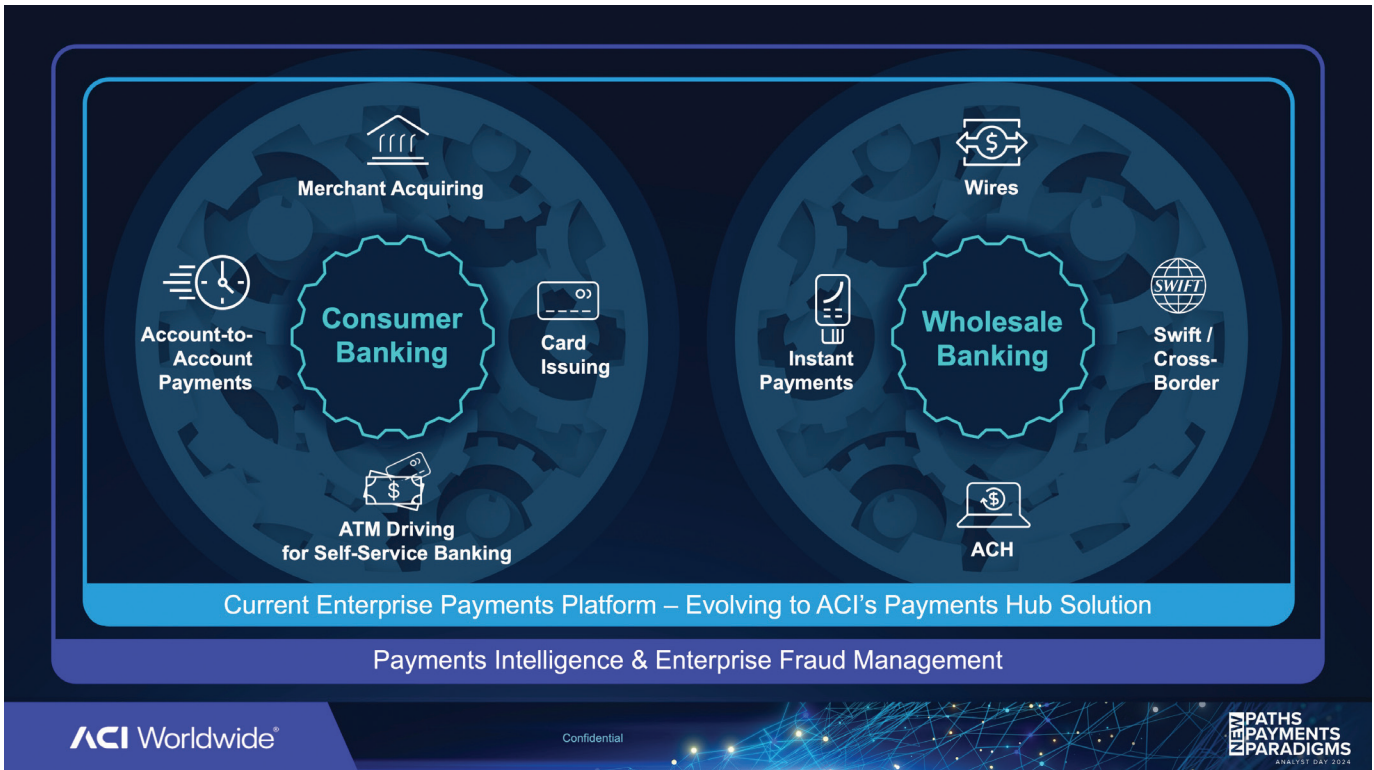
Source: ACI Internal Data

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- ACI is proud of our blue-chip, geographically diverse customer base.
- Our solutions are used by the largest global banks and processors to capture and authorize payment transactions across channels, to drive the expansion of real-time payments both globally and locally in more than 90 countries.

Notes:



- We focus on Consumer Banking solutions and on Wholesale Banking solutions.
- These are distinct business areas within most banks, but market dynamics are driving change that offers new opportunities.
- ACI provides a common solution for the management and settlement of Instant Payments for Consumer and Wholesale Banking – a solution already live with more than 100 financial institutions.
- Our evolving payments hub is designed to enable banks to run an efficient, modern, cloud-native payments environment fit for the years and challenges to come.
- We deliver a differentiated enterprise fraud management solution across our consumer and wholesale banking solutions.

Notes:

Consumer Banking – Issuing & Acquiring

Issuing & Acquiring

- Authenticate, authorize, acquire, clear, and settle electronic consumer payments
- Single card-issuing solution for multiple payment types
- Merchant acquiring solution for all channels and interfaces
- Acquiring solutions to drive ATM and self-service banking

320B

Card transactions processed annually

322 clients

In **74** countries for card processing

1 out of 5

Card transactions processed globally through ACI's card processing software

Source: ACI Internal Data, Nielson Report

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- ACI has proven Consumer Banking solutions.
- We support authorization, capture, clearing, and settlement of payment transactions for the largest financial institutions and processors in the world.
- The highly configurable nature of our software and its rich functional depth suit the complex needs of customers.
- ACI solutions are reliable, rock-solid and provide high value and peace of mind to our customers.
- Historically, these solutions were sold as software licenses that were implemented, integrated, and managed by customers to run on their own premises.
- Today, these solutions are cloud-enabled and are sold or renewed to run in either public or private cloud instances.
- Additionally, these solutions are being modernized to run cloud-native as an integral component of our evolving payments hub solution.

Notes:

Consumer Banking – Instant Payments

Account-to-Account Payments

- Includes instant payments and ACH
- Supports 26+ real-time domestic payment schemes
- SaaS service for the FedNow® Service, TCH RTP, UK Faster Payments and others – supporting >50 institutions
- 10 real-time payment central infrastructures
- ISO 20022-native messaging
- Partnership with Mindgate (India) provides digital overlay services

100+

Customers in on-premise and cloud solutions

18 countries

Live on every continent, except Antarctica

22 of 50

Top world banks use account-to-account payments from ACI

0.5B

Real-time payments processed monthly

Source: ACI Internal Data

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- Over the past 10 years, ACI has emerged as a leading provider of instant payments solutions – delivering valuable solutions for financial institutions and central bank infrastructures.
- We support 26 real-time instant domestic payment schemes and 10 real-time instant payment central infrastructures.
- ACI has more than 100 direct participant banks in 18 countries in production with our real-time instant payment solutions.
- We support aggregators and technical service providers to extend this reach to more than 400 participant banks.
- ACI provides a SaaS solution for the FedNow® Service and TCH RTP in the U.S., and UK Faster Payments and SEPA Instant in Europe.

Notes:

Wholesale Banking – Real-Time Payments

- Real-Time Payments**
- Domestic RTGS payments
 - Wires (high value)
 - ACH
 - Swift/cross-border payments
 - ISO 20022-native messaging

40+
Customers in on-premise
and cloud solutions

5
Countries live

66%
U.S. Fedwire payments

+25%
U.S. Swift

Source: ACI Internal Data

- In Wholesale Banking, we provide a robust software solution that powers high-value payments across wires, ACH and Swift/cross-border payment flows with ISO 20022 compliant messaging.
- We process 66% of all FedWire transactions every day and 50% of CHIPS (Clearing House) volumes.
- We facilitate about 25% of all cross-border Swift payments traffic in the U.S..
- Our account-to-account instant payment solutions are available as cloud-native, cloud-enabled, and on-premise software delivery models. We also deliver on-premise software licenses that our customers deploy and operate.

Notes:

Focus on Real-Time Payments

“It is increasingly essential that all participants in the payments ecosystem develop a payments modernization strategy that includes real-time payments as a key component of that strategy. The industry is rapidly evolving, and real-time is quickly going to become table stakes for remaining competitive.”

