

# Q3 2025 Earnings Call Presentation

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# Disclaimer.

In this presentation, we may make statements related to our business that are forward-looking statements under federal securities laws and are made pursuant to the Safe Harbor provisions of the Private Securities Litigation Reform Act of 1995, including statements related to our financial results, trends and guidance for the fourth quarter and full year 2025, the impact of macroeconomic changes, the benefits of our platform, industry and market trends, our go-to-market and growth strategy, our market opportunity and ability to expand our leadership position, our ability to maintain and upsell existing customers, and our ability to acquire new customers. The words “anticipate,” “continue,” “estimate,” “expect,” “intend,” “will,” “plan,” and similar expressions are intended to identify forward-looking statements or similar indications of future expectations. These statements reflect our views only as of this presentation and should not be reflected upon as representing our views as of any subsequent date. These statements are subject to a variety of risks and uncertainties that could cause actual results to differ materially from expectations.

For a discussion of the material risks and other important factors that could affect our actual results, please refer to our most recent annual report on Form 10-K, quarterly reports on Form 10-Q, and other filings with the SEC. These documents are also available on our investor section of our website.

Additionally, non-GAAP financial measures will be shared. Refer to the tables included within this presentation as well as in our earnings release and the Investors section of our website for a reconciliation of these measures to their most directly comparable GAAP financial measures.

# Q3 2025 Highlights.

## Revenue

- Cloud subscriptions revenue was \$113.6 million in Q3 2025 (+21% Y/Y)
- Subscriptions revenue was \$147.2 million in Q3 2025 (+20% Y/Y)
- Total revenue was \$187.0 million in Q3 2025 (+21% Y/Y)

