BlackLine Launches Value Assurance Subscription Service, Advancing Its System of Trust for Finance

Two subscription tiers, Enhanced and Elite, add personalized Value Journey Roadmaps, quarterly reviews, and peer benchmarking to standard BlackLine support

LOS ANGELES, Nov. 19, 2026 (GLOBE NEWSWIRE) -- BlackLine, Inc. (Nasdaq: BL), the Agentic Financial Operations Platform™ for the Office of the CFO, today announced BlackLine Value Assurance, a new subscription service designed to help finance and accounting organizations get more value from their BlackLine investments through ongoing expert guidance, proactive optimization, and a structured approach to adopting new capabilities.

Unveiled at BeyondTheBlack™ 2026, Value Assurance directly addresses a critical challenge facing today's CFOs: scaling AI across finance while keeping trust in the numbers. Value Assurance advances BlackLine's role as the system of trust for finance in the AI era, giving organizations a structured path to put AI agents to work within their own controls. As finance teams navigate increasing complexity and a rapidly evolving technology landscape, the service provides a clear path to continuously optimize their operations, strengthen adoption, and prepare for the next generation of financial innovation.

"AI in finance only scales when finance can trust the numbers," said Jeremy Ung, Chief Technology Officer at BlackLine. "As we expand our Agentic Financial Operations Platform, we are building the system of trust for finance that governs every agent our customers put to work. Value Assurance gives our customers the continuous expert guidance and architectural oversight they need to scale AI with confidence."

A Continuous Path to Value Realization

At the center of Value Assurance is a personalized Value Journey Roadmap, developed around each customer's business objectives, operational priorities, and opportunities for improvement.

Through ongoing collaboration with BlackLine experts and quarterly value reviews, customers can assess their progress, identify opportunities to optimize existing processes, and establish priorities for adopting new capabilities as their needs evolve.

The service is designed to support customers at different stages of their transformation journey, whether they are preparing for their initial BlackLine deployment, looking to increase adoption of existing capabilities, or exploring new opportunities to modernize financial operations.

Value Assurance also supports the enablement of BlackLine's Agentic Financial Operations Platform, helping customers prepare to take advantage of continued innovation as it becomes available.

Flexible Support to Meet Evolving Customer Needs

Every BlackLine subscription includes standard customer support, access to the BlackLine Community, and self-service learning resources via BlackLine University. Value Assurance builds on that foundation with two subscription tiers, each designed to provide a structured approach to ongoing adoption, optimization, and operational excellence:

- **Enhanced:** Provides access to BlackLine experts who bring deep knowledge of financial operations, business processes, and emerging AI capabilities. Services include a personalized Value Journey Roadmap, quarterly reviews to assess progress and realign on priorities, process health assessments, feature adoption planning, administrator guidance, and targeted training to help customers continuously improve how they use BlackLine.
- **Elite:** Builds on Enhanced with expanded administrative services, proactive operational monitoring, and advanced strategic guidance. In addition to hands-on support for key administrative activities, Elite includes quarterly performance benchmarking, technical architecture reviews, and planning to support expansion into additional business units or operating environments.

A central feature of the Elite tier is its Quarterly Optimization Analysis and Benchmarking, which uses aggregated, anonymized BlackLine usage data to compare customer performance against industry peers and top-performing organizations. These insights help finance teams identify improvement opportunities, evaluate automation performance, and prioritize initiatives that can deliver greater operational value.

These services provide customers with a more structured approach to continuous improvement, helping them move beyond initial deployment toward sustained adoption and optimization.

Extending BlackLine's Commitment to Customer Success

Value Assurance reinforces BlackLine's modern approach to customer success, recognizing that sustainable digital transformation requires more than software deployment. By combining proactive guidance with an evolving roadmap, BlackLine ensures organizations remain agile, compliant, and ready to leverage the latest advancements in AI-driven finance.

"Implementing software is only step one," said Jimmy Duan, Chief Customer Officer "True modernization occurs when technology becomes part of how finance works every day. Value Assurance provides the steady, expert hand to guide teams through change, helping them scale automation, reduce operational risk, and unlock maximum long-term value."

Complemented by BlackLine's Partner Ecosystem

BlackLine Value Assurance is further complemented by managed services offered through BlackLine's partner ecosystem, giving customers additional options for ongoing operational support and optimization. These services range from outsourced administration of BlackLine applications to broader application management and process optimization across financial systems. Partners can also take on the day-to-day execution of accounting operations on behalf of customers, helping organizations maintain efficient processes while freeing internal teams to focus on higher-value activities.

Together, BlackLine Value Assurance and partner-delivered managed services help customers sustain adoption, improve operational performance and maximize the value of their BlackLine investments as their business needs evolve.

Availability

BlackLine Value Assurance is available in November 2026 in North America and Europe. To learn more, visit blackline.com/value-assurance or contact your BlackLine representative.

About BlackLine

BlackLine (Nasdaq: BL) is the trust infrastructure for the AI era of finance: a future where finance drives the agentic era with intelligence, integrity, and trust rising together. The BlackLine Agentic Financial Operations Platform, powered by Verity AI, is where the Office of the CFO scales AI across Record-to-Report, Invoice-to-Cash, and the processes where finance owns the controls and demands integrity at every step.

By unifying data, embedding AI, and engineering trust into every action, BlackLine moves finance and accounting beyond reporting on the business to orchestrating it in real time.

Supported by industry-leading R&D investment and world-class security practices, approximately 4,300 customers across multiple industries partner with BlackLine to lead their organizations into the future.

For more information, please visit blackline.com.

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