Reed Luhtanen
Executive Director and CEO
US Faster Payments Council

Source: <https://investor.aciworldwide.com/news-releases/news-release-details/nymcard-partners-aci-worldwide-combat-fraud-and-financial-crime>

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- ACI's Prime Time for Real-Time annual primary reports provide an established data source that tracks the growth and impact of real-time payments globally.

Notes:

Serviceable Revenue Opportunity by Product and Customer Segment

SRO by product segment, \$B



SRO by customer segment, \$B



Source: Global Payments Map, McKinsey, expert interviews, Mastercard



- Serviceable Revenue Opportunity in Banks and Intermediaries is estimated at approximately \$2 - \$2.5 billion today growing at approximately 9% annually to approximately \$3.5 - \$4.5 billion by 2028.
- The market is moving away from the delivery of discrete software solutions toward integrated orchestration solutions (or payment hubs).
- The payments hub space is expected to grow approximately 2-3x faster than other solutions and be >50% of the market by 2028 – in all areas of our serviceable market.
- The payments orchestration hub, which also incorporates consumer banking account-to-account payments, growing 20-25% CAGR through 2028.
- We evolve our focus from Tier 1 customers to also include the “upper end” of mid-market sized banks (\$50-\$250 billion in assets). This is a new addressable market for us.

Notes:

Payments Hub

A Modern Payments Hub for All Banking Solutions



Notes:

Payments Hub – Orchestrating the Global Payments Ecosystem

- Payments orchestration and transformation
- Any payment type, all channels and endpoints
- Freedom to deploy any cloud strategy
- Powerful data intelligence



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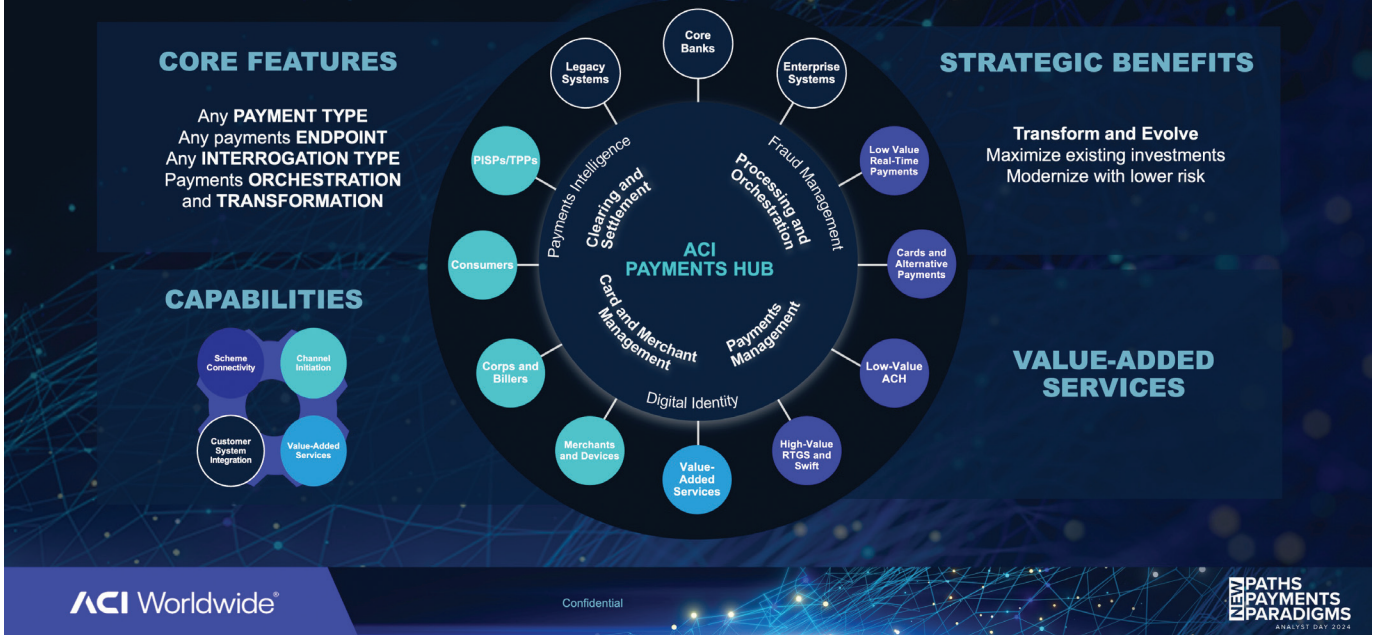
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Industry opinions on payment hubs:

- McKinsey assumes that banking modernization, active planning on cloud strategies, global real-time payments adoption, and continued post-Covid cash decline are all drivers creating tailwinds for payments hub capabilities.
- BCG states that payment hubs are able to address multiple, fragmented payment processes, multiple payment file formats, and send and receive connectivity challenges.
- Celent suggests that a modern payments hub can replace legacy systems with numerous unsupported enhancements that evolved over time and improve payment system implementation and integration timelines.

Notes:

ACI Creates a New Standard in Payment Hubs



- ACI is of the opinion that a modern payments hub brings process optimization and automation by modernizing payments by design.
- Associated enhancements include keeping up with regulatory and compliance requirements and improving customer experience.
- ACI’s payments hub will include consumer payments for Card Issuing, Merchant Acquiring and ATM driving for self-service banking, particularly spanning authorization, capture, clearing, and settlement.
- It will embed our rich and differentiated payments intelligence and enterprise fraud management solution in the payments hub as combatting fraud is an integral capability.
- Our payments hub solution offers services that each area of the bank can access – but from a common technology platform, offering unique opportunities for banks to modernize while addressing total cost of ownership challenges, they face today.
- Our payments hub features a robust partner ecosystem that will expand value-added services and fintech engagement across our hub – opening paths for new monetization opportunities.

Notes:

Payments Hub Delivery Options – Facilitating Choice

- Public cloud options with top players across the cloud ecosystem
- Multi-tenant
- Single-tenant
- On-premises options for customers to operate in their private cloud environments



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- One key characteristic of ACI’s payments hub vision is that it is cloud-native across multiple cloud environments.
- We will enable acquisition of our solution based on customer preference:
 - To run in their private cloud instance
 - In the public cloud – as a single tenant solution or multi-tenant
- Relationships with top players across the cloud ecosystem – Microsoft, AWS, and IBM Red Hat – ensure that our payments hub solution can offer a critical option to accelerate cloud transition.
- For banks that want to continue to operate on premises, we will support with Cloud Native tooling.

Notes:

Setting a Path for Bank Solution Modernization

- Deep relationships with leading banks worldwide
- Growing existing target market
- Payments hub strategy provides unique modernization path for existing customers and opens new addressable market for growth
- Payments intelligence strong differentiator for our banking solutions
- Public and private cloud options



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- ACI has not only strong traction and impact today with the payment solutions we deliver to leading banks worldwide, but we are actively advancing our payments hub solution to offer lower risk modernization paths to existing clients and to address the needs of a new mid-market banking tier.

Notes:

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Notes:

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Notes:

Merchants

Tuning Into Merchant Growth: Intelligent Payments Orchestration

- ACI’s focus on intelligent payments orchestration plays a key role in the value we deliver to our direct Biller customers (ACI Speedpay®) and how we drive net revenue growth, as we optimize interchange and payment decisions across the payments ecosystem.
- Another area where intelligent payments orchestration is critical is in our Merchant segment.
- Key differences between a direct Biller and a Merchant is that a direct Billers take payments after a service is rendered (pay later) vs. Merchants that typically take payments when goods or services are procured (pay now).

Notes:

Leadership Across Merchant Segment



Source: ACI Internal Data, NRF List

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- ACI serves more than 450 large direct merchants globally – some of the largest retailers globally.
- We support more than 80,000 merchants indirectly through payment service providers that white-label our payment orchestration platforms.
- Our global reach of connectors is unrivalled – where a connection represents a route for a transaction to a specific country, acquirer for defined payment types and supporting functionality.

