Explanation of Non-GAAP Financial Measures

In addition to our results determined in accordance with U.S. generally accepted accounting principles ("GAAP"), we believe the following non-GAAP measures are useful in evaluating our operating performance. We use the following non-GAAP financial information to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that non-GAAP financial information, when taken collectively, may be helpful to investors because it provides consistency and comparability with past financial performance. However, non-GAAP financial information is presented for supplemental informational purposes only, has limitations as an analytical tool, and should not be considered in isolation or as a substitute for financial information presented in accordance with GAAP.

Other companies, including companies in our industry, may calculate similarly titled non-GAAP measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. In addition, the utility of free cash flow as a measure of our financial performance and liquidity is limited as it does not represent the total increase or decrease in our cash balance for a given period.

Investors are encouraged to review the related GAAP financial measures and the reconciliation of these non-GAAP financial measures to their most directly comparable GAAP financial measures and not rely on any single financial measure to evaluate our business.

Non-GAAP Subscription Gross Profit and Non-GAAP Subscription Gross Margin

We define non-GAAP subscription gross profit and non-GAAP subscription gross margin as GAAP subscription gross profit and GAAP subscription gross margin, respectively, excluding stock-based compensation expense and amortization of acquired intangible assets. We believe non-GAAP subscription gross profit and non-GAAP subscription gross margin provide our management and investors consistency and comparability with our past financial performance and facilitate period-to-period comparisons of operations, as these measures eliminate the effects of certain variables unrelated to our overall operating performance.

Non-GAAP Loss from Operations

We define non-GAAP loss from operations as GAAP loss from operations excluding stock-based compensation expense, amortization of acquired intangible assets, and acquisition-related expenses. We believe non-GAAP loss from operations provides our management and investors consistency and comparability with our past financial performance and facilitate period-to-period comparisons of operations, as this metric generally eliminates the effects of certain variables unrelated to our overall operating performance.

Non-GAAP Net Loss per Share Attributable to Common Stockholders, Basic and Diluted

We define non-GAAP net loss per share attributable to common stockholders, as non-GAAP net loss divided by the weighted-average shares outstanding, which includes the dilutive effect of potentially diluted common stock equivalents outstanding during the period. We may periodically incur charges or receive payments in connection with litigation settlements. We exclude these charges and payments received from non-GAAP net loss when associated with a significant settlement because we do not believe they are reflective of ongoing business and operating results.

Free Cash Flow

Free cash flow is a non-GAAP financial measure that we define as net cash used in operating activities less purchases of property and equipment, capitalized internal-use software, acquisition of intangible assets, and cash used for business combinations. We monitor free cash flow as one measure of our overall business performance, which enables us to analyze our future performance without the effects of non-cash items and allow us to better understand the cash needs of our business. While we believe that free cash flow is useful in evaluating our business, free cash flow is a non-GAAP financial measure that has limitations as an analytical tool, and free cash flow should not be considered as an alternative to, or substitute for, net cash used in operating activities in accordance with GAAP. The utility of free cash flow as a measure of our liquidity is further limited as it does not represent the total increase or decrease in our cash balance for any given period. In addition, other companies, including companies in our industry, may calculate free cash flow differently or not at all, which reduces the usefulness of free cash flow as a tool for comparison.

Explanation of Operational Measures

Annual Recurring Revenue

ARR is calculated as the annualized value of our customer subscription contracts as of the measurement date, assuming any contract that expires during the next 12 months is renewed on its existing terms. To the extent that we are negotiating a renewal with a customer after the expiration of the subscription, we continue to include that revenue in ARR if we are actively in discussion with such an organization for a new subscription or renewal, or until such organization notifies us that it is not renewing its subscription.

Magic Number

Magic Number is calculated by performing the following calculation for the most recent four quarters and taking the average: annualizing the difference between a quarter's Subscription Revenue and the prior quarter's Subscription Revenue, and then dividing the resulting number by the previous quarter's Non-GAAP Sales & Marketing Expense. Magic Number = Average of previous four quarters: ((Quarter Subscription Revenue – Prior Quarter Subscription Revenue) x 4) / Prior Quarter Non-GAAP Sales & Marketing Expense.

