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Q3 2026
Earnings Presentation

November 03, 2026



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Factors that may cause actual results to differ materially include those described under "Risk Factors" included in our Annual Report on Form 10-K for the year ended December 31, 2025 and other documents of Freshworks Inc. we file with the Securities and Exchange Commission from time to time (available at www.sec.gov).

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Use of Non-GAAP Measures

In addition to the U.S. generally accepted accounting principles (“GAAP”) financials, this presentation includes certain non-GAAP financial measures, including non-GAAP income from operations and adjusted free cash flow. This presentation also includes certain non-GAAP metrics, including annual recurring revenue, net dollar retention rates, revenue growth rates and related presentation thereof with adjustments for constant currency.

We use these non-GAAP measures in conjunction with GAAP measures as part of our overall assessment of our performance, including the preparation of our annual operating budget and quarterly forecasts, to evaluate the effectiveness of our business strategies and to communicate with our board of directors concerning our financial performance. We believe these non-GAAP measures provide investors consistency and comparability with our past financial performance and facilitate period-to-period comparisons of our operating results. We believe these non-GAAP measures are useful in evaluating our operating performance compared to that of other companies in our industry, as they generally eliminate the effects of certain items that may vary for different companies for reasons unrelated to overall operating performance.

Investors, however, are cautioned that there are material limitations associated with the use of non-GAAP financial measures as an analytical tool. The presentation of these non-GAAP financial measures is not intended to be considered in isolation or as a substitute for, or superior to, financial information prepared and presented in accordance with GAAP. The non-GAAP measures we use may be different from non-GAAP financial measures used by other companies, limiting their usefulness for comparison purposes. We compensate for these limitations by providing specific information regarding the GAAP items excluded from these non-GAAP financial measures.

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Freshservice is the AI-powered, unified service operations platform that is fast to deploy, intuitive to use, and enables every employee to be more productive

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Trusted by agile enterprises

20,000 customers trust Freshservice for managing employee service and technology operations

20,000+ customers in over 120 countries

Retail, logistics, and ecommerce	Financial services	Auto and manufacturing	Media and entertainment	High-tech	Healthcare	State, local and education
TaylorMade	Flagship Credit Acceptance	Coherent	Marvel	smartsheet	Florida Cancer Specialists & Research Institute	Penn University of Pennsylvania
Panasonic	GEICO	new balance	itv	databricks	AON American Oncology Network	Seal of the City and County of San Francisco Controller's Office
Carrefour	Amerisure	Bridgestone	Sony Music	RingCentral	NHS The Christie NHS Foundation Trust	Manchester Metropolitan University
Michaels	moneycorp	Stellantis	Village Roadshow	Seagate	embecta	City of Bellevue Washington

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Welcoming more customers every quarter...











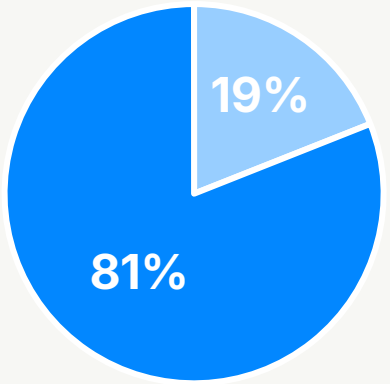


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Large customers are increasingly turning to Freshworks

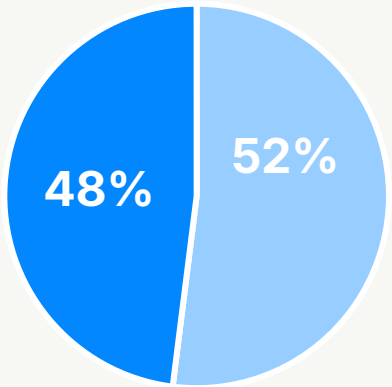
Over 60% of total ARR comes from Mid Market and Enterprise Customers

Employee Experience



Q3 2026

Customer Experience



Q3 2026

Represents ARR distribution of the following segments:

- **Mid Market & Enterprise**
- **SMB**

Note: Data as of September 30, 2026. We define "Mid Market" as organizations with 251 to 5,000 employees and "Enterprise" as organizations with 5,001 or more employees.

