## BlackLine Investor Presentation

## Safe Harbor

This presentation contains forward-looking statements. These statements may relate to, but are not limited to, expectations of future operating results or financial performance of BlackLine, Inc ("BlackLine" or the "Company"), the calculation of certain key financial and operating metrics, capital expenditures, introduction of new solutions or products, expansion into new markets, regulatory compliance, plans for growth and future operations, technological capabilities, and ability to execute our technology and platform initiatives and strategic relationships, including our relationship with SAP, as well as assumptions relating to the foregoing. Forward-looking statements are inherently subject to risks and uncertainties, some of which cannot be predicted or quantified. In some cases, you can identify forward-looking statements by terminology such as "may," "will," "should," "could," "expect," "plan," anticipate," "believe," "estimate," "predict," "intend," "potential," "would," "continue," "ongoing" or the negative of these terms or other comparable terminology. You should not put undue reliance on any forward-looking statements. Forward-looking statements should not be read as a guarantee of future performance or results, and will not necessarily be accurate indications of the times at, or by, which such performance or results will be achieved, if at all.

Forward-looking statements are based on information available at the time those statements are made and/or management's good faith beliefs and assumptions as of that time with respect to future events, and are subject to risks and uncertainties that could cause actual performance or results to differ materially from those expressed in or suggested by the forward looking statements. In light of these risks and uncertainties, the forward-looking events and circumstances discussed in this presentation may not occur and actual results could differ materially from those anticipated or implied in the forward-looking statements. These risks and uncertainties are described in greater detail under the heading "Risk Factors" in the filings we make with the Securities and Exchange Commission ("SEC") from time to time, which are available on our website at http://investors.blackline.com and on the SEC's website at www.sec.gov. Except as required by law, BlackLine does not undertake any obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future developments or otherwise.

In addition, statements that "we believe" and similar statements reflect our beliefs and opinions on the relevant subject. These statements are based upon information available to us as of the date of this presentation, and while we believe such information forms a reasonable basis for such statements, such information may be limited or incomplete, and our statements should not be read to indicate that we have conducted an exhaustive inquiry into, or review of, all potentially available relevant information. These statements are inherently uncertain and investors are cautioned not to unduly rely upon these statements.


 companies. A reconciliation of these measures to the most directly comparable GAAP measure is included in the Appendix to this presentation.

## Champions of strategic accounting and finance transformation

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OUR VISION
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## To be the indispensable platform

 for the office of the controller

[^0]
## Our Market Is the Office of the Controller

## Who is the Corporate Controller?

- The Controller plays a critical role in an organization's financial health
- The Controller oversees a large team across many interconnected departments
- The status quo for today's Controllers and their teams is manual processes with information being shared in binders, shared drives, and emails



## The Office of the Controller has Long Been an Area of Underinvestment

The pandemic has accelerated the global economy's shift to modern software and put a spotlight on the back office


## With Manual Accounting Processes That Are Not Sustainable



## And Significant Challenges That Impact the C-Suite



## BlackLine's Financial Operations Management Platform Drives Modern Accounting \& Optimizes Financial Operations



| Financial Integrity |
| :--- |
| Maximum Automation |
| Consistent, <br> Unified Close Process <br> Global Visibility <br> F\&A Intelligence |

## And Enables Strategic Accounting \& Finance Transformation

## Financial Close Management



## Accounts Receivable Automation

Drive accountability through visibility. Reporting \& Dashboards

Build accuracy, control, and consistency into every process. Financial Controls from Order to Cash to the Financial Close \& Compliance

Automate the repetitive to enable higher-value work. Intelligent Automation

Unify systems and data for a complete financial story. Secure integrations, ERP connectors \& APIs

Unified.

Automated.