Condensed Consolidated Statements of Operations

(in thousands, except per share data)

(unaudited)

	<u>Q1 FY19</u>	Q2 FY19	<u>Q3 FY19</u>	Q4 FY19	<u>Q1 FY20</u>	<u>Q2 FY20</u>	<u>Q3 FY20</u>
Revenue							
Subscription	\$ 39,758	\$ 49,161	\$ 57,651	\$ 72,831	\$ 85,990	\$ 97,575	\$ 114,221
Professional services	7,531	6,540	8,728	7,624	10,087	10,533	10,898
Total revenue	47,289	55,701	66,379	80,455	96,077	108,108	125,119
Cost of revenue							
Subscription	15,171	14,604	17,302	22,131	23,691	24,946	29,221
Professional services	4,223	3,971	4,972	4,864	5,582	6,636	8,134
Total cost of revenue	19,394	18,575	22,274	26,995	29,273	31,582	37,355
Gross profit							
Subscription	24,587	34,557	40,349	50,700	62,299	72,629	85,000
Professional services	3,308	2,569	3,756	2,760	4,505	3,897	2,764
Total gross profit	27,895	37,126	44,105	53,460	66,804	76,526	87,764
Operating expenses							
Sales and marketing	36,617	40,113	46,614	49,338	56,843	65,274	68,675
Research and development	17,615	18,963	25,968	22,005	23,875	31,630	35,992
General and administrative	6,777	8,477	13,614	13,349	11,861	30,261	21,615
Total operating expenses	61,009	67,553	86,196	84,692	92,579	127,165	126,282
Loss from operations	(33,114)	(30,427)	(42,091)	(31,232)	(25,775)	(50,639)	(38,518)
Interest expense	(192)	(236)	-	-	(1)	(164)	(132)
Other income (expense), net	(190)	(1,852)	303	321	394	(451)	3,579
Loss before provision for income taxes	(33,496)	(32,515)	(41,788)	(30,911)	(25,382)	(51,254)	(35,071)
Provision for income taxes	(121)	(362)	(535)	(349)	(595)	(635)	(434)
Net loss	\$ (33,617)	\$ (32,877)	\$ (42,323)	\$ (31,260)	\$ (25,977)	\$ (51,889)	\$ (35,505)
Net loss per share attributable to common stockholders, basic and diluted	\$ (0.77)	\$ (0.75)	\$ (0.93)		\$ (0.55)	\$ (0.40)	\$ (0.17)
Weighted-average shares used in computing net loss per share attributable to common stockholders, basic and diluted	43,614	44 105	15 207		47 205	120 001	204.006
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Condensed Consolidated Balance Sheets

(in thousands)

(unaudited)

	<u>Q1 FY19</u>	<u>Q2 FY19</u>	<u>Q3 FY19</u>	<u>Q4 FY19</u>	<u>Q1 FY20</u>	<u>Q2 FY20</u>	<u>Q3 FY20</u>
Assets							
Current assets							
Cash and cash equivalents	\$ 49,405	\$ 115,534	\$ 83,462	\$ 88,408	\$ 92,993	\$ 732,808	\$ 743,605
Marketable securities	-	80,399	107,967	103,247	82,066	94,003	90,083
Accounts receivable, net of allowance for doubtful accounts	38,845	57,295	77,065	92,476	87,355	115,256	145,694
Deferred commissions, current	16,162	18,808	22,022	28,847	26,193	34,017	35,924
Prepaid expenses and other current assets	11,519	13,584	15,053	18,410	22,644	29,348	37,914
Notes receivable from related parties							
Total current assets	115,931	285,620	305,569	331,388	311,251	1,005,432	1,053,220
Property and equipment, net	47,528	53,990	59,805	73,735	86,349	107,989	129,504
Deferred commissions, noncurrent	5,602	5,833	8,531	9,918	38,004	41,766	58,260
Goodwill	8,261	8,066	7,882	7,947	7,809	7,780	7,794
Intangible assets, net	1,532	1,281	1,183	1,048	879	738	637
Other assets	6,153	5,348	6,584	9,183	13,069	7,881	6,639
Total assets	\$ 185,007	\$ 360,138	\$ 389,554	\$ 433,219	\$ 457,361	\$ 1,171,586	\$ 1,256,054
Liabilities, Redeemable Convertible Preferred Stock, and Stockholders' Deficit							
Current liabilities							
Accounts payable	\$ 12,228	\$ 2,713	\$ 5,733	\$ 6,855	\$ 9,915	\$ 1,126	\$ 5,244
Accrued expenses	15,944	14,035	19,870	32,541	31,185	32,568	29,460
Accrued payroll and benefits	14,016	16,666	21,811	19,284	12,683	20,057	36,905
Deferred revenue	120,729	143,491	171,417	218,700	244,271	279,951	335,801
Other current liabilities	4,351	4,717	4,853	4,040	4,667	8,079	8,194
Total current liabilities	167,268	181,622	223,684	281,420	302,721	341,781	415,604
Deferred revenue, noncurrent	47,616	52,705	59,752	71,367	70,941	89,811	111,838
Loans payable, noncurrent	16,018	-	-	-	-	-	-
Other liabilities, noncurrent	4,028	8,328	9,559	10,313	10,964	11,897	11,570
Total liabilities	234,930	242,655	292,995	363,100	384,626	443,489	539,012
Redeemable Convertible Preferred Stock							
Redeemable Convertible Preferred Stock	351,016	550,912	557,912	557,912	557,912	-	-
Stockholders' deficit							
	22	22	22	24	24	102	102
Common stock	22	22	23	24	24	103	103
Additional paid-in capital	11,067	11,814	26,638	31,211	36,670	1,302,098	1,326,116
Accumulated deficit	(412,666)	(445,543)	(487,866)	(519,126)	(521,685)	(573,574)	(609,079)
Accumulated other comprehensive income (loss)	638	278	(148)	98	(186)	(530)	(98)
Total stockholders' deficit	(400,939)	(433,429)	(461,353)	(487,793)	(485,177)	728,097	717,042
Total liabilities, redeemable convertible preferred stock, and stockholders' deficit	\$ 185,007	\$ 360,138	\$ 389,554	\$ 433,219	\$ 457,361	\$ 1,171,586	\$ 1,256,054

