

Reconciliations of Non-GAAP Measures Presented at
Investor Day, September 7, 2016

Reconciliation of Non-GAAP Information

	Last Twelve Months Ended											
	Dec 2013	Mar 2014	Jun 2014	Sep 2014	Dec 2014	Mar 2015	Jun 2015	Sep 2015	Dec 2015	Mar 2016	Jun 2016	6Mo 2016
	(presented as a percentage of subscription and support revenue)											
Gross profit, subscription and support	76.8%	77.3%	77.5%	77.5%	76.8%	76.9%	77.7%	79.1%	80.6%	80.9%	80.8%	79.6%
Add back: Stock-based compensation	0.3%	0.5%	0.5%	0.5%	0.6%	0.4%	0.4%	0.3%	0.3%	0.3%	0.3%	0.4%
Gross profit, subscription and support, non-GAAP	77.1%	77.8%	78.0%	78.0%	77.4%	77.3%	78.1%	79.4%	80.9%	81.2%	81.1%	80.0%
	(presented as a percentage of professional services revenue)											
Gross profit, professional services	52.4%	51.9%	50.7%	46.1%	40.6%	40.0%	37.9%	38.1%	39.1%	35.4%	35.6%	38.3%
Add back: Stock-based compensation	0.8%	1.4%	1.3%	1.5%	1.6%	1.0%	1.1%	1.3%	1.2%	1.3%	1.2%	1.1%
Gross profit, professional services, non-GAAP	53.2%	53.3%	52.0%	47.6%	42.2%	41.0%	39.0%	39.4%	40.3%	36.7%	36.8%	39.4%
	(presented as a percentage of total revenue)											
Gross profit	71.1%	71.9%	72.0%	71.4%	69.9%	69.9%	70.2%	71.1%	72.3%	71.8%	71.6%	70.7%
Add back: Stock-based compensation	0.4%	0.7%	0.7%	0.6%	0.8%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%
Gross profit, non-GAAP	71.5%	72.6%	72.7%	72.0%	70.7%	70.4%	70.7%	71.6%	72.8%	72.3%	72.1%	71.2%

Reconciliation of Non-GAAP Information

(Continued)

	Last Twelve Months Ended											
	Dec 2013	Mar 2014	Jun 2014	Sep 2014	Dec 2014	Mar 2015	Jun 2015	Sep 2015	Dec 2015	Mar 2016	Jun 2016	6Mo 2016
	(presented as a percentage of total revenue)											
Research and development	40.1 %	39.5 %	38.8 %	38.5 %	39.2 %	38.3 %	37.2 %	36.1 %	34.7 %	34.2 %	33.5 %	32.6 %
Less: Stock-based compensation	0.9 %	1.4 %	1.5 %	1.4 %	1.6 %	1.1 %	1.1 %	1.2 %	1.3 %	1.4 %	1.5 %	1.3 %
Research and development, non-GAAP	39.2 %	38.1 %	37.3 %	37.1 %	37.6 %	37.2 %	36.1 %	34.9 %	33.4 %	32.8 %	32.0 %	31.3 %
Sales and marketing	48.2 %	46.0 %	45.7 %	47.0 %	47.5 %	47.4 %	47.5 %	48.0 %	47.9 %	49.1 %	48.5 %	45.6 %
Less: Stock-based compensation	0.9 %	1.1 %	1.1 %	1.0 %	1.1 %	1.0 %	1.2 %	1.2 %	1.2 %	1.2 %	1.1 %	1.0 %
Sales and marketing, non-GAAP	47.3 %	44.9 %	44.6 %	46.0 %	46.4 %	46.4 %	46.3 %	46.8 %	46.7 %	47.9 %	47.4 %	44.6 %
General and administrative	17.1 %	16.4 %	17.4 %	16.8 %	17.6 %	18.6 %	18.4 %	19.2 %	19.8 %	20.0 %	19.9 %	19.2 %
Less: Stock-based compensation	1.6 %	1.8 %	2.8 %	2.7 %	3.2 %	3.7 %	3.6 %	4.3 %	4.6 %	4.8 %	4.9 %	4.9 %
General and administrative, non-GAAP	15.5 %	14.6 %	14.6 %	14.1 %	14.4 %	14.9 %	14.8 %	14.9 %	15.2 %	15.2 %	15.0 %	14.3 %
Loss from operations	(34.4)%	(29.9)%	(29.8)%	(31.0)%	(34.3)%	(34.5)%	(32.8)%	(32.1)%	(30.1)%	(31.6)%	(30.3)%	(26.8)%
Add back: Stock-based compensation	4.0 %	4.8 %	5.9 %	5.9 %	6.6 %	6.4 %	6.3 %	7.2 %	7.6 %	7.9 %	8.0 %	7.9 %
Loss from operations, non-GAAP	(30.4)%	(25.1)%	(23.9)%	(25.1)%	(27.7)%	(28.1)%	(26.5)%	(24.9)%	(22.5)%	(23.7)%	(22.3)%	(18.9)%