## The Collaborative Accounting Experience Sets BlackLine Apart

Proven land and expand approach that drives expansion and value for our customers


## Proven Go To Market \& Customer Strategy



## Strength Across Geographies，Sectors \＆Sizes

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## Extending the Competitive Moat Drives Further Growth

## Indispensable Platform for the Controller

- SaaS-based platform
- End-to-end accounting automation technology
- Highly scalable and configurable
- ERP agnostic
- Expanded functionality for the controller


## Strong Partner Ecosystem

- Strategic reseller partnership with SAP Solution Extensions
- Global \& regional consulting alliances
- Partner validation, C-Suite access \& influence, and partner deployments
- Comprehensive partner enablement program


## Customer Engagement and Success

Guide all 3,800+ customer along their path to digital transformation, accelerate platform adoption and expand net revenue retention via:

- Leveraging Blackline expertise and best practices
- Providing one-on-one and one-to-many optimization workshops
- BeyondTheBlack user conference attended by 5,700+ organizations



## Market Leader with Large \& Underpenetrated TAM



# \$28B+ 

\$18.5B financial close market \$10B accounts receivable market ${ }^{2}$
comprised of 165,000 target customers
\$426M BlackLine LTM revenue
comprised of $\sim 3,800$ customers ${ }^{3}$

## Multiple Growth Levers

## International Expansion

Grow existing footprint and leverage partners for ROW

## Partner Ecosystem

## New Customers

Lead new customers on their accounting \& finance transformations


## Customer Expansion

Drive adoption of new solutions, entities, and users among existing customers


Extend and strengthen partner relationships

## Financial Highlights

Q4'21 Revenue Growth ${ }^{1}$

High Growth Subscription Model

Strong secular tailwinds, early stages in a large market, new customers and expansion within
existing customer base


Q4'21 Dollar-Based Net Revenue Retention Rate

Compelling
Expansion Model
High predictability from successful land and expand strategy


Q4'21 Non-GAAP Gross Margin

High Gross Margins

94\% SaaS recurring revenue


Q4'21 Non-GAAP Operating Margin

Demonstrated Operating Leverage

Operating leverage driving profitability

## Highly Visible Subscription Growth Model



## Consistent Customer and User Growth




## Strong Renewal Rate Driving Overall Retention Rate

Dollar-Based Revenue Renewal Rate



[^1]
## Compelling Land and Expand Model



[^2]
## Customer Expansion in Action

Mid-Market Customer
Financial Services Company Current ARR of $\sim \$ 170 \mathrm{~K}$


## Enterprise Customer

Global Industrials Company Current ARR of $\sim \$ 900 \mathrm{~K}$


## Growing Customer Wallet Share

More than 400 customers with an ARR¹ of $\$ 250 \mathrm{~K}+$


## Strategic Product Installed Base Opportunity

Customers who are target candidates

Portion of this opportunity currently captured

Incremental ARR opportunity

|  |  |
| :---: | :---: |
| TRANSACTION | CASH |
| MATCHING | APPLICATION |

## 3,400+ $3,400+$

24\%
6\%
\$150M+

SMART
CLOSE
~900
7\%

1,800+
INTERCOMPANY H U B

2\%

## Demonstrated and Sustained Profitability \& Cash Flow



## Target Operating Model

| \% of Revenue | FY17 | FY18 | FY19 | FY20 | FY21 | Long-Term <br> Target Model |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: |
| Gross Margin ${ }^{1}$ | $81 \%$ | $82 \%$ | $83 \%$ | $83 \%$ | $80 \%$ | $\sim 83 \%$ |
| S\&M ${ }^{1}$ | $51 \%$ | $51 \%$ | $48 \%$ | $42 \%$ | $41 \%$ | $38 \%-42 \%$ |
| R\&D ${ }^{1}$ | $13 \%$ | $12 \%$ | $13 \%$ | $14 \%$ | $16 \%$ | $14 \%-16 \%$ |
| G\&A $^{1}$ | $16 \%$ | $17 \%$ | $16 \%$ | $15 \%$ | $15 \%$ | $7 \%-9 \%$ |
| Operating Margin ${ }^{1}$ | $1 \%$ | $2 \%$ | $6 \%$ | $12 \%$ | $9 \%$ | $20 \%+$ |