Condensed Consolidated Statements of Cash Flows

(in thousands) (unaudited)

	Q1 FY19	Q2 FY19	Q3 FY19	Q4 FY19	Q1 FY20	
Operating activities						
Net loss	\$ (33,617)	\$ (32 <i>,</i> 877)	\$ (42 <i>,</i> 323)	\$ (31,260)	\$ (25,977)	\$
Adjustments to reconcile net loss to net cash provided by (used in) operating activities						
Depreciation and amortization	2,983	3,441	3,775	4,616	4,873	
Loss on disposal of fixed assets	-	-	223	(32)	-	
Amortization of intangible assets	166	207	62	148	146	
Amortization of deferred commissions	5,596	6,395	7,321	9,330	7,345	
Change in fair value of redeemable convertible preferred stock warrant liability	-	2,055	880	641	1,167	
Allowance for doubtful accounts	85	118	282	66	(254)	
Stock-based compensation expense	1,719	2,224	13,460	3,102	3,752	
Accretion of marketable securities purchased at a discount	(7)	(162)	(456)	(527)	(513)	
Non-cash interest expense	47	140	-	(89)	(424)	
Changes in operating assets and liabilities, net of impact of business combinations						
Accounts receivable	20,684	(18,568)	(20,052)	(15,477)	5,375	
Deferred commissions	(5,026)	(9,272)	(13,233)	(17,542)	(8,471)	
Prepaid expenses and other assets	1,202	(1,293)	(2,216)	(3,512)	(4,049)	
Accounts payable	2,316	(10,019)	1,423	3,877	2,818	
Accrued expenses and other current liabilities	(7,328)	(1,730)	6,727	5,895	(2,407)	
Accrued payroll and benefits	(4,297)	2,650	5,145	(2,527)	(6,601)	
Deferred revenue	9,395	2,850	34,973	58,898	24,812	
Other liabilities, noncurrent	(311)	96	370	201	(177)	
Net cash provided by (used in) operating activities	(6,393)	(28,744)	(3,639)	15,808	1,415	
Investing activities						
Purchases of property and equipment	(8,649)	(5 <i>,</i> 419)	(7 <i>,</i> 596)	(14,187)	(15,541)	
Capitalized internal-use software	(1,707)	(1,494)	(1,841)	(1,752)	(1,984)	
Purchases of marketable securities	-	(80,204)	(55 <i>,</i> 049)	(64,082)	(51,805)	
Proceeds from sales of marketable securities	-	-	-	-	4,473	
Maturities of marketable securities	2,600	-	28,000	69,350	68,995	
Net cash provided by (used in) investing activities	(7,756)	(87,117)	(36,486)	(10,671)	4,138	
Financing activities						
Proceeds from the issuance of common stock upon initial public offering, net of underwriting discounts	-	-	-	-	-	
Proceeds from issuance of redeemable converible preferred stock, net of issuance costs	-	199,896	7,000	-	-	
Repayment of loan payable	-	(6,158)	-	-	-	
Proceeds from revolving line of credit	-	10,000	-	-	-	
Repayment of revolving line of credit	_	(20,000)	-	-	-	
Repayment of notes receivable from related parties	198	(20)000)	-	-	-	
Payments of contingent consideration	-	-	(184)	(58)	-	
Payments of indemnity holdback	(500)	_	(104)	(1,387)	_	
Repurchase of stock options	(500)	(2,330)	_	(1,387)	-	
Payments of deferred offering costs	-	(2,550)	-	-	- (2,202)	
	-	-	-	-	(2,392)	
Proceeds from issuance of common stock upon exercise of stock options	751	763	1,278	1,120	1,510	
Proceeds from the issuance of common stock upon exercise of early exercisable stock options	-	-	-	-	- (222)	
Net cash provided by (used in) financing activities	449	182,171	8,094	(325)	(882)	
Effect of foreign exchange rates on cash and cash equivalents	(74)	(181)	(41)	134	(86)	
Cash & Cash Equivalents						
Cash and cash equivalents, beginning of period	63,179	49,405	115,534	83,462	88,408	
Net increase (decrease) in cash and cash equivalents	(13,774)	66,129	(32,072)	4,946	4,585	
Cash and cash equivalents, end of period	\$ 49,405	\$ 115,534	\$ 83,462	\$ 88,408	\$ 92,993	\$