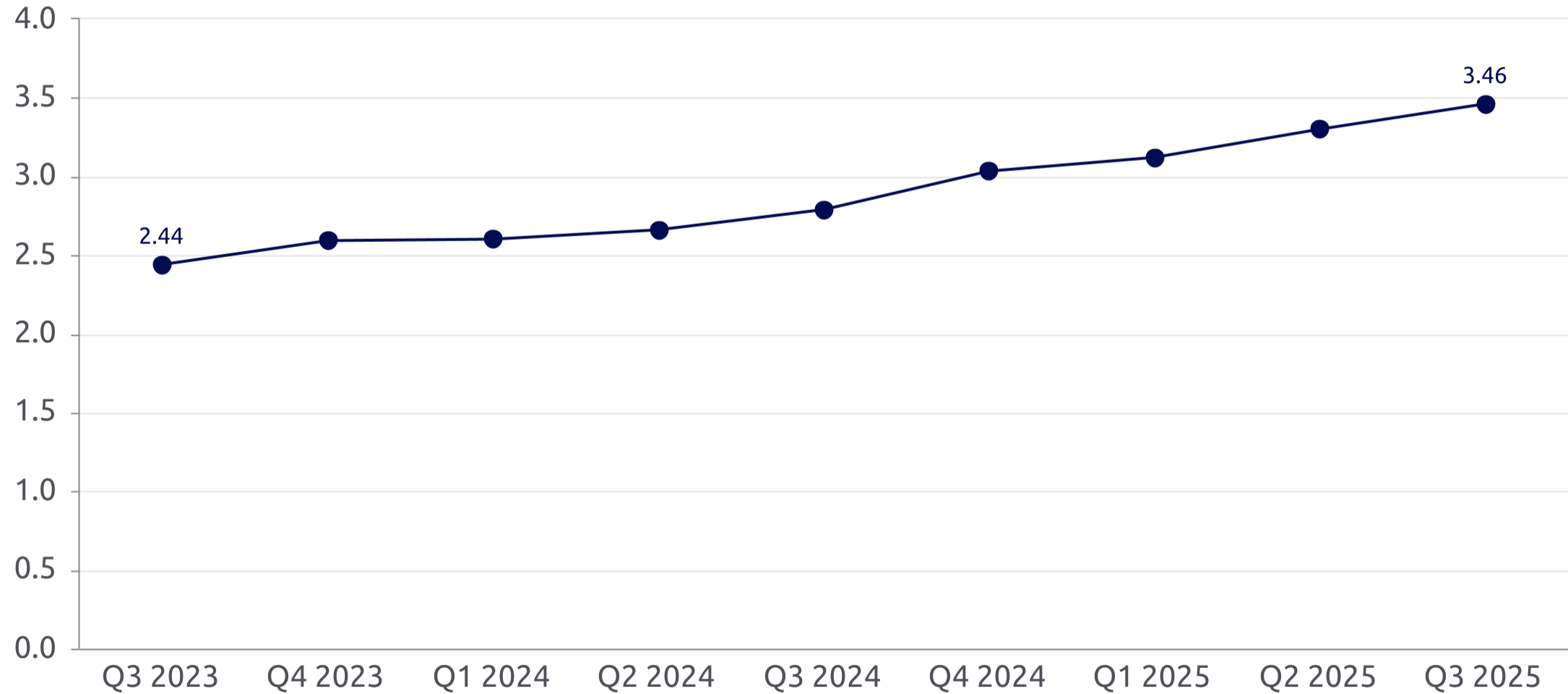
## Non-GAAP Gross Margins\*

- Subscriptions gross margin was 88%.
- Professional services gross margin was 34%.
- Overall gross margin was 77%.

## Profitability

- Q3 2025 adjusted EBITDA was \$32.2 million.

# GTM Productivity.



# Cloud Gross Renewal Rate.

	Q1	Q2	Q3	Q4
2022	99%	99%	99%	99%
2023	98%	98%	97%	98%
2024	99%	99%	99%	99%
2025	99%	98%	98%	

5 Calculated by dividing the aggregate recurring cloud subscriptions revenue in the current trailing 12-month period by the aggregate recurring cloud subscriptions revenue from the previous trailing 12-month period. The calculation includes the impact of customers that churned during the current trailing 12-month period but excludes the impact of price increases, upsells, and downsells during the same period.