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Freshworks solutions powered by AI

Employee Experience (EX)

- Freshservice
- Freshservice for Business Teams
- Device42
- FireHydrant

Customer Experience (CX)

- Freshdesk Omni
- Freshdesk
- Freshchat
- Freshcaller

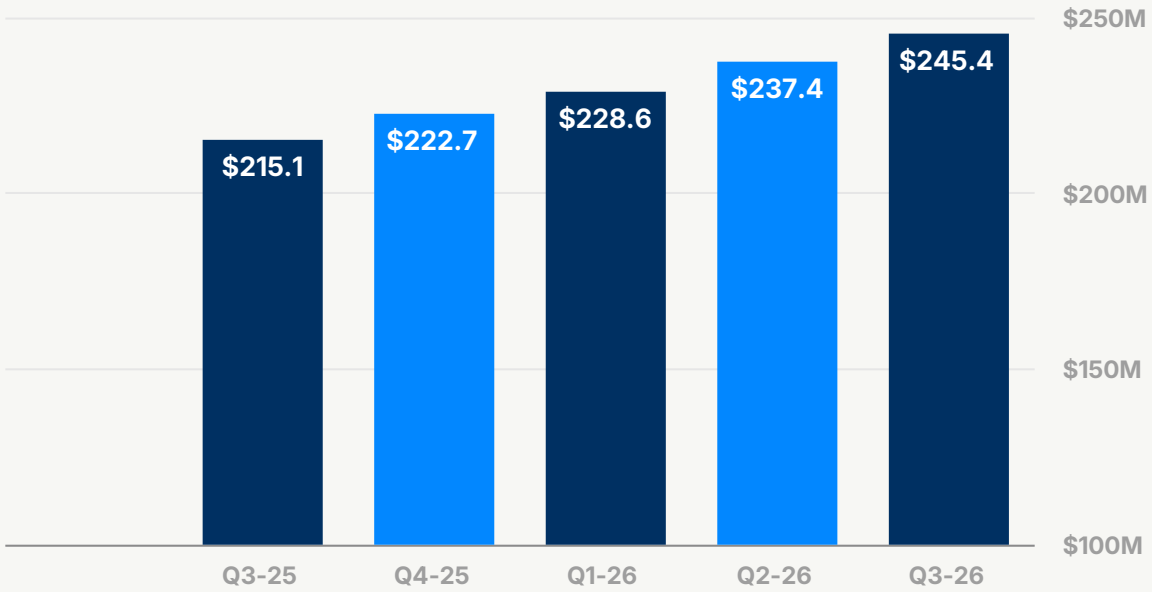
Freddy AI

- Freddy AI Agents
- Freddy AI Copilot
- Freddy AI Insights

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Revenue by quarter

($ in millions)