	<u>(</u>	Q2 FY20	<u>Q3 FY20</u>					
	\$	(51,889)	\$ (35,505)					
		5,320	5,830					
		139	100					
		7,731	9,049					
		4,855	-					
		276	391					
		29,859	21,966					
		(447)	(353)					
		587	130					
		(28,177)	(30,829)					
		(19,317)	(27,450)					
		(8 <i>,</i> 456)	(7,378)					
		(8,715)	2,124					
		312	5,500					
		7,374	16,848					
		54,550	77,877					
_		(216)	335					
		(6,214)	38,635					
		(21,618)	(29,689)					
		(1,326)	(1,898)					
		(65,767)	(70,125)					
		-	-					
-		54,319	74,450					
		(34,392)	(27,262)					
		665,092	-					
		-	-					
		-	-					
		-	-					
		-	-					
		-	-					
		-	-					
		-	-					
		-	-					
		(1 <i>,</i> 688)	(1,792)					
		7,016	824					
_		10,264						
		680,684	(968)					
_		(263)	392					
		ac						
		92,993	732,808					
-		639,815	10,797					
-	\$	732,808	\$ 743,605					

Statements of Operations: GAAP to Non-GAAP Reconciliation

(in thousands, except per share data)

(unaudited)

	<u>Q1 FY19</u>	<u>Q2 FY19</u>	<u>Q3 FY19</u>	<u>Q4 FY19</u>	<u>Q1 FY20</u>	<u>Q2 FY20</u>	<u>Q3 FY20</u>
GAAP cost of revenue Less:	\$ 19,394	\$ 18,575	\$ 22,274	\$ 26,995	\$ 29,273	\$ 31,582	\$ 37,355
Stock based compensation expense Amortization of acquired intangible assets	109 96	145 106	435 20	205 106	368 104	1,877 97	2,450 61
Non-GAAP cost of revenue	\$ 19,189	\$ 18,324	\$ 21,819	\$ 26,684	\$ 28,801	\$ 29,608	\$ 34,844
GAAP subscription gross profit Add:	\$ 24,587	\$ 34,557	\$ 40,349	\$ 50,700	\$ 62,299	\$ 72,629	\$ 85,000
Stock based compensation expense Amortization of acquired intangible assets	63 96	88 106	382 20	156 106	270 104	1,233 97	1,666 61
Non-GAAP subscription gross profit	\$ 24,746	\$ 34,751	\$ 40,751	\$ 50,961	\$ 62,673	\$ 73,959	\$ 86,727
GAAP professional services gross profit Add:	\$ 3,308	\$ 2,569	\$ 3,756	\$ 2,760	\$ 4,505	\$ 3,897	\$ 2,764
Stock based compensation expense Non-GAAP professional services gross profit	46 \$ 3,354	57 \$ 2,626	53 \$ 3,809	49 \$ 2,809	98 \$ 4,603	644 \$ 4,541	784 \$ 3,548
	, 3,334	<u>ې 2,020</u>	7 کام, ک	<u>२</u> 2,003	ې 4,005	<u>ې 4,541 ک</u>	40رد ږ
GAAP Sales and marketing operating expenses	\$ 36,617	\$ 40,113	\$ 46,614	\$ 49,338	\$ 56,843	\$ 65,274	\$ 68,675
Less: Stock based compensation expense	773	1,031	2,137	1,234	1,518	6,638	7,355
Amortization of acquired intangible assets Non-GAAP sales and marketing operating expenses	17 \$ 35,827	62 \$ 39,020	32 \$ 44,445	32 \$ 48,072	31 \$ 55,294	32	30
איז שארי שובש מות וומוגבנווצ טירומנווצ באיבוושבי	<u>ې ۲۵٫۵۲ ک</u>	ې <u>۲</u> ۶۶,020	<i>२ 44,44</i> 5	ې 4 6,072	<i>२ </i>	\$ 58,604	\$ 61,290
GAAP research and development operating expenses Less:	\$ 17,615	\$ 18,963	\$ 25,968	\$ 22,005	\$ 23,875	\$ 31,630	\$ 35,992