# Annualized Recurring Revenue ("ARR").

Total ARR



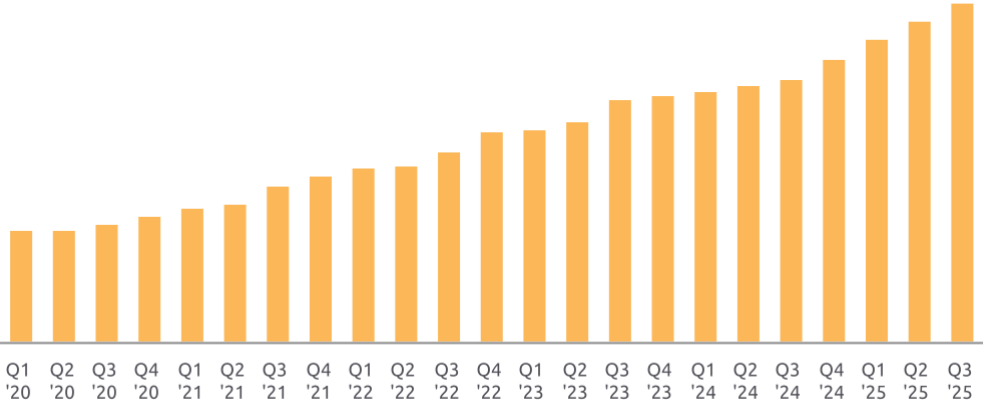
\$250K+ ARR Customers



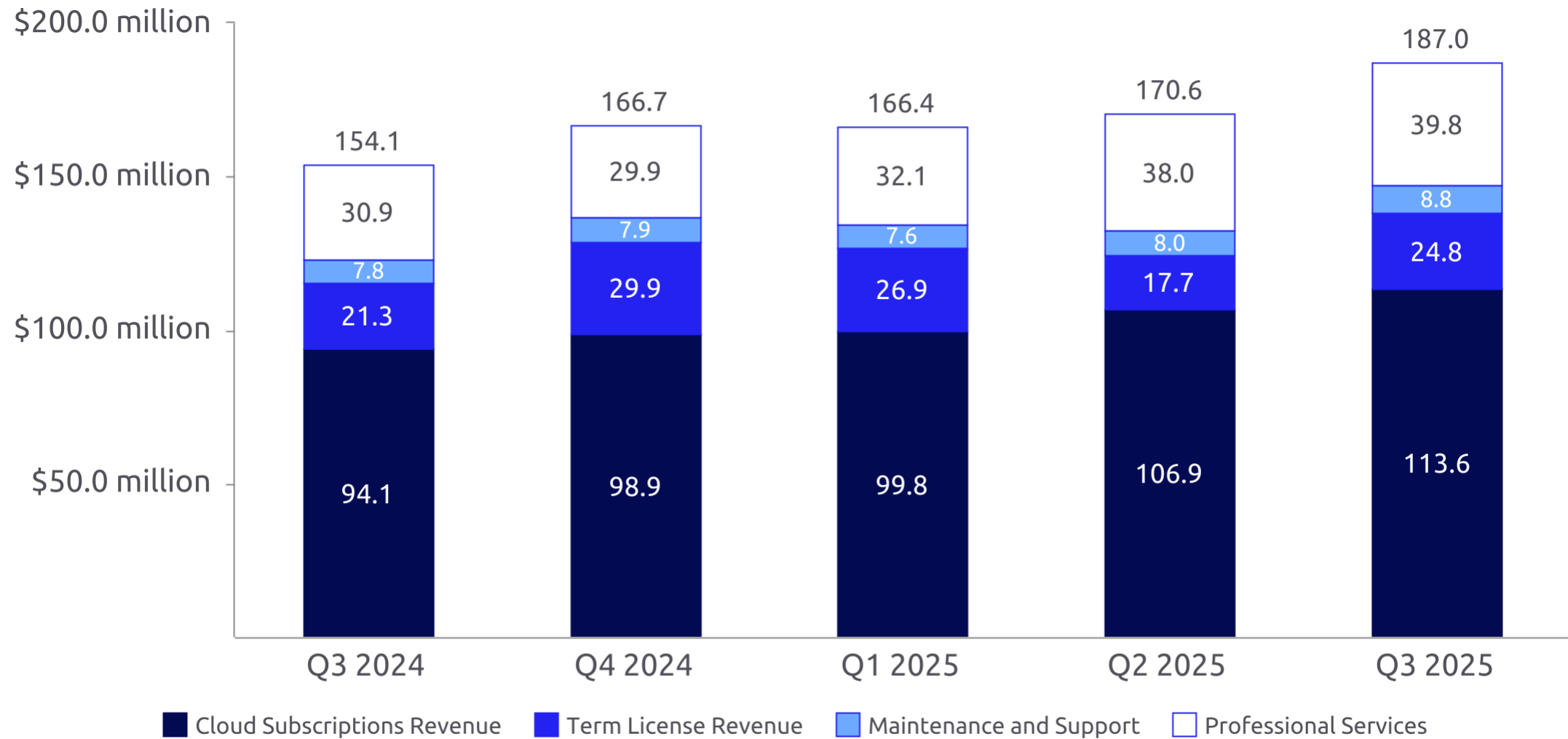
\$500K+ ARR Customers