Notes:

Merchant Payments Orchestration Platform



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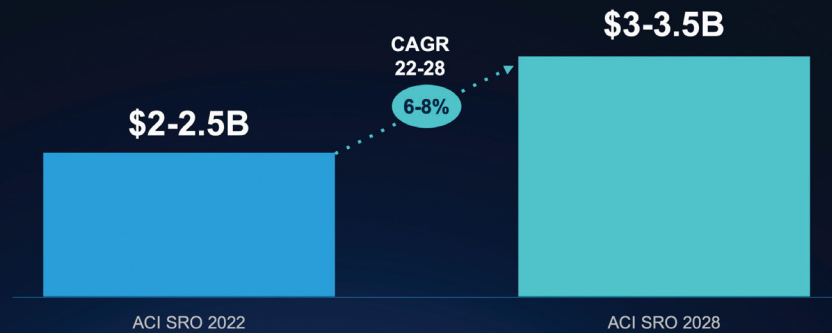
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- ACI provides independent intelligent orchestration platform solutions to large, sophisticated merchants that want to own and manage their customers’ omnichannel experiences.
- By offering payments orchestration that can deliver multiple acquiring routes, ACI can help merchants best manage cost, but also can differentiate from competitors that are individual acquirers who bundle their standard solutions for their customers.
- Merchants are focused on making decisions to improve transaction authorizations, which drive positive customer experiences and – equally important – bring revenue into their businesses.
- Our solutions span global e-commerce payment orchestration, merchant fraud detection and prevention, and omni-channel payment orchestration.

Notes:

Merchant Payments Orchestration Platform Serviceable Revenue Opportunity



Source: McKinsey Global Payment Map, FDIC, The Clearing House, CapIQ, ACI data

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- We serve large merchants with annual revenues in excess of \$1 billion in revenues and that desire an independent payment orchestration platform.
- Many operate globally and need a solution with a broad set of connections to numerous countries, payment methods and acquirers.
- ACI will focus our sales into defined Tier 1 countries where our solutions are localized and fit for purpose.

Notes:

Payments Orchestration Platform



“What we really like about ACI is that we get a world-class technology which comes with readily integrated tools that helps to go to market quickly.

ACI helped us not only in going forward, but they have also helped us all throughout the process. We’ve experienced 300% growth and if we are looking to double that, partnering with ACI gives us that scalability and reliability with the forward-thinking solutions that helps us grow.”

Alaeddin Elmajid
Director of Payment Services
Hyperpay

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Notes:

Payments Orchestration Platform



“ACI supports our strategic goals by offering new solutions based on emerging technologies. It is a valuable partner that not only helps us with day-to-day operational matters but also assists us in shaping payment initiatives for the future.

It’s about more than technology. With ACI, we also get a strategic relationship that adds value to our business by helping us solve payment challenges, create revenue opportunities, and ensure we’re ready to champion change.”

Xavier Foure
Head of Payments
Auchan Retail

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Notes:

Payments Orchestration Platform



“We are extremely happy about the successful completion of this very challenging and complex project, for which ACI's support and expertise has been invaluable.”

Paul Fletcher
Head of Payments
Co-op Group

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Notes:

Payments Orchestration Platform



“We chose ACI because it’s a global leader in payments technology and helps us serve the particular needs of our customers and helps us to grow and evolve at scale. It’s a strategic relationship that supports our wider needs for fraud, routing with the single platform.”

Gavin Waugh
Vice President and Treasurer
The Wendy's Company

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Notes:

Payments Orchestration Platform



“With electronic payment volume rising at double-digit rates every year, flexibility in payment options is critical to our cost-containment strategy. Choosing ACI has proved to be the right decision for Hy-Vee, and they continue to be a valued partner today.”

Micheal Skokan
EVP, CFO, Treasurer
Hy-Vee

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Notes:

Payments Intelligence

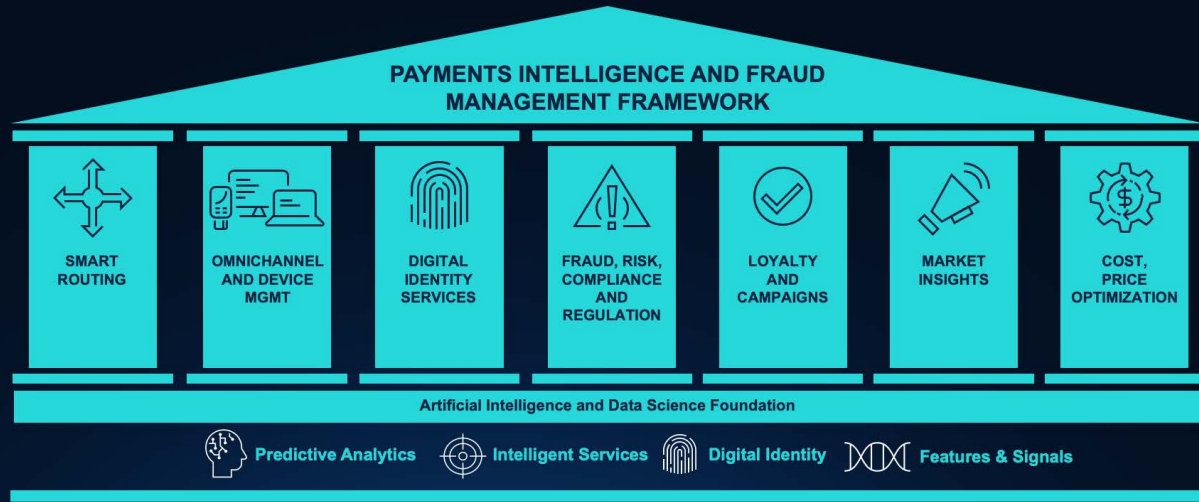
Defending Against Fraud – Unlocking Revenue With Orchestration

- ACI’s most differentiated assets include our AI and machine-learning enabled Ppayments intelligence capabilities.
- These capabilities are grounded in our proven software solutions for enterprise fraud management for Banks, and for fraud detection and prevention for CNP digital transactions for Merchants and Billers.
- ACI is focused on positioning our Payments Itelligence and Fraud Orchestration framework to enable data and intelligence gathering and sharing across the payments continuum.

Notes:

The Payments Intelligence Framework

Enabling intelligence throughout the entire ecosystem



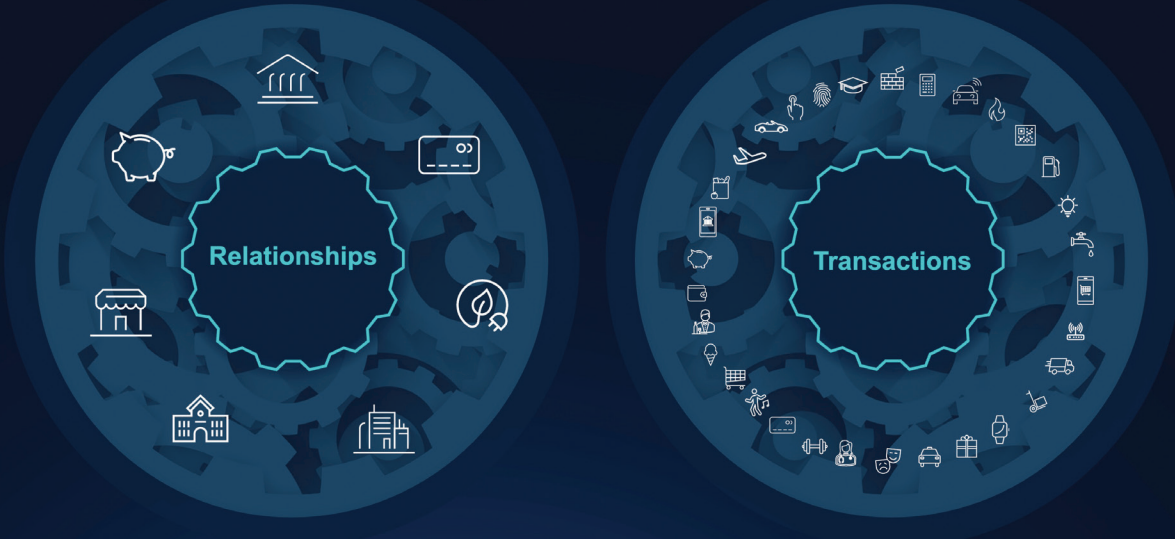
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- Our unique value is our embedded infrastructure that powers all aspects of the global payments ecosystem, from Central and Commercial banks to Merchants, Billers, and many players in between.
- To effectively address the growing impact of fraud and financial crime – and at the same time to harness the power of payments data – our customers are challenged to unify immense volumes of diverse data across the payments ecosystem, in real time, to facilitate precise, intelligent decision-making with optimal efficiency.
- In 1998, ACI began delivering AI competencies as part of our enterprise fraud solutions for Banks, leveraging neural networks developed originally by Nobel Prize winner, Dr. Leon Cooper.
- Since then, with the impact of years of learning, rigorous governance, advances in technology and the efforts of our experienced data scientists, ACI developed and received a patent for our AI-enabled incremental learning solution that uses AI, so that our fraud models learn and adapt over time – driving the efficacy of our real-time fraud decisioning and the life span of our models.