## Appendix

## NON-GAAP RECONCILIATIONS AND DEFINITIONS NON-GAAP REVENUE, NON-GAAP GROSS PROFIT, AND FREE CASH FLOW (\$000'S)

|  | Q1 2019 | Q2 2019 | Q3 2019 | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Non-GAAP Revenues |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| GAAP Revenues | \$64,129 | \$69,664 | \$74,925 | \$80,258 | \$82,598 | \$83,272 | \$90,157 | \$95,710 | \$98,856 | \$102,122 | \$109,402 | \$115,326 | \$123,123 | \$175,603 | \$227,788 | \$288,976 | \$351,737 | \$425,706 |
| Purchase Accounting Adjustment to Revenue | - | - | - | - | - | - | - | - | - | - | - | - | 716 | - | - | - | - | - |
| Total Non-GAAP Revenues | \$64,129 | \$69,664 | \$74,925 | \$80,258 | \$82,598 | \$83,272 | \$90,157 | \$95,710 | \$98,856 | \$102,122 | \$109,402 | \$115,326 | \$123,839 | \$175,603 | \$227,788 | \$288,976 | \$351,737 | \$425,706 |
| Non-GAAP Gross Profit |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| GAAP Gross Profit | \$50,511 | \$54,720 | \$59,633 | \$65,137 | \$66,533 | \$66,529 | \$73,175 | \$76,528 | \$76,966 | \$78,550 | \$84,965 | \$87,354 | \$92,912 | \$134,218 | \$176,914 | \$230,001 | \$282,765 | \$327,835 |
| Purchase Accounting Adjustment to Revenue | - | - | - | - | - | - | - | - | - | - | - | - | 716 | - | - | - | - | - |
| Amortization of Developed Technology | 1,711 | 1,712 | 1,199 | 175 | 175 | 176 | 176 | 665 | 665 | 670 | 675 | 675 | 6,368 | 6,847 | 6,863 | 4,797 | 1,192 | 2,685 |
| Stock-Based Compensation Expense | 888 | 1,159 | 1,431 | 1,336 | 1,323 | 1,706 | 1,871 | 1,996 | 1,750 | 2,227 | 2,213 | 2,220 | 715 | 1,149 | 3,265 | 4,814 | 6,896 | 8,410 |
| Total Non-GAAP Gross Profit | \$53,110 | \$57,591 | \$62,263 | \$66,648 | \$68,031 | \$68,411 | \$75,222 | \$79,189 | \$79,381 | \$81,447 | \$87,853 | \$90,249 | \$100,711 | \$142,214 | \$187,042 | \$239,612 | \$290,853 | \$338,930 |
| Free Cash Flow |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Cash flows from operating activities | \$3,026 | \$8,620 | \$9,854 | \$8,224 | \$8,517 | \$9,617 | \$21,789 | \$14,812 | \$28,505 | \$12,388 | \$17,074 | \$22,126 | $(\$ 4,808)$ | \$6,424 | \$16,140 | \$29,724 | \$54,735 | \$80,093 |
| Capitalized software development costs | $(1,232)$ | $(1,367)$ | $(1,152)$ | $(1,309)$ | $(2,289)$ | $(2,705)$ | $(2,844)$ | $(2,740)$ | $(4,021)$ | $(3,542)$ | $(3,677)$ | $(3,296)$ | $(3,270)$ | $(4,624)$ | $(5,675)$ | $(5,060)$ | $(10,578)$ | $(14,536)$ |
| Purchase of property and equipment | $(1,103)$ | (886) | $(1,472)$ | $(1,171)$ | $(1,152)$ | $(1,072)$ | (291) | $(3,998)$ | $(1,096)$ | (626) | $(3,475)$ | $(3,532)$ | $(1,724)$ | $(4,002)$ | $(6,284)$ | $(4,632)$ | $(6,513)$ | $(8,729)$ |
| Financed purchases of property and equipment | - | (145) | (169) | (113) | (169) | (56) | (169) | (168) | (169) | (252) | (128) | - | - | - | - | (427) | (562) | (549) |
| Purchases of intangible assets | - | - | - | - | - | $(2,333)$ | - | - | - | - | - | - | - | - | - | - | $(2,333)$ | - |
| Free Cash Flow | \$691 | \$ 6,222 | \$ 7,061 | \$ 5,631 | \$ 4,907 | \$ 3,451 | \$ 18,485 | \$7,906 | \$23,219 | \$7,968 | \$9,794 | \$15,298 | $(\$ 9,802)$ | $(\$ 2,202)$ | \$4,181 | \$19,605 | \$34,749 | \$56,279 |