\$1M+ ARR Customers

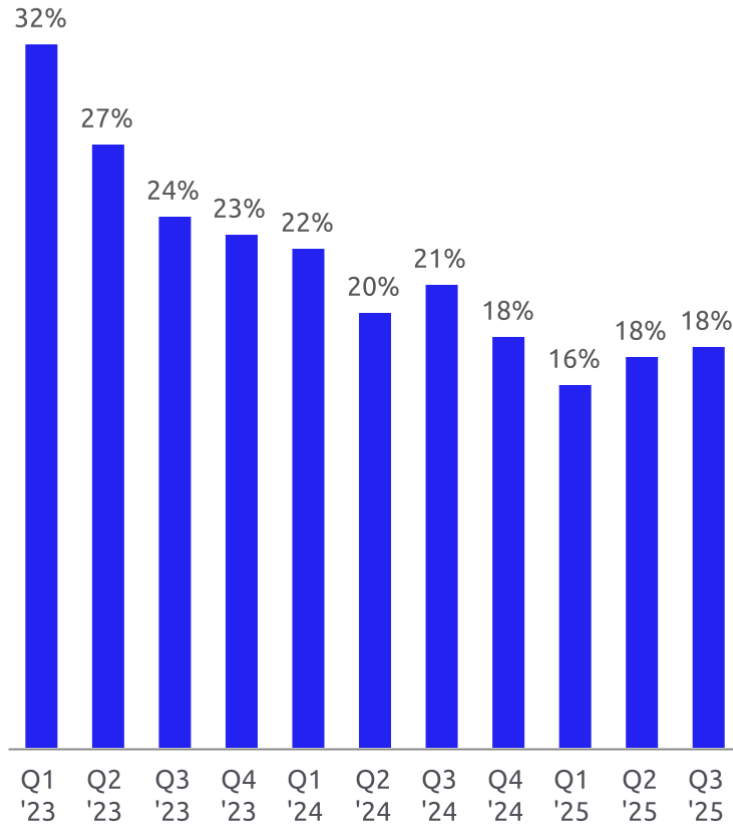


# Total Revenue.\*

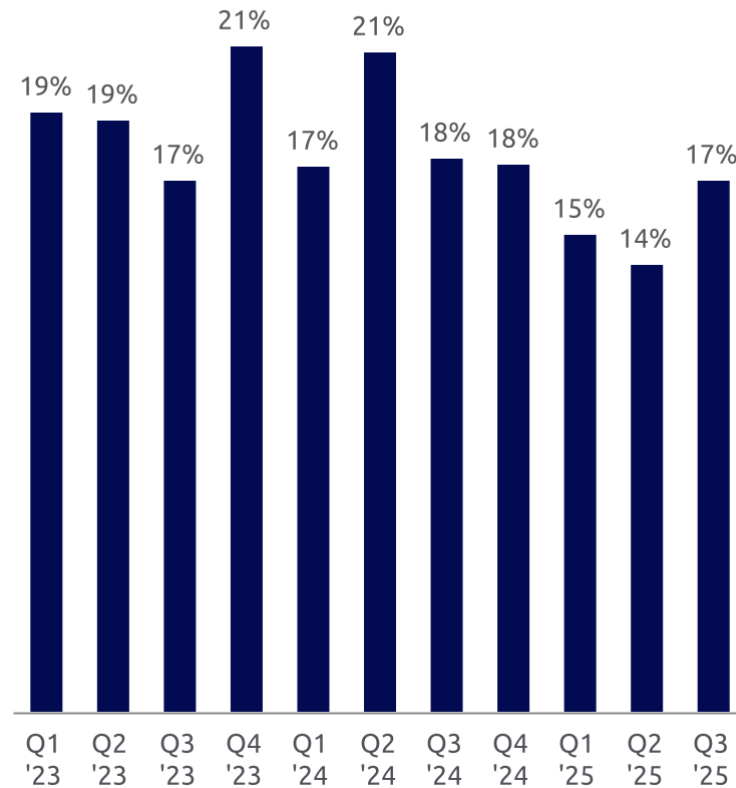


# Constant Currency Revenue Growth Rates.

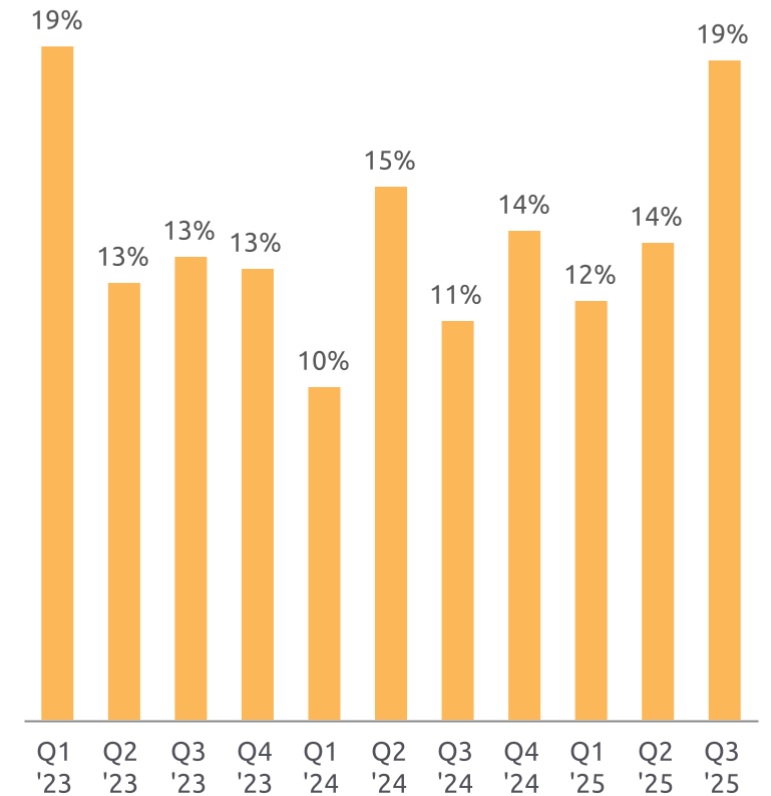