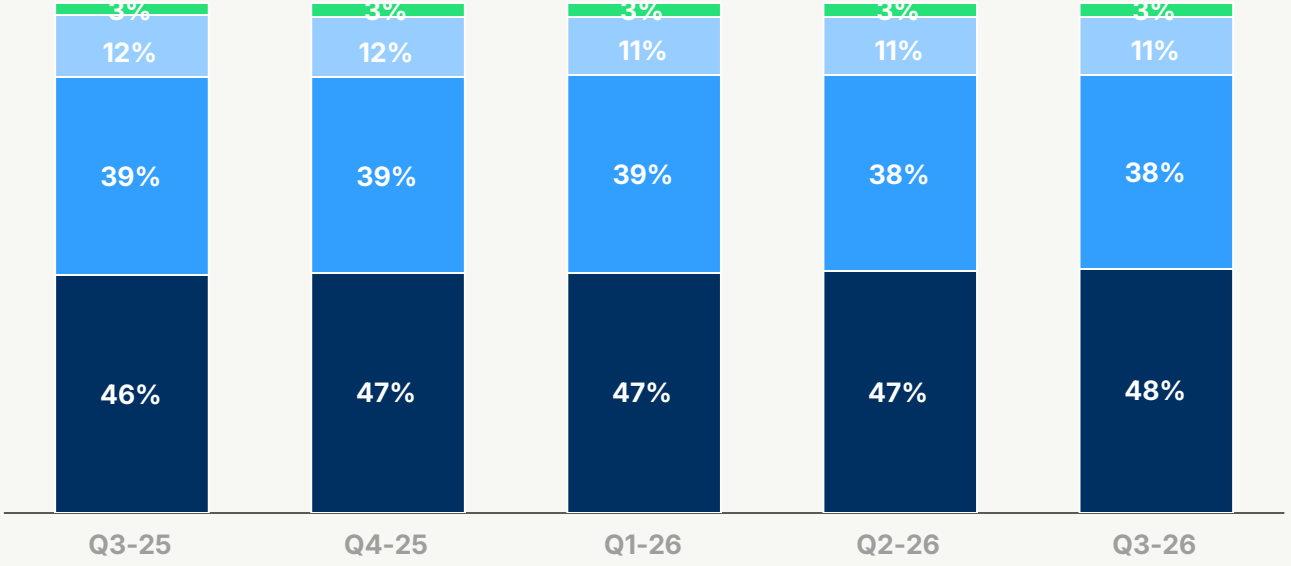
	Q3-25	Q4-25	Q1-26	Q2-26	Q3-26
YoY Growth	15%	14%	16%	16%	14%
YoY Growth CC	15%	13%	14%	15%	14%

Note: Revenue growth rates adjusted for constant currency are based on average exchange rates in effect during the comparison period for currencies other than USD. 2026 financial data reflects unaudited results as of September 30, 2026. See Appendix for reconciliation of all GAAP to Non-GAAP financial measures. Numbers rounded for presentation purposes and may not foot.

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Revenue by geography

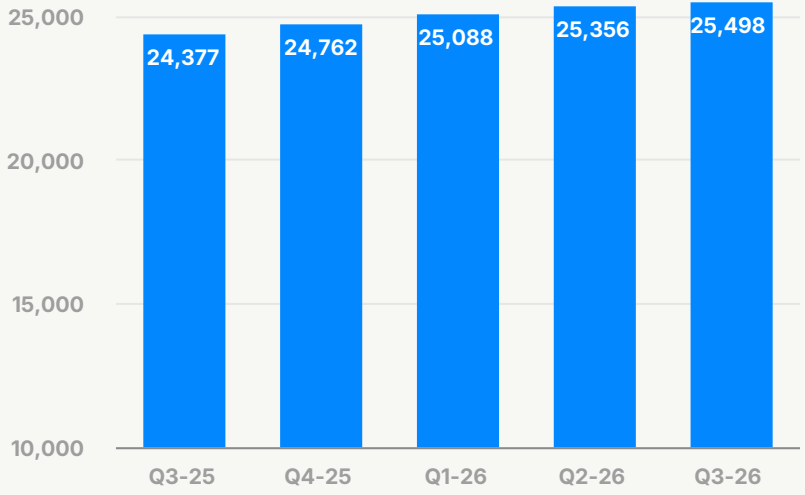


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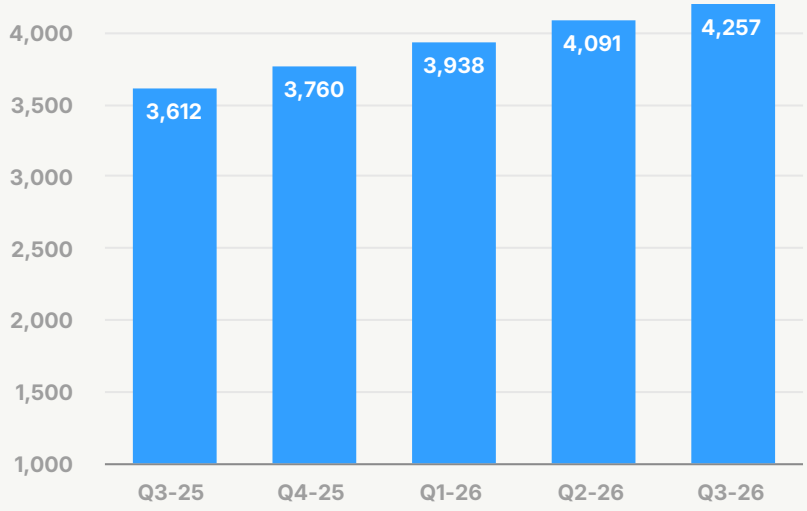
Customer metrics