## "ACQUISITION" DEFINITION

We operated as BlackLine Systems, Inc., which we refer to as the "Predecessor," from 2001 until September 2013. On September 3, 2013, BlackLine, Inc., which we refer to as the "Successor, acquired BlackLine Systems, Inc. in connection with an investment by Silver Lake Sumeru and Iconiq, which we refer to as the "Acquisition." The Successor was created for the sole purpose of acquiring the Predecessor and had no prior operations. We refer to Silver Lake Sumeru and Iconiq collectively as our "Investors" and, in connection with the Acquisition, our Investors obtained a controlling interest in us. The Acquisition resulted in a new basis of accounting and was accounted for as a business combination.

2016 GAAP revenues were adjusted for the impact of purchase accounting resulting from the Runbook Acquisition on August 31, 2016. The purchase accounting adjustments for the quarters ende March 31, 2017, June 30, 2017, September 30, 2017, December 31, 2017, and March 31, 2018 related to the Runbook Acquisition were not meaningful and were thus not presented

BLACKLINE

## NON-GAAP RECONCILIATIONS NON-GAAP OPERATING INCOME (LOSS) AND NON-GAAP NET INCOME (LOSS) (\$000'S)

|  | Q1 2019 | Q2 2019 | Q3 2019 | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Non-GAAP Income (Loss) from Operations |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| GAAP Income (Loss) from Operations | (\$9,323) | $(\$ 5,978)$ | $(\$ 7,861)$ | (\$4,737) | $(\$ 7,337)$ | (\$3,326) | $(\$ 2,036)$ | $(\$ 7,192)$ | (\$18,705) | (\$9,672) | \$5,951 | $(\$ 16,188)$ | (\$33,934) | (\$30,409) | $(\$ 29,836)$ | (\$27,899) | (\$19,891) | (\$38,614) |
| Purchase Accounting Adjustment to Revenue | - | - | - | - | - | - | - | - | - | - | - | - | 716 | - | - | - | - | - |
| Amortization of Acquired Intangible Assets | 3,077 | 3,079 | 2,566 | 1,543 | 1,543 | 1,622 | 1,622 | 2,892 | 2,893 | 2,907 | 2,630 | 2,049 | 12,505 | 13,310 | 13,023 | 10,265 | 7,679 | 10,479 |
| Stock-Based Compensation Expense | 6,452 | 8,012 | 10,141 | 9,447 | 9,456 | 12,616 | 13,326 | 14,292 | 14,794 | 17,065 | 16,930 | 17,081 | 6,526 | 16,044 | 20,895 | 34,052 | 49,690 | 65,870 |
| Change in Fair of Contingent Consideration | (9) | 193 | 129 | (267) | 145 | (221) | (72) | 176 | 7,702 | (782) | $(10,346)$ | 668 | 371 | 628 | 450 | 46 | 28 | $(2,758)$ |
| Legal Settlement Gain | - | - | (380) | - | - | - | - | - | - | - | - | - | - | - | - | (380) | - | - |
| Acquisition-Related Costs | - | - | - | - | - | - | 1,790 | 2,946 | - | - | - | 1,586 | 1,582 | - | - | - | 4,736 | 1,586 |
| Secondary offering costs | - | - | - | - | - | - | - | - | - | - | - | - |  | 809 | - | - | - |  |
| Shelf offering costs | 212 | - | - | - | - | - | - | - | - | - | - | - | - | 818 | 401 | 212 | - | - |
| Total Non-GAAP Income (Loss) From Operations | \$409 | \$5,306 | \$4,595 | \$5,986 | \$3,807 | \$10,691 | \$14,630 | \$13,114 | \$6,684 | \$9,518 | \$15,165 | \$5,196 | $(\$ 12,234)$ | \$1,200 | \$4,933 | \$16,296 | \$42,242 | \$36,563 |
| Non-GAAP Net Income (Loss) attributable to BlackLine |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net income (loss) attributable to BlackLine ${ }^{1}$ | (\$8,781) | (\$5,362) | $(\$ 9,206)$ | $(\$ 9,186)$ | $(\$ 12,843)$ | (\$8,332) | (\$8,751) | $(\$ 16,985)$ | $(\$ 38,964)$ | $(\$ 25,446)$ | $(\$ 13,741)$ | (\$37,010) | $(\$ 39,159)$ | (\$33,408) | (\$28,714) | $(\$ 32,535)$ | $(\$ 46,911)$ | $(\$ 115,161)$ |
| Provision for (benefit from) Income Taxes related to acquisitions | - | (18) | 53 | 55 | (16) | (72) | 35 | (616) | 81 | 146 | (636) | (552) | $(6,956)$ | (511) | (540) | 90 | (669) | (961) |
| Secondary offering costs | - | - | - | - | - | - | - | - | - | - | - | - | - | 809 | - | - | - |  |
| Shelf offering costs | 212 | - | - | - | - | - | - | - | - | - | - | - | - | 818 | 401 | 212 | - | - |
| Stock-Based Compensation Expense | 6,452 | 8,012 | 10,141 | 9,447 | 9,456 | 12,616 | 13,326 | 14,292 | 14,787 | 17,031 | 16,877 | 17,028 | 6,526 | 16,044 | 20,895 | 34,052 | 49,690 | 65,723 |
| Amortization of debt discount and issuance costs | - | - | 2,923 | 5,487 | 5,532 | 5,584 | 5,758 | 5,815 | 7,651 | 15,590 | 16,031 | 16,266 | - | - | - | 8,410 | 22,689 | 55,538 |
| Amortization of Acquired Intangible Assets | 3,077 | 3,079 | 2,566 | 1,543 | 1,543 | 1,622 | 1,622 | 2,892 | 2,893 | 2,907 | 2,630 | 2,049 | 12,505 | 13,310 | 13,023 | 10,265 | 7,679 | 10,479 |
| Accretion of Debt Discount | - | - | - | - | - | - | - | - | - | - | - | - | 1,303 | - | - | - | - | - |
| Accretion of Warrant Discount | - | - | - | - | - | - | - | - | - | - | - | - | 754 | - | - | - | - | - |
| Purchase Accounting Adjustment to Revenue | - | - | - | - | - | - | - | - | - | - | - | - | 716 | - | - | - | - | - |
| Change in Fair Value of Contingent Consideration | (9) | 193 | 129 | (267) | 145 | (221) | (72) | 176 | 7,702 | (782) | $(10,346)$ | 668 | 371 | 628 | 450 | 46 | 28 | $(2,758)$ |
| Change in Fair Value of Common Stock Warrant Liability | - | - | - | - | - | - | - | - | - | - | - | - | 5,880 | 3,490 | - | - | - | - |
| Acquisition-Related Costs | - | - | - | - | - | - | 1,790 | 2,946 | - | - | - | 1,586 | 1,582 | - | - | - | 4,736 | 1,586 |
| Legal Settlement Gains | - | - | (380) | - | - | - | - | - | - | - | - | - | - | - | - | (380) | - | - |
| Adjustment to redeemable non-controlling interest | - | 54 | 839 | 940 | 2,201 | 719 | 1,319 | 4,619 | 5,937 | 154 | 4,275 | 4,711 | - | - | - | 1,833 | 8,858 | 15,077 |
| Loss on extinguishment of convertible senior notes | - | - | - | - | - | - | - | - | 7,012 |  | - | - | - | - | - | - | - | 7,012 |
| Total Non-GAAP Net Income (Loss) attributable to BlackLine | \$951 | \$5,958 | \$7,065 | \$8,019 | \$6,018 | \$11,916 | \$15,027 | \$13,139 | \$7,099 | \$9,600 | \$15,090 | \$4,746 | (\$16,478) | \$1,180 | \$5,515 | \$21,993 | \$46,100 | \$36,535 |

$28{ }^{1}$ 2017-19 net income (loss) attributable to BlackLine has been adjusted for the non-cash, income tax revision.