## Cloud Revenue



## Subscriptions Revenue

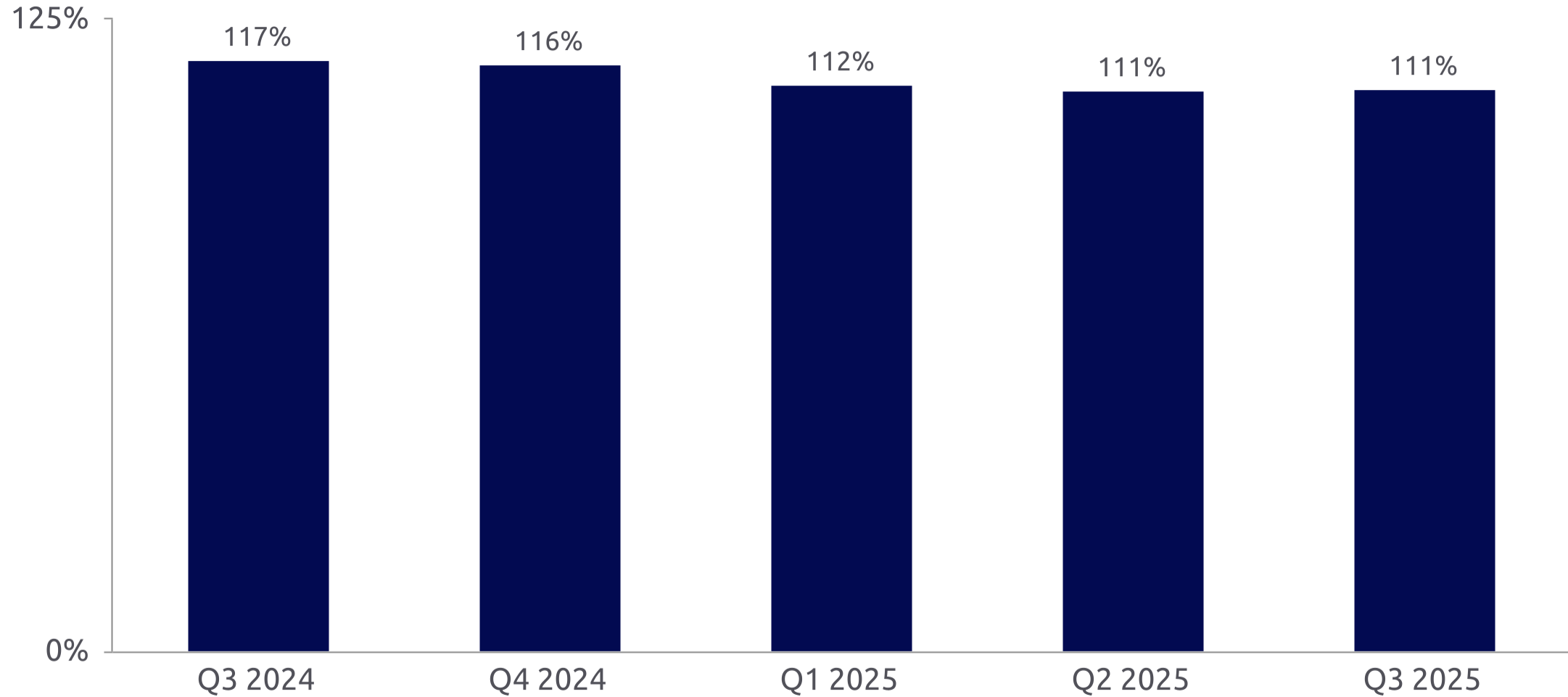


## Total Revenue



Growth on a constant currency basis is calculated