Notes:

ACI Payments Intelligence



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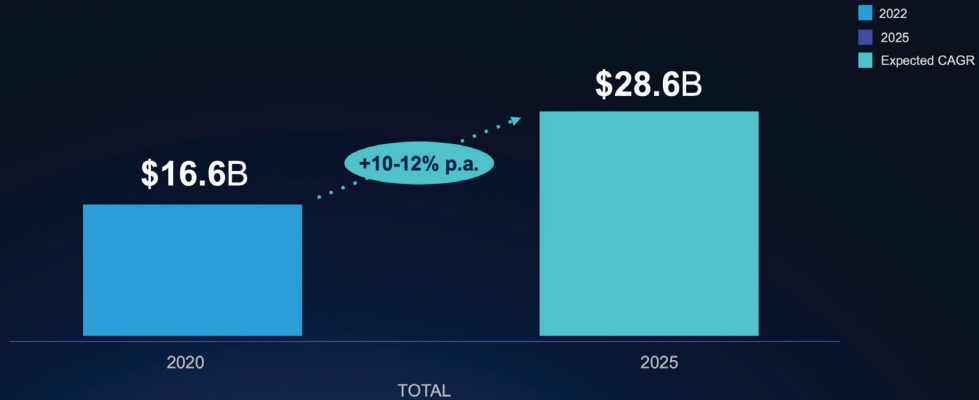
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- We have deep experience in the use of machine learning and AI – and applying that to address very real and accelerating challenges impacting our customers.
- Today, Payments Intelligence is delivering predictive modelling with multiple AI models running in parallel to address the top 4 fraud trends: Anomaly Detection, Account Take Over, Pre- and Post- Authorization for Bank Declines, Friendly Fraud.
- Our solutions alert on the specific fraud type by classification for faster informed decisions and higher precision; we run different types of models in parallel focused on specific trends across segments as a classification.
- The power of the data we harness goes beyond just addressing fraud and financial crime.

Notes:

Payments Intelligence & Fraud Total Addressable Market

Fraud solutions – detection & prevention market size, \$B



Source: McKinsey Global Payment Map, FDIC, The Clearing House, CapIQ, ACI data

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- We see significant growth in the unique fraud and payments intelligence total addressable market.
- ACI is well-poised as we reposition our payments intelligence solutions more directly in the market and also expand our reach, as payments intelligence becomes an integral component of our go-forward payments hub.
- We expect to see associated revenue growth from these solutions reflected in our three segments.
- The growing size of this total addressable market is indicative of just how challenging and serious the issues facing our customers really are.

Notes:

ACI Payments Intelligence

And risk management for Banks



“Our ongoing strategy is to enable our clients with the best-in-class solutions and services. We do not compromise on the quality standards and are delighted to partner with ACI, whose commitment matches ours to protect our customers using one the most sophisticated fraud management solutions in the market.”

Omar Onsi
 Founder and CEO, Nymcard

<https://investor.aciworldwide.com/news-releases/news-release-details/nymcard-partners-aci-worldwide-combat-fraud-and-financial-crime>

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Notes:

ACI Payments Intelligence

And risk management for banks



"Cybersecurity remains an ongoing investment and evolution for us as we look to future-proof our business with the latest and best-in-class solutions to keep us and our customers protected. Together with ACI, we aim to ensure our customers remain in the safest of hands."

Patricco Baron
Chief of Product and Innovation Officer, ALTO

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Notes:

ACI Payments Intelligence

And risk management for banks



“Within a few days of implementing the ACI Fraud Management[®] solution, it alerted us to fraud, which we were then able to prevent. Immediately, we were confident in assuring our customers — and prospective customers — that we can provide them with the risk-free service they need in the current financial climate.”

Patrick Cattermole

Manager of the Card Fraud Team, Westpac, New Zealand

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Notes:

ACI Payments Intelligence

And risk management for merchants



“With the ACI Fraud Management solution, we can confidently accept our genuine customers, whether they have been shopping with us for years, or are visiting our online store for the very first time. The ACI payments optimization team supports our appetite to constantly improve acceptance rates, without exposing the partnership to additional risk or fraud.”

Katy Coull

Partner and Payment Fraud Manager, John Lewis Partnership

<https://www.aciworldwide.com/insights/case-studies/john-lewis>

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Notes:

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Exceptional
opportunity

Strong
market position

Accelerating
growth

Excellent
cash flow

NASDAQ: ACIW

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- ACI has excellent growth opportunities across all three of our segments – where we provide intelligent payment orchestration solutions that meet our customers’ needs.
- Our solutions result in the movement of money – and increasingly, the data –associated with each transaction.
- Through focus, speed and new partnerships – ACI will continue for the next 50 years as the STANDARD in payments and money movement.

Notes:

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Notes:

Elevating the Biller Experience

Ron Shultz

General Manager, ACI Speedpay[®]

Notes:

Ron Shultz

General Manager, ACI Speedpay



Ron Shultz has an extensive background in the financial and payments industry. He was formerly EVP of Global Bill Pay at Mastercard, where he played a crucial role in shaping payment solutions worldwide. Additionally, he held the position of CEO for two acquired businesses at Mastercard, namely Transactis and Arcus Financial. Prior to his tenure at Mastercard, Ron held various senior executive roles at American Express, contributing significantly to the company's Merchant Services division. His extensive experience and leadership have left a lasting impact in the field.

Notes:

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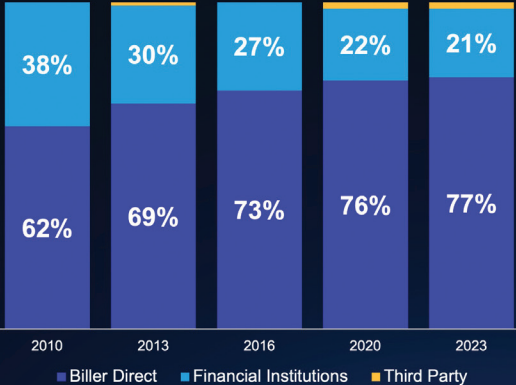
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- Speaker: Ron Shultz, General Manager, ACI Speedpay.
- Former EVP, Global Bill Pay, Mastercard.
- Former CEO of two acquired businesses at Mastercard – Transactis and Arcus Financial.
- Former senior executive at American Express holding a variety of roles in Merchant Services.