Customers >$5K ARR



	Q3-25	Q4-25	Q1-26	Q2-26	Q3-26
YoY Growth	9%	10%	8%	6%	5%
YoY Growth CC	9%	8%	7%	6%	5%

Customers >$50K ARR

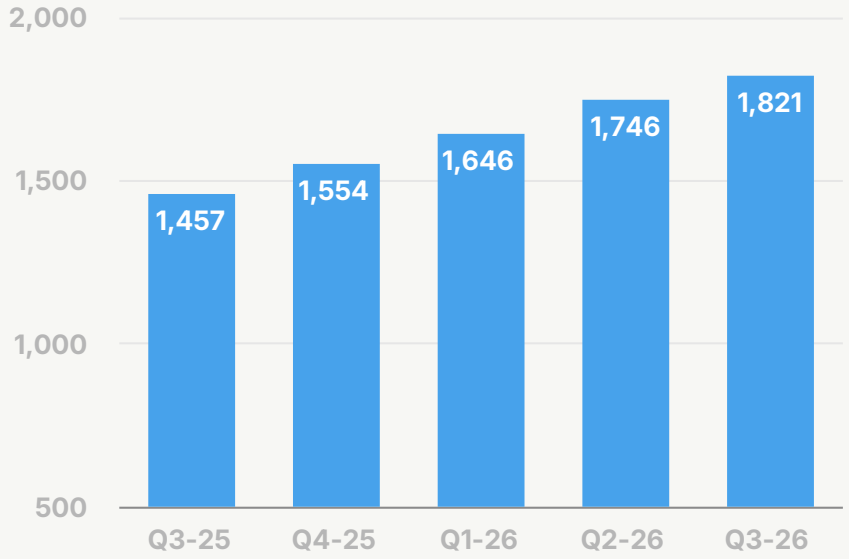


	Q3-25	Q4-25	Q1-26	Q2-26	Q3-26
YoY Growth	20%	23%	22%	18%	18%
YoY Growth CC	19%	19%	20%	19%	18%

Note: Growth rates adjusted for constant currency are based on exchange rates in effect as of the comparison period end for currencies other than USD.

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Customer metrics >$100K



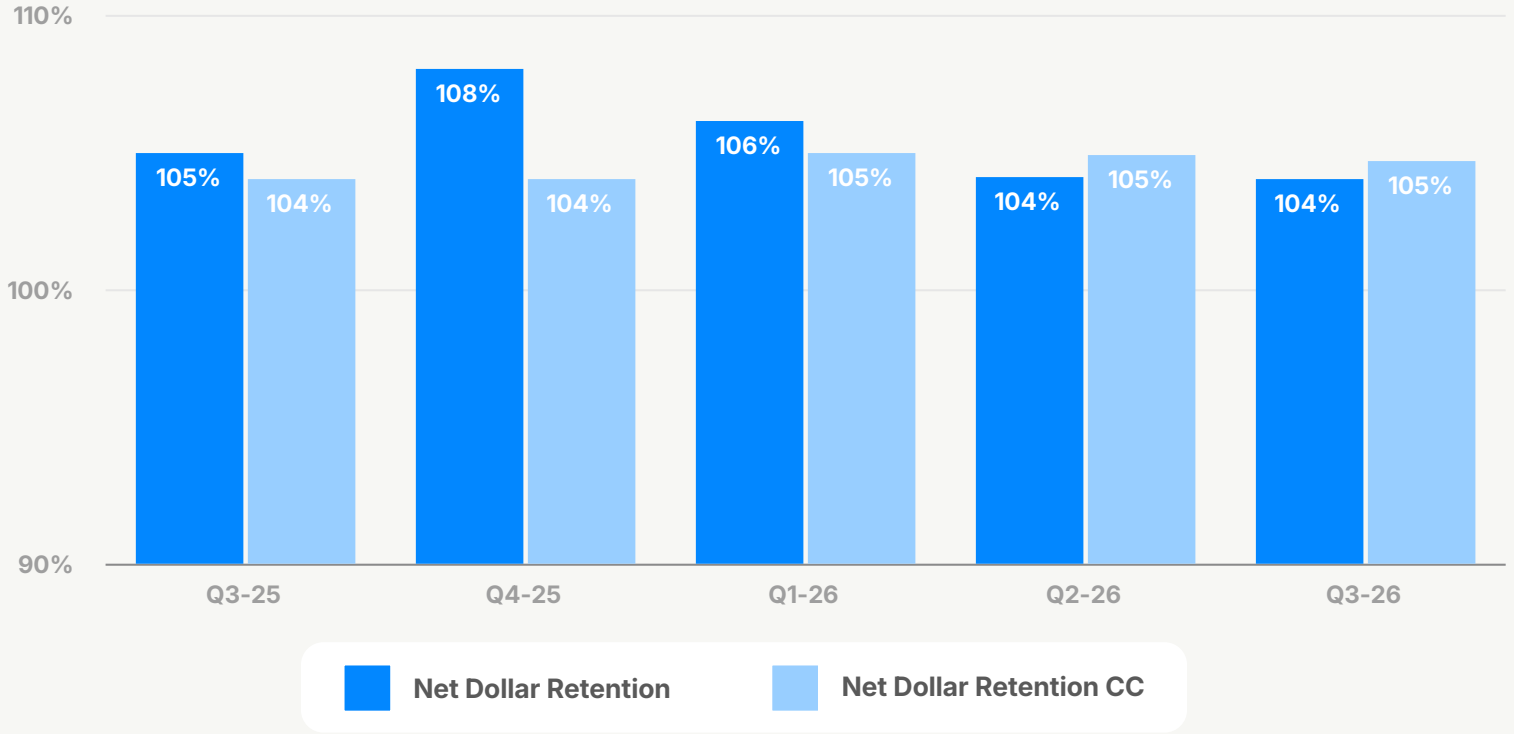
YoY Growth	23%	28%	29%	25%	25%
YoY Growth CC	22%	22%	26%	26%	26%

Note: Growth rates adjusted for constant currency are based on exchange rates in effect as of the comparison period end for currencies other than USD.

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Net dollar retention



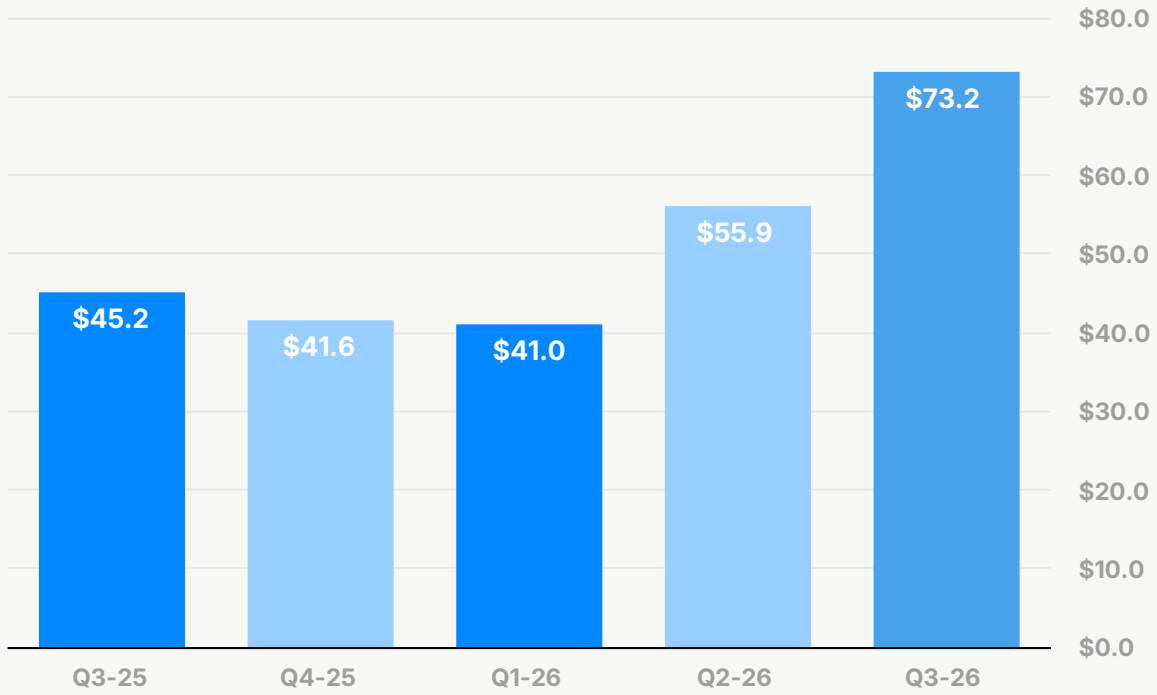
Net Dollar Retention Rate is calculated by taking the Ending ARR of the cohort of customers from 12 months prior divided by the Entering ARR from 12 months ago. Ending ARR includes upsells, cross-sells, renewals and expansion as a result of acquisitions during the measurement period and is net of any contraction or attrition over this period. For example, Net Dollar Retention Rate would be 110% if the ARR of our customers ending Q3-25 was $100 and the ARR of those customers grew to $110 ending Q3-26.

Note: Net Dollar Retention adjusted for constant currency are based on exchange rates in effect as of the comparison period end for currencies other than USD.

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Non-GAAP income from operations

($ in millions)



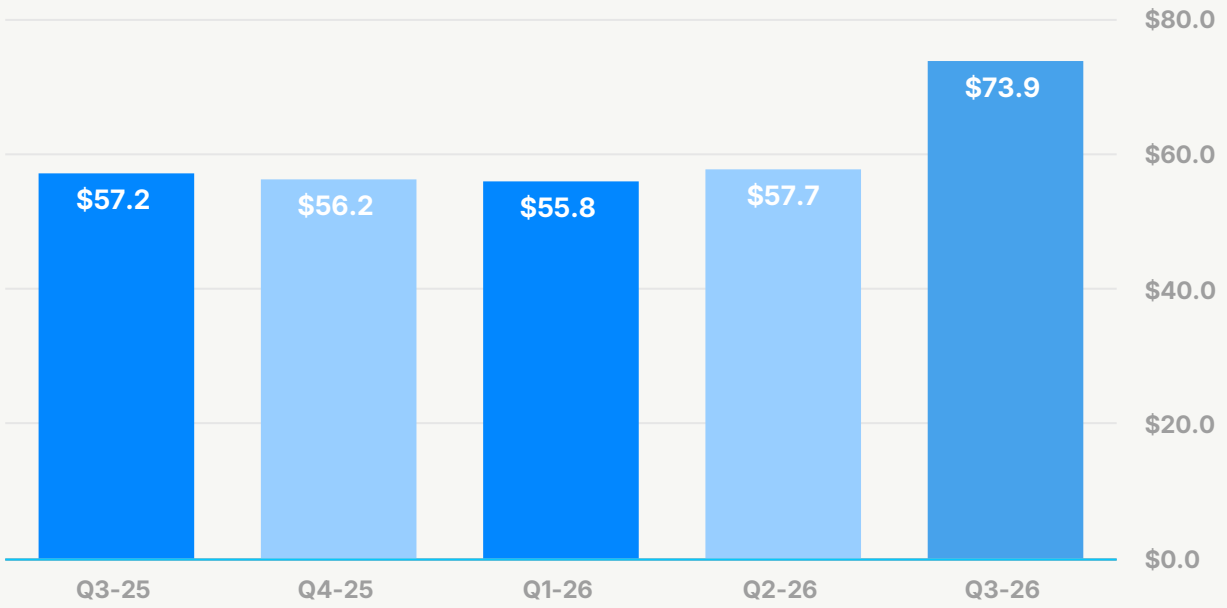
Note: 2026 financial data reflects unaudited results as of September 30, 2026. See Appendix for reconciliation of all GAAP to Non-GAAP financial measures.

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Adjusted free cash flow

($ in millions)



We define adjusted free cash flow as net cash provided by operating activities, less purchases of property and equipment and capitalized internal-use software plus acquisition costs and restructuring charges. We believe that adjusted free cash flow is a useful indicator of liquidity as it measures our ability to generate cash from our core operations after purchases of property and equipment.

Q1'26 adjusted free cash flow adds back FireHydrant acquisition costs paid of $0.7 million. Q2'26 and Q3'26 adds back $5.6M and $1.1M, respectively, of restructuring costs paid associated with plan initiated in May 2026.

Note: 2026 financial data reflects unaudited results as of September 30, 2026. See Appendix for reconciliation of all GAAP to Non-GAAP financial measures.

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Financial outlook

($ in millions except for per share data)	Q4-26	2026
Revenue[1]	$253.5 - $254.5	$965.0 - $966.0
Year-over-year growth	~ 14%	~ 15%
Year-over-year growth (constant currency)	14% - 15%	14% - 15%
Non-GAAP income from operations[1]	$68.0 - $70.0	$238.0 - $240.0
Non-GAAP net income per share[2]	~ $0.21	~ $0.71

(1) Revenue and non-GAAP income from operations are based on exchange rates as of October 31, 2026 for currencies other than USD.
(2) Non-GAAP net income per share was estimated assuming 266.0 million and 272.3 million weighted- average shares outstanding for the fourth quarter and full year 2026, respectively.

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GAAP to non-GAAP Reconciliations

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GAAP to non-GAAP Reconciliations

Revenue

($ in millions)	Q3-25	Q4-25	Q1-26	Q2-26	Q3-26
GAAP Revenue	$215.1	$222.7	$228.6	$237.4	$245.4
YoY Growth rates	15%	14%	16%	16%	14%
Add: Effects of foreign currency rate fluctuations	$(0.2)	$(2.5)	$(5.4)	$(1.5)	$0.2
Revenue adjusted for constant currency[(1)]	$214.9	$220.3	$223.2	$235.9	$245.6
YoY Growth rates - constant currency	15%	13%	14%	15%	14%

(1) Revenue growth rates adjusted for constant currency are based on average exchange rates in effect during the comparison period for currencies other than USD.

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GAAP to non-GAAP Reconciliations

Income (loss) from operations

($ in millions)	Q3-25	Q4-25	Q1-26	Q2-26	Q3-26
GAAP income (loss) from operations	($7.5)	$39.7	($8.1)	$6.1	$28.2
Add: stock-based compensation expense - employee awards	$48.5	$(2.7)	$43.9	$37.8	$38.8
Add: employer taxes on employee stock transactions	$0.7	$0.4	$0.8	$0.7	$0.7
Add: amortization of acquired intangibles	$3.4	$3.4	$4.2	$4.2	$4.3
Add: restructuring charges	-	-	-	7.0	$(0.2)
Add: acquisition expenses	-	0.7	$0.2	-	$1.4
Non-GAAP income from operations	$45.2	$41.6	$41.0	$55.9	$73.2
GAAP operating margin	(3%)	18%	(4%)	3%	11%
Non-GAAP operating margin	21%	19%	18%	24%	30%

Note: Numbers rounded for presentation purposes and may not foot.

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GAAP to non-GAAP Reconciliations

Adjusted free cash flow

($ in millions)	Q3-25	Q4-25	Q1-26	Q2-26	Q3-26
Net cash provided by operating activities	$63.5	$62.3	$62.4	$58.5	$77.7
Less: purchases of property and equipment	($1.8)	($2.2)	($3.9)	($5.0)	($2.8)
Less: capitalized internal-use software	($4.5)	($3.9)	($3.4)	($1.5)	($2.1)
Add: restructuring costs paid	-	-	-	$5.6	$1.1
Add: acquisition costs paid	-	-	$0.7	-	-
Adjusted free cash flow	$57.2	$56.2	$55.8	$57.7	$73.9
Net cash provided by (used in) investing activities	$45.5	$157.2	$(82.3)	$54.6	$(66.5)
Net cash (used in) financing activities	($174.1)	($8.3)	($55.5)	($165.8)	($38.9)

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Thank you

Questions?