by translating revenue in the current period using the comparable prior year exchange rates.

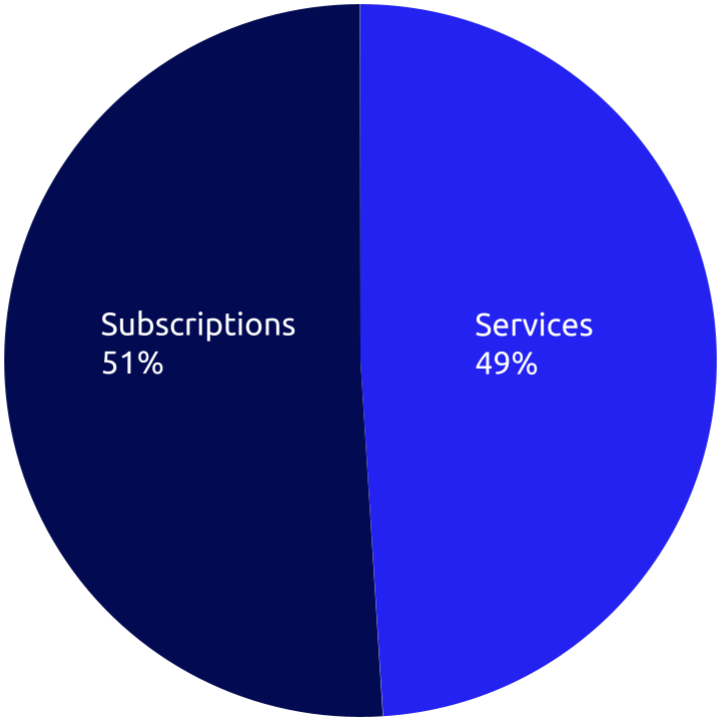
# Cloud Subscriptions Revenue Retention Rate.



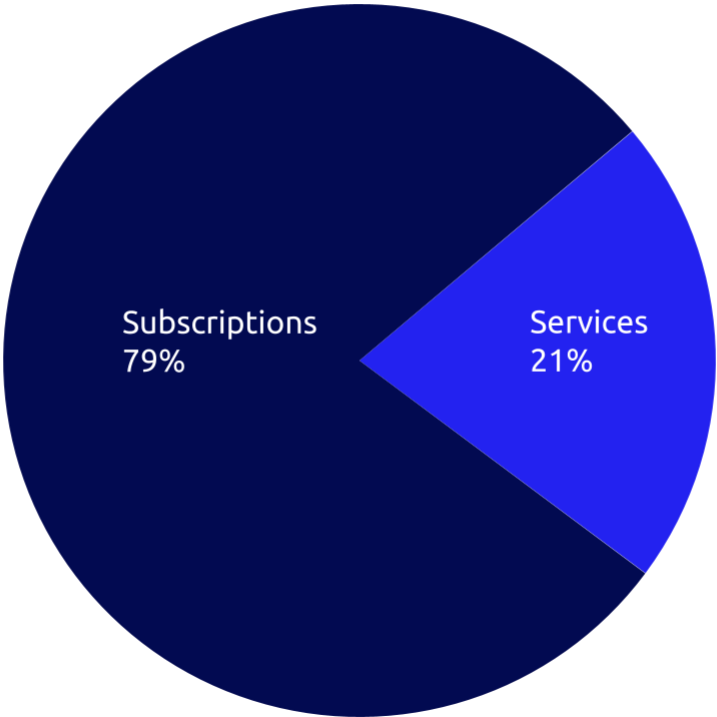
Calculated by dividing the aggregate recurring cloud subscriptions revenue in the current trailing 12-month period by the aggregate recurring cloud subscriptions revenue from the previous trailing 12-month period. This calculation includes the combined impact on our revenue from customer churn, upsells, downsells, pricing changes, and growth in the number of users on our platform.

# Subscriptions vs. Professional Services Revenues.

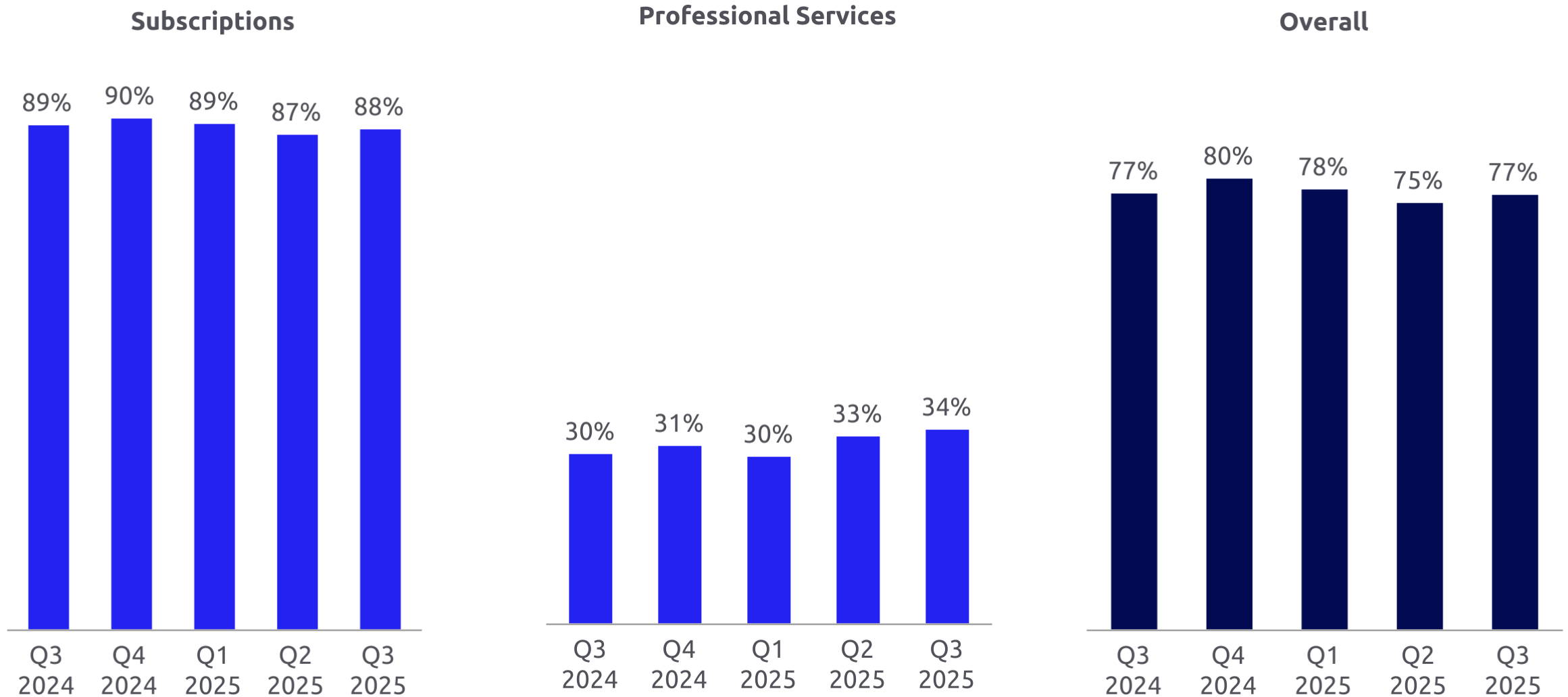
IPO (Q2 2017)



Q3 2025



# Non-GAAP Gross Margins.\*

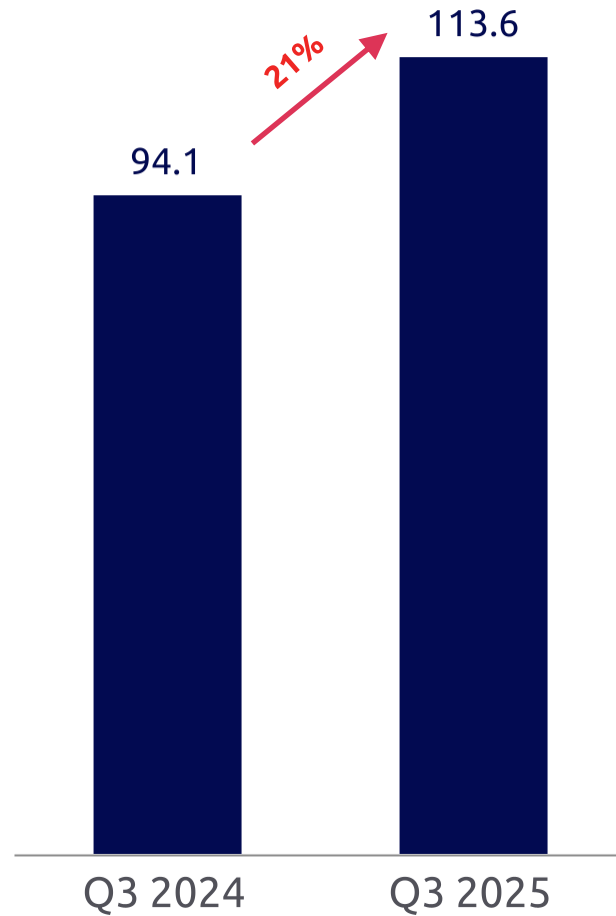


\* Data excludes stock-based compensation expense and severance costs. Refer to the reconciliation of GAAP to non-GAAP measures in the Appendix.

# Q3 2025 Summary.

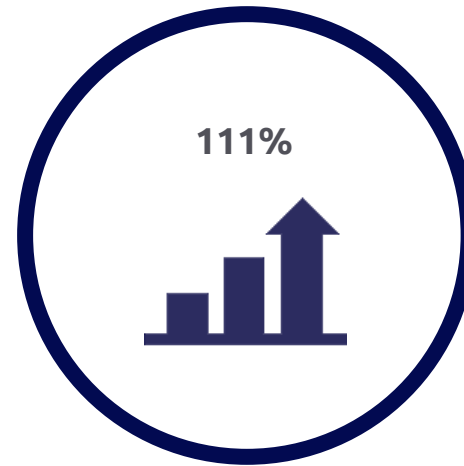
## Cloud Subscriptions Revenue

(USD, in millions)