Notes:

U.S. Bill Payment Landscape

U.S. ONLINE BILL PAYMENT
PERCENTAGE VOLUME BY TYPE



2023 U.S. BILL PAYMENT VOLUME

16.8 billion bills

2023 ACI SPEEDPAY VOLUME

~500
million
bills

\$200
billion
in payments processed

3,000
billers



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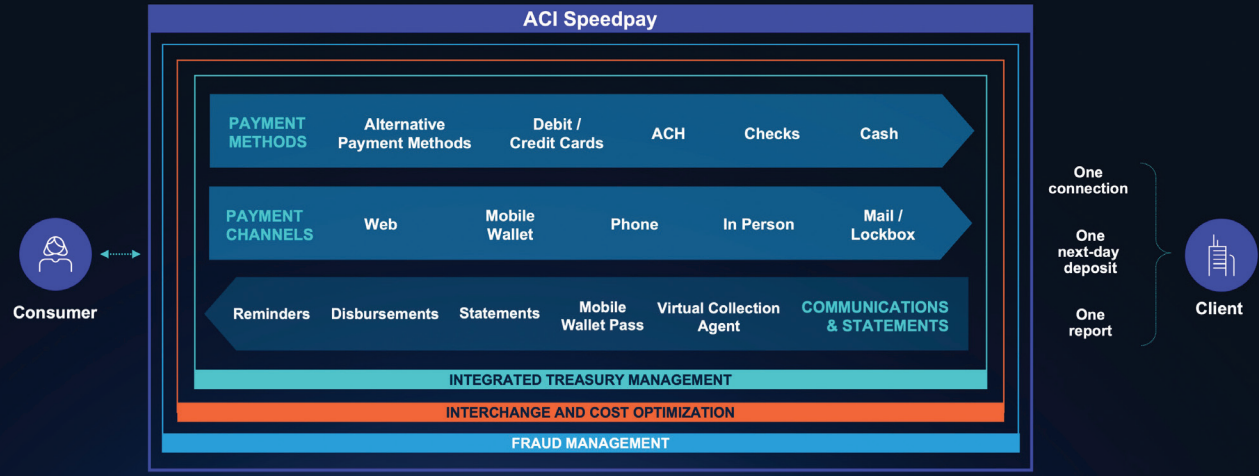


- ACI Speedpay® targets the U.S. biller direct market, which consumers have continued to shift to in recent years, with 77% of the 16.8 billion bills paid this way last year.
- Typical household bills include consumer loans like mortgages and car loans, utilities, telco/cable & internet, insurance, higher education, and government.
- Consumers tend to exhibit last-minute bill payment behavior, and prefer to pay directly to the biller to ensure their payment was received and posted.
- Mobile payments, including Apple Pay, Google Pay, and PayPal, continue to gain in popularity, with 40% of consumers using a mobile wallet in the past year, up from 26% in 2020.

Notes:

ACI Speedpay

Drive customer satisfaction with the widest range of bill pay options in the industry



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- ACI Speedpay competes in the Biller Direct market.
- Additionally, there are smaller industry specialists serving higher education and government sectors.
- ACI Speedpay is the largest biller direct player in the U.S., serving more than 3,000 clients, processing more than \$200 billion in bill payments, and generating \$700 million in revenue annually.
- ACI Speedpay offers a robust suite of solutions to billers of all sizes, including consumer and customer service portals, recurring payments, ERP integrations, and electronic billing.

Notes:

Good to Great

- 1 Be clear about the one thing you are best at in the world
- 2 Define what you are passionate about
- 3 Identify the most important financial metric moving your business



Flywheel Effect

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- There are 3 critical elements that must be defined for those companies that achieve break-through performance:
 1. Be clear about the one thing you are best in the world at.
 2. Define what you are passionate about.
 3. Identify the most important financial metric that moves your business.

Notes:

Good to Great

For ACI Speedpay

- 1 Be clear about the one thing you are best at in the world
- 2 Define what you are passionate about
- 3 Identify the most important financial metric moving your business

- 1 Processing bill payments
- 2 Payments
- 3 Net revenue (gross revenue less interchange expense)



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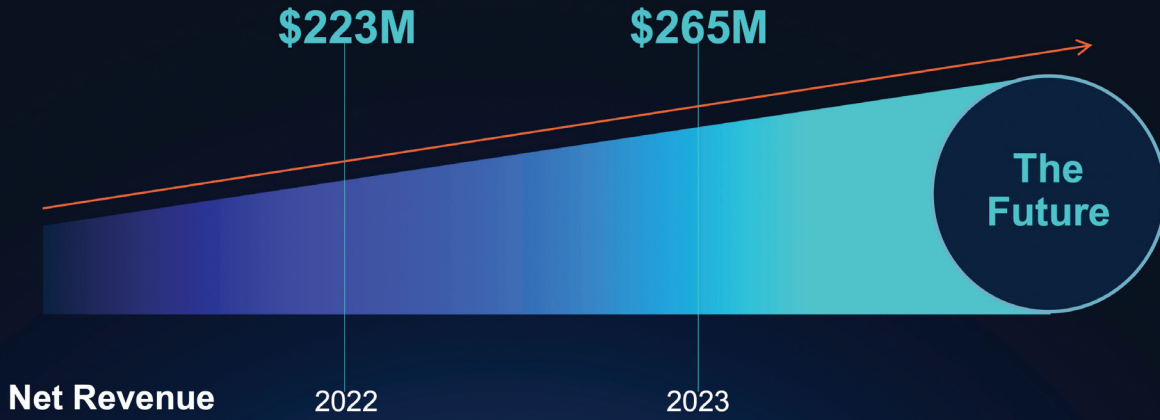
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- The ACI Speedpay team is experienced, with an average of 15 years industry experience on the payments team.
- The ACI Speedpay team is passionate about payments, focused on delivering high-quality service to our clients.

Notes:

2023: Taking ACI Speedpay From Good to Great



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- Identify the most important financial metric that moves your business.
 - Net revenue is the most important metric for ACI Speedpay.
 - Our mission is to enable frictionless payments across all channels.

Notes:

Insurance Case Study



	BEFORE	AFTER
Pricing	2.30% Credit/Debit Absorbed by Biller	2.40% Service Fee Paid by Consumer - Credit 2.40% Absorbed by Biller - Debit
ACI Speedpay	Net Margin (0%)	Net Margin 20%
Biller	Expense \$2.2M	Expense \$2.0M

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- ACI Speedpay had an insurance client that was not profitable for ACI.
- ACI worked with the client to adjust pricing for bill payments: Consumers were charged a 2.4% convenience fee for credit card usage while Debit and ACH payments remained fee-free.
- The new pricing model influenced consumer behavior, many consumers switched from credit cards to lower-cost debit and ACH options.
- ACI Speedpay’s margins improved significantly, rising above 20%. By aligning fees with payment methods, ACI achieved profitability.

Notes:

Fortune 500 Utility Case Study

Client Needs



Quickly offer **financial assistance** to all



Shut down card testing and aggregators

ACI Speedpay Solution

IVR solution live in just days

ACI Fraud Management[®] implemented

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- One of ACI's utility clients received funding from the government that needed to be quickly distributed to low-income families to assist with their electric bills.
- ACI Speedpay swiftly developed a customized IVR solution for a utility client during the pandemic.
- The goal was to enroll 10,000 customers in the first week. Remarkably, they successfully enrolled 90,000 customers within the first two days, providing much-needed relief to vulnerable energy bill payers.
- ACI collaborated with the same utility to combat fraud.
- By detecting card testers and implementing website changes, they significantly reduced chargeback rates. The utility's chargeback rate returned to normal levels.

Notes:

The Evolution of ACI Speedpay



*ACI Speedpay® is the brand. ONE is the descriptor to designate the release
**CI/CD = Continuous Integration & Continuous Delivery

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- ACI Speedpay is on a path of modernization and has grown organically and through acquisitions, acquiring unique capabilities.
- The new paradigm leverages the best features from various platforms, culminating in Speedpay ONE — a configurable, agile, and modern biller direct software.
- Speedpay ONE streamlines onboarding for clients, a scalable platform with continuous deployment, enhancing product development efficiency and able to adapt swiftly to market changes.