Stock based compensation expense Amortization of acquired intangible assets	448 53	539 39	6,245 11	583 11	681 11	4,976 10	4,696 10
Non-GAAP research and development operating expenses	\$ 17,114	\$ 18,385	\$ 19,712	\$ 21,411	\$ 23,183	\$ 26,644	\$ 31,286
GAAP general and administrative operating expenses Less:	\$ 6,777	\$ 8,477	\$ 13,614	\$ 13,349	\$ 11,861	\$ 30,261	\$ 21,615
Stock based compensation expense	389	509	4,643	1,080	1,185	16,368	7,465
Acquisition related expenses Non-GAAP general and administrative operating expenses	- \$ 6,388	- \$ 7,968	- \$ 8,971	- \$ 12,269	- \$ 10,676	- \$ 13,893	- \$ 14,150
GAAP loss from operations Add:	\$ (33,114)	\$ (30,427)	\$ (42,091)	\$ (31,232)	\$ (25,775)	\$ (50,639)	(38,518)
Stock based compensation expense	1,719	2,224	13,460	3,102	3,752	29,859	21,966
Amortization of acquired intangible assets Acquisition related expenses	166	207	62 	- 149	146 	139	- 101
Non-GAAP loss from operations	\$ (31,229)	\$ (27,996)	\$ (28,569)	\$ (27,981)	\$ (21,877)	\$ (20,641)	\$ (16,451)
GAAP net loss	¢ (22 617)	\$ (32,877)	\$ (42,323)	\$ (31,260)	\$ (25,977)	\$ (51,889)	\$ (35,505)
Add:	\$ (33,617)						
Stock based compensation expense Amortization of acquired intangible assets	1,719 166	2,224 207	13,460 62	3,102 149	3,752 146	29,859 139	21,966 101
Acquisition related expenses	-	-	-	-	-	-	-
Less: Gain on settlement of lawsuit	-	-	-	-	-	1,250	-
Non-GAAP net loss	\$ (31,732)	\$ (30,446)	\$ (28,801)	\$ (28,009)	\$ (22,079)	\$ (23,141)	\$ (13,438)
Weighted-average shares used in computing net loss per share attributable							
to common stockholders, basic and diluted (GAAP and Non-GAAP)	43,614	44,105	45,287		47,205	130,091	204,096
GAAP net loss per share attributable to common stockholders, basic and diluted	\$ (.77)	\$ (.75)	\$ (.93)		\$ (.55)	\$ (.40)	\$ (.17)
Non- GAAP net loss per share attributable to common stockholders, basic and diluted	\$ (.73)	\$ (.69)	\$ (.64)		\$ (.47)	\$ (.18)	\$ (.07)

Additional Metrics

(In thousands, except percentages and customer count)

	Q1 FY19	Q2 FY19	Q3 FY19	Q4 FY19	Q1 FY20	Q2 FY20	Q3 FY20
Annual recurring revenue	\$ 170,392	\$ 208,172	\$ 254,152	\$ 312,656	\$ 364,648	\$ 423,780	\$ 501,721
Year-over-year growth	138%	132%	124%	121%	114%	104%	97%
Subscription customer count	1,491	1,800	2,147	2,516	3,059	3,789	4,561
Year-over-year growth	178%	162%	155%	103%	105%	111%	112%
Free cash flow reconciliation							
Cash flow from operating activities	\$ (6,393)	\$ (28,744)	\$ (3,639)	\$ 15,808	\$ 1,415	\$ (6,214)	\$ 38,635
Less: Purchase of property and equipment	(8 <i>,</i> 649)	(5,419)	(7,596)	(14,187)	(15,541)	(21,618)	(29,689)
Less: Capitalized internal-use software	(1,707)	(1,494)	(1,841)	(1,752)	(1,984)	(1,326)	(1,898)
Free cash flow	\$ (16,749)	\$ (35,657)	\$ (13,076)	\$ (131)	\$ (16,110)	\$ (29,158)	\$ 7,048