## NON-GAAP RECONCILIATIONS NON-GAAP S\&M, NON-GAAP R\&D, NON-GAAP G\&A (\$000’S)

|  | Q1 2019 | Q2 2019 | Q3 2019 | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| GAAP Sales and Marketing Expense | \$35,848 | \$37,192 | \$41,848 | \$43,949 | \$44,785 | \$41,826 | \$42,588 | \$45,382 | \$48,429 | \$49,182 | \$48,799 | \$56,210 | \$77,810 | \$103,967 | \$128,808 | \$158,837 | \$174,581 | \$202,620 |
| Amortization of Intangible Assets | (968) | (968) | (968) | (968) | (969) | (968) | (968) | $(1,750)$ | $(1,750)$ | $(1,759)$ | $(1,477)$ | (897) | $(3,605)$ | $(3,872)$ | $(3,887)$ | $(3,872)$ | $(4,655)$ | $(5,883)$ |
| Stock-Based Compensation Expense | $(2,994)$ | $(3,558)$ | $(4,522)$ | $(4,315)$ | $(4,393)$ | $(5,577)$ | $(5,675)$ | $(5,901)$ | $(5,251)$ | $(5,861)$ | $(5,760)$ | $(5,884)$ | $(2,490)$ | $(10,811)$ | $(8,674)$ | $(15,389)$ | $(21,546)$ | $(22,756)$ |
| Non-GAAP Sales and Marketing Expense | \$31,886 | \$32,666 | \$36,358 | \$38,666 | \$39,423 | \$35,281 | \$35,945 | \$37,731 | \$41,428 | \$41,562 | \$41,562 | \$49,429 | \$71,715 | \$89,284 | \$116,247 | \$139,576 | \$148,380 | \$173,981 |
| GAAP Research and Development Expense | \$10,307 | \$10,829 | \$11,558 | \$10,312 | \$11,747 | \$11,847 | \$14,829 | \$18,041 | \$18,973 | \$18,795 | \$18,843 | \$20,711 | \$21,125 | \$23,874 | \$30,754 | \$43,006 | \$56,464 | \$77,322 |
| Stock-Based Compensation Expense | (944) | $(1,235)$ | $(1,452)$ | $(1,098)$ | $(1,229)$ | $(1,735)$ | $(1,954)$ | $(2,480)$ | $(2,611)$ | $(2,865)$ | $(2,788)$ | $(2,846)$ | (809) | (767) | $(2,570)$ | $(4,729)$ | $(7,398)$ | $(11,110)$ |
| Non-GAAP Research and Development Expense | \$9,363 | \$9,594 | \$10,106 | \$9,214 | \$10,518 | \$10,112 | \$12,875 | \$15,561 | \$16,362 | \$15,930 | \$16,055 | \$17,865 | \$20,316 | \$23,107 | \$28,184 | \$38,277 | \$49,066 | \$66,212 |
| GAAP General and Administrative Expense | \$13,679 | \$12,677 | \$14,088 | \$15,613 | \$17,338 | \$16,182 | \$17,794 | \$20,297 | \$28,269 | \$20,245 | \$11,372 | \$26,621 | \$27,911 | \$36,786 | \$47,188 | \$56,057 | \$71,611 | \$86,507 |
| Amortization of Intangible Assets | (398) | (399) | (399) | (400) | (399) | (478) | (478) | (477) | (478) | (478) | (478) | (477) | $(2,532)$ | $(2,591)$ | $(2,273)$ | $(1,596)$ | $(1,832)$ | $(1,911)$ |
| Stock-Based Compensation Expense | $(1,626)$ | $(2,060)$ | $(2,736)$ | $(2,698)$ | $(2,511)$ | $(3,598)$ | $(3,826)$ | $(3,915)$ | $(5,182)$ | $(6,112)$ | $(6,169)$ | $(6,131)$ | $(2,512)$ | $(3,317)$ | $(6,386)$ | $(9,120)$ | $(13,850)$ | (23,594) |
| Change in Fair Value of Contingent Consideration | 9 | (193) | (129) | 267 | (145) | 221 | 72 | (176) | $(7,702)$ | 782 | 10,346 | (668) | (371) | (628) | (450) | (46) | (28) | 2,758 |
| Legal Settlement Gains | - | - | 380 | - | - | - | - | - | - | - | - | - | - | - | - | 380 | - | - |
| Acquisition Related Costs | - | - | - | - | - | - | $(1,790)$ | $(2,946)$ | - | - | - | $(1,586)$ | $(1,582)$ | - | - | - | $(4,736)$ | $(1,586)$ |
| Secondary offering Costs | - | - | - | - | - | - | - | - | - | - | - | - | - | (809) | - | - | - | - |
| Shelf offering Costs | (212) | - | - | - | - | - | - | - | - | - | - | - | - | (818) | (401) | (212) | - | - |
| Non-GAAP General and Administrative Expense | \$11,452 | \$10,025 | \$11,204 | \$12,782 | \$14,283 | \$12,327 | \$11,772 | \$12,783 | \$14,907 | \$14,437 | \$15,071 | \$17,759 | \$20,914 | \$28,623 | \$37,678 | \$45,463 | \$51,165 | \$62,174 |


[^0]:    ${ }^{1}$ Combined TAM for Financial Close and Accounts Receivable Markets. Financial Close TAM of $\$ 18.5 B$ based on Frost and Sullivan 2018 TAM for
    Core Products. Accounts Receivable TAM of $\$ 10 B$ based on independent third-party analysis and assumes $\sim 40,000$ target customers in the US, UK,
    and EMEA with maximum ARR spend of $\$ 250 \mathrm{~K}$

[^1]:    Dollar-based revenue renewal rate for each period is calculated by dividing (a) the total actual annualized subscription and support revenue of customer contracts renewed for a given period by (b) the total annualized subscription and support revenue up for renewal of customer contracts expiring in the same period. Dollar-based net revenue retention rate is calculated as the implied monthly subscription and support revenue at the end of a period for the base set of customers from which the company generated subscription revenue in the year prior to the calculation, divided by the implied monthly subscription and support revenue one year prior to the date of calculation for that same customer base. This calculation does not reflect
    implied monthly subscription and support revenue for new customers added during the one-year period but does include the effect of customers who terminated during the period.

[^2]:    ${ }^{1}$ Reflects annualized subscription and support revenue for the group of customers that became our customers in each respective cohort year. A "cohort" is a grouping of customers by the year specified. For instance, the 2012 cohort includes all customers whose contract start date is between January 1, 2012 and December 31, 2012. We calculate annualized subscription and support revenue at a particular date as the total amount of minimum subscription and support revenue contractually committed under each of our customer agreements for that month through the remaining term of the agreement, divided by the remaining number of months in the term of the agreement, multiplied by twelve. We calculate initial annualized subscription and support revenue for any given cohort year as the sum of annualized subscription and support revenue as of the first month of each customer agreement that was entered into within that given cohort year. Accordingly, in contrast to annualized subscription and support revenue, initial annualized subscription and support revenue does not reflect any changes in the payments due under or the duration of customer agreements following the first month of the customer agreement. Our annualized subscription and support revenue as of December 31, 2021 for each of our 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020 and 2021 customer cohorts represented an increase over the initial annualized subscription and support revenue for such customer cohorts, shown as the "Growth Multiple" above.