Notes:

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Notes:

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Transforming the Future of Tech Today

Abe Kuruvilla
Chief Technology Officer

Notes:

Abe Kuruvilla

Chief Technology Officer



Abe Kuruvilla, the Chief Technology Officer at ACI Worldwide, joined the company in 2023. Prior to this role, he served as the Chief Information Officer for various public and private companies. His expertise lies in building data science practices, delivering cloud and technology transformations, and demonstrating a remarkable depth of payments knowledge.

Notes:

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- Joined ACI as Chief Technology Officer in 2023.
- Former CIO for multiple public and private companies.
- Built numerous data science practices, delivered cloud and technology transformations.
- Impressed by depth of payments knowledge across ACI.
- We have begun to embrace an AI-first engineering mindset.

Notes:

Elevating Trust With AI-Driven Modern Architecture

The ongoing shift to cloud-native applications



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- Our modern architecture is developed, taking into account our clients' diverse needs: cloud-native, public cloud, private cloud, and on-premises environments.
- Designed to run or be hosted anywhere.
- Core principles that define ACI's modern architecture:
 - **High Throughput, Low Latency, and Fault Tolerance**
 - **Beyond Modernity**
 - **Focused Execution, Innovation at the Core, and Foundational Microservices**

Notes:

Enhance Our Proven Ability To Deliver NFRs

Improved NFRs on cloud-native architecture

Today, ACI wins because we already offer critical NFRs!



Built-In Security



Availability



Unparalleled Scalability



Generative AI



Cost Effective

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- A glimpse into some of the critical non-functional requirements (NFRs) that truly matter to our valued customers and how we are improving on them:

1. **Security:** Zero-trust model.
2. **Availability:** Automated failover and zero-downtime maintenance.
3. **Scalability:** Base multi-tenant environment supports growth with horizontal scalability.
4. **Generative AI Integration:** Seamlessly incorporates AI and Gen AI.
5. **Productivity and Cost Efficiency:** Improved TCO.

Notes:

Seamless Migrations & Interoperability

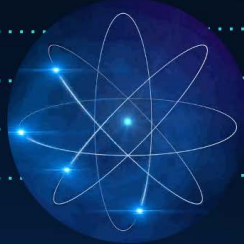
Having shared operations will help take customers from existing solution set to cloud-native

Current (Proven) Technology



Current Technology
Connected to ACI Gateway

ACI's Proprietary Messaging Gateway



Migration of Volume From Proven
Technology to New Technology

Payments Hub



New Technology Connected
to ACI Gateway

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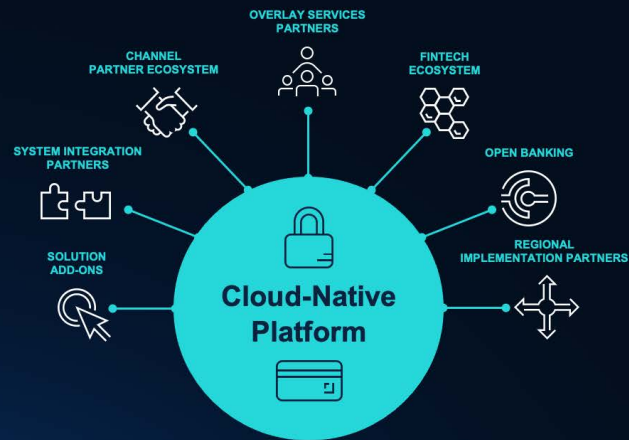
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- ACI is diligently constructing a cloud-native, multi-tenant, and scalable payments hub.
- One of our goals is to facilitate a low-risk migration path for existing customers transitioning to new products.
- How we solve the interoperability challenge for our customers: **Seamless Integration, Scalability, and Decoupling Systems.**
- Our gateway serves as the bridge between our proven or legacy systems and our modern technologies.

Notes:

API First and Open Banking Adoption

- **Simple** - Standard RESTful APIs that use ISO 20022 vocabulary accelerate integration and adoption
- **Scale** - Applicable to all solutions, all geographies, cloud, and on-premise deployments
- **Secure** - Payments-grade security supporting API data integrity, authenticity, and confidentiality
- **Spec-based development** to ensure compatibility
- Allows customers to create their own **unique branded experiences**
- **Integrate** with third-party value-add partners

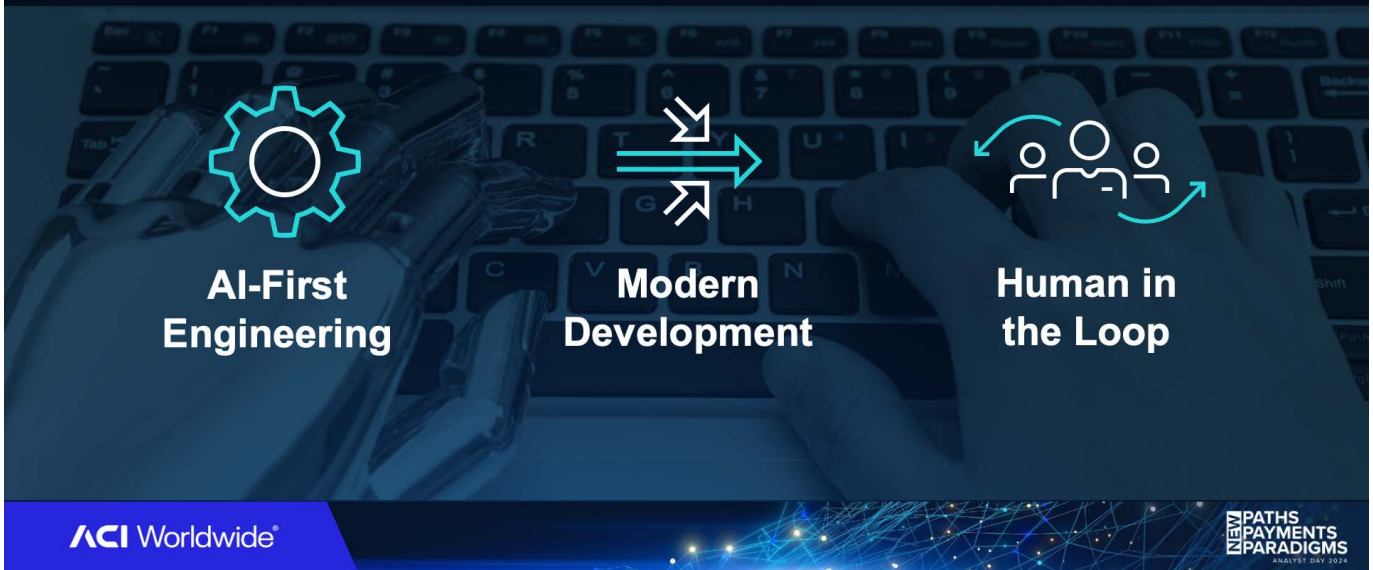


- Flexibility to create value-added functionalities through APIs and web services.
- Seamlessly incorporate ACI's solutions into customers' uniquely branded platforms.
- The key tenets of this approach are:
 - **Simplicity and scalability through API-first integration**
 - **Enhanced security with open banking standards**
 - **Agility and innovation**
- Our strategic pillars – integration, security, and innovation - underscore ACI's vision for a payments industry that is both dynamic and secure.

Notes:

Modernize at Lightning Speed

Development capabilities for the AI world



- ACI has a long history with AI and machine learning, having utilized these technologies in our analytics and fraud solutions for decades.
- In 2023, we introduced ChatUPF, a powerful chatbot deployed to our Help24 team to quickly answer customer “how to” questions.
- Increased productivity across our engineering teams, in both AI-assisted code writing and AI-powered automated testing.
- Proven the interoperability between legacy COBOL product CMM and new Java APIs using ACI’S proprietary messaging gateway solution strategy.
- Humans-in-the-loop concept elevates accuracy and quality from 70-80% to 100%.

Notes:

Speed to Market With a Modern Payments Platform

Accelerate the AI journey in 2024 across multiple areas of the business

AI-Based Transformation Accelerator

- Semi-automate existing features and modernize processes using AI
- Optimize developer time for innovation and new capabilities
- Utilize AI for code translation, with human oversight for final testing and adjustments

Enhanced Pair Programming With AI

- Collaborate effectively with AI powered by GitHub's LLM
- Automate basic function writing and receive in-context code suggestions
- Implement comment-driven development supported by tools like GitHub CoPilot, with human oversight ensuring code reliability and accuracy

Integration of AI Capabilities in ACI's Products

- Enhance product appeal by reducing TCO through AI integration
- Leverage AI features to offer premium licenses and services, boosting revenue streams
- Utilize AI for predictive maintenance, analyzing data to preemptively identify and address potential issues, thus improving product performance and longevity

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- ACI at the forefront of AI integration. Let's delve into the specifics:
 - **First, AI-Based Transformation Accelerator**
 - **Second, Pair Programming With AI**
 - **AI as a Core Capability Within ACI's Products**
- While we continue to advance AI integration within our product line, it's essential to recognize that a human role remains pivotal.
- As we look ahead to 2024 and beyond, ACI is committed to accelerating its AI journey.

Notes:

Moving from a vendor strategy to a
Partner Strategy

Identifying the
Right Partners



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- In 2024, we are embarking on a partner strategy transitioning from more than 40 vendors to single-digit strategic partners.
- Collaborate with partners who can contribute expertise, scale capacity, and provide global coverage across emerging technology trends and practices.
- Partnerships will offer several advantages around collaboration, communication, consistency, cost savings, and accountability.

Notes:

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Modern architecture
cloud-native, scalable, zero trust

Transform at speed
of light with AI

Deploy anywhere,
efficiently

Payments Technology of the Future – Today!

- For ACI, our technology transformation will focus on a modern architecture, AI-first engineering, and strategic partnerships:
 - Committed to delivering a cloud-native, multi-tenant, cost-effective, and scalable payments hub, with a low-risk migration path for existing customers.
 - ACI's modern architecture is designed to run or be hosted anywhere, with high throughput, low latency, and fault tolerance.
 - Significant productivity gains with an AI-first engineering mindset.
 - Aims to consolidate vendors, leading to improved efficiency, cost savings, and better outcomes for both the company and our customers.

Notes:

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Notes:

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New Paths in Strategic Value Creation & Growth

Alessandro Silva
Chief Revenue Officer

Notes:

Alessandro Silva

Chief Revenue Officer



Alessandro Silva assumed the role of Chief Revenue Officer at ACI Worldwide in 2021. He has a rich background that uniquely prepares him for his pivotal role. Originally from Brazil, he has been living outside his home country for more than 10 years. His experiences across varied geographies and cultures have significantly contributed to his effectiveness in boosting international go-to-market efforts and accelerating growth outside North America.

Notes:

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- Head of International Markets to boost international go to market and accelerate growth outside North America.
- Assumed Chief Revenue Officer position 2 years ago.
- From Brazil, living outside Brazil for more than 10 years.
- Experiences in other geographies and cultures prepared Alessandro for his role with ACI.

Notes:

ACI Well-Positioned for Continuous Growth

- Worldwide reach, local expertise
- Maximizing our client base
- Focus on ACI “right to win” for new logos
- Productivity is key for sales and customer success

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- Strong talent based in our five regions.
- Great clients and a sizeable book of renewals.
- Smart and selective in where we put our bets in 2024.
- Invest where ACI has “the right to win.”
- Continue investing in our teams to yield more pipeline, greater productivity, and improving customer satisfaction.

Notes:

Global Reach, Local Expertise



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- Five regional teams consist of New Business Developers (NBDs), Account Executives, Customer Success Managers, Solution Consultants, and Operations.
- Expert local knowledge based in 43 countries on the ground with our clients helping power mission-critical applications across all segments.

Notes:

Maximizing Our Client Base



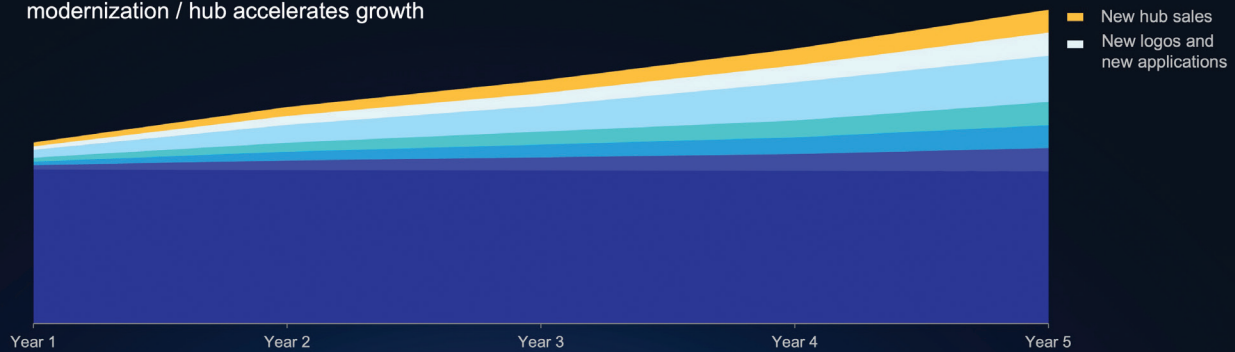
- Clients in all segments from various geographies and applications.
- Opportunities to cross sell and upsell.
- Renewal Acceleration Program to bring more signings into the first half of the year.
- Customer Success Management drives recurring revenue qualifying and expanding our pipeline, while we continue driving productivity and efficiency from our teams.

Notes:

Add New Logos, New Applications

Incremental growth = high reward for shareholders

New opportunities, including bank modernization / hub accelerates growth



Slides represent illustrative example

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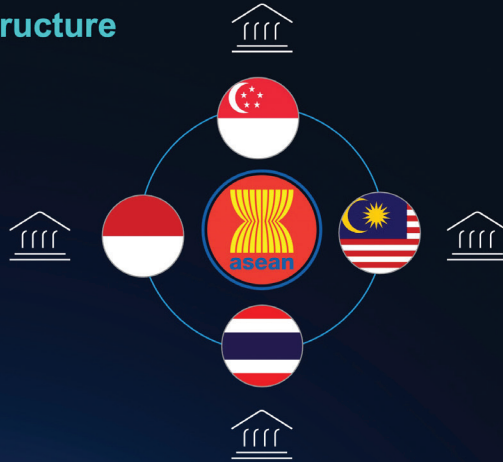
- Our client base provides strong opportunity for cross sales.
- Our investment in the payments hub can accelerate growth.

Notes:

Prioritizing Where We Have the "Right To Win"

Real-Time Payments/Central Infrastructure

- Central Infrastructure hub
- Banks' gateway
- Recent expansion into MEASA (Qatar, Kuwait, Oman and Nepal)
- Most recent win in Latin America (Colombia)
- Establishing strong pipeline



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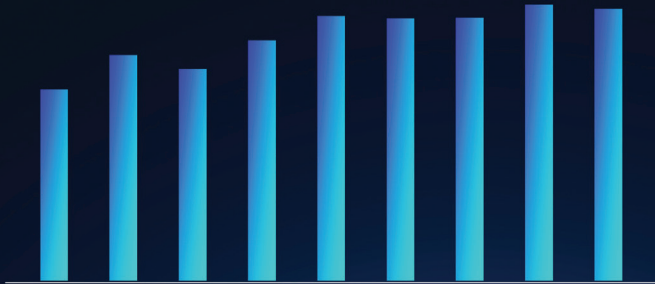
- Primarily signing new logos where ACI has the "right to win."
- Combination of geographies, product fit, and market potential.
- Seeing success with our offerings in real-time payments – especially with central infrastructures or central hubs.
- Recently won central hubs for counties in MEASA, such as Qatar, Kuwait, Oman and Nepal – All four initiatives have implementation projects underway.
- ACI was awarded by the Colombian Banco de la Republica (equivalent to the country's central bank) the contract to power the country's newest central hub initiative.
- Seeking the same success from ASEAN and in the Middle East in Latin America.

Notes:

"Right To Win" Effect on Pipeline and Productivity

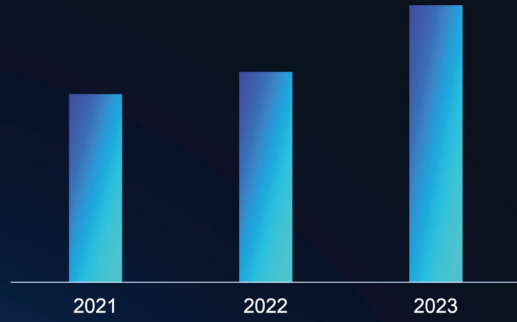
License Sales Pipeline '21-'23

+42%



Avg Seller Production '21-'23

+47%



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- Two initial clients contracted for our new payments hub solution.
- Will power high-value and low-value payment schemes with a unified payments solution.

Notes:

Investment in Our Processes and People

Automation

Pipeline

Customer success
management

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- Continue investing behind the three key pillars:
 - **Automation:** Embracing automation with use of Salesforce
 - **Pipeline:** Increase our qualified pipeline for all segments, improving our forecasting and governance
 - **Productivity:** Advancing in key productivity and efficiency metrics

Notes:

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Notes:

Momentum and Growth

Tom Warsop
Chief Executive Officer

- It's an exciting time to be at ACI.
- We have great opportunities with our existing client base and new customers.
- We are uniquely positioned to deliver a proven, lower-risk modernization journey with our payments hub.
- We have strong market position.
- Growth is accelerating, and we are planning to deliver 7-9% revenue growth in 2024.
- Our cash flow is strong, and we are using it to drive shareholder value.
- ACI is an exceptional investment opportunity.

Notes:

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Q&A

Exceptional
opportunity

Strong
market position

Accelerating
growth

Excellent
cash flow

NASDAQ: ACIW

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Notes:

Non-GAAP Financial Measures

Adjusted EBITDA (millions)	For the Years Ended December 31,			
	2020	2021	2022	2023
Net income	\$ 73	\$ 128	\$ 142	\$ 122
Plus:				
Income tax expense	26	47	64	26
Net interest expense	45	34	41	64
Net other (income) expense	1	1	(43)	8
Depreciation expense	25	21	23	24
Amortization expense	115	113	104	99
Non-cash stock-based compensation expense	29	27	30	24
Adjusted EBITDA before significant transaction-related expenses	314	371	361	367
Significant transaction-related expenses	45	13	12	28
Proforma impact of divestiture	(43)	(28)	(14)	-
Adjusted EBITDA	\$ 316	\$ 356	\$ 359	\$ 395

	For the Years Ended December 31,			
	2020	2021	2022	2023
Revenue as reported	\$ 1,294	\$ 1,371	\$ 1,422	\$ 1,453
Proforma impact of divestiture	(69)	(56)	(32)	-
Adjusted Revenue	\$ 1,225	\$ 1,315	\$ 1,390	\$ 1,453

Notes:

Non-GAAP Financial Measures

To supplement our financial results presented on a GAAP basis, we use the non-GAAP measures indicated in the tables, which exclude significant transaction related expenses, as well as other significant non-cash expenses such as depreciation, amortization, and non-cash compensation, that we believe are helpful in understanding our past financial performance and our future results. The presentation of these non-GAAP financial measures should be considered in addition to our GAAP results and are not intended to be considered in isolation or as a substitute for the financial information prepared and presented in accordance with GAAP. Management generally compensates for limitations in the use of non-GAAP financial measures by relying on comparable GAAP financial measures and providing investors with a reconciliation of non-GAAP financial measures only in addition to and in conjunction with results presented in accordance with GAAP. We believe that these non-GAAP financial measures reflect an additional way to view aspects of our operations that, when viewed with our GAAP results, provide a more complete understanding of factors and trends affecting our business. Certain non-GAAP measures include:

- Adjusted EBITDA: net income (loss) plus income tax expense (benefit), net interest income (expense), net other income (expense), depreciation, amortization, and non-cash compensation, as well as significant transaction related expenses. Adjusted EBITDA should be considered in addition to, rather than as a substitute for, net income (loss).
- Net Adjusted EBITDA Margin: Adjusted EBITDA divided by revenue net of pass-through interchange revenue. Net Adjusted EBITDA Margin should be considered in addition to, rather than as a substitute for, net income (loss).
- Diluted EPS adjusted for non-cash and significant transaction related items: diluted EPS plus tax effected significant transaction related items, amortization of acquired intangibles and software, and non-cash stock-based compensation. Diluted EPS adjusted for non-cash and significant transaction related items should be considered in addition to, rather than as a substitute for, diluted EPS.
- Recurring Revenue: revenue from software as a service and platform service fees and maintenance fees. Recurring revenue should be considered in addition to, rather than as a substitute for, total revenue.
- ARR: New annual recurring revenue expected to be generated from new accounts, new applications, and add-on sales bookings contracts signed in the period.



Notes:

Forward-Looking Statements

This presentation contains forward-looking statements based on current expectations that involve a number of risks and uncertainties. Generally, forward-looking statements do not relate strictly to historical or current facts and may include words or phrases such as “believes,” “will,” “expects,” “anticipates,” “intends,” and words and phrases of similar impact. The forward-looking statements are made pursuant to safe harbor provisions of the Private Securities Litigation Reform Act of 1995.

Forward-looking statements in this press release include, but are not limited to, statements regarding (1) segment growth expectations, (2) full year 2024 revenue, adjusted EBITDA, and (3) longer term targets relating to organic revenue, EBITDA, cash flow and target leverage.

All of the foregoing forward-looking statements are expressly qualified by the risk factors discussed in our filings with the Securities and Exchange Commission. Such factors include, but are not limited to, increased competition, business interruptions or failure of our information technology and communication systems, security breaches or viruses, our ability to attract and retain senior management personnel and skilled technical employees, future acquisitions, strategic partnerships and investments, divestitures and other restructuring activities, implementation and success of our strategy, impact if we convert some or all on-premise licenses from fixed-term to subscription model, anti-takeover provisions, exposure to credit or operating risks arising from certain payment funding methods, customer reluctance to switch to a new vendor, our ability to adequately defend our intellectual property, litigation, consent orders and other compliance agreements, our offshore software development activities, risks from operating internationally, including fluctuations in currency exchange rates, events in eastern Europe and the Middle East, adverse changes in the global economy, compliance of our products with applicable legislation, governmental regulations and industry standards, the complexity of our products and services and the risk that they may contain hidden defects, complex regulations applicable to our payments business, our compliance with privacy and cybersecurity regulations, exposure to unknown tax liabilities, changes in tax laws and regulations, consolidations and failures in the financial services industry, volatility in our stock price, demand for our products, failure to obtain renewals of customer contracts or to obtain such renewals on favorable terms, delay or cancellation of customer projects or inaccurate project completion estimates, impairment of our goodwill or intangible assets, the accuracy of management’s backlog estimates, the cyclical nature of our revenue and earnings and the accuracy of forecasts due to the concentration of revenue-generating activity during the final weeks of each quarter, restrictions and other financial covenants in our debt agreements, our existing levels of debt, events outside of our control including natural disasters, wars, and outbreaks of disease, and revenues or revenue mix. For a detailed discussion of these risk factors, parties that are relying on the forward-looking statements should review our filings with the Securities and Exchange Commission, including our most recently filed Annual Report on Form 10-K and our Quarterly Reports on Form 10-Q.

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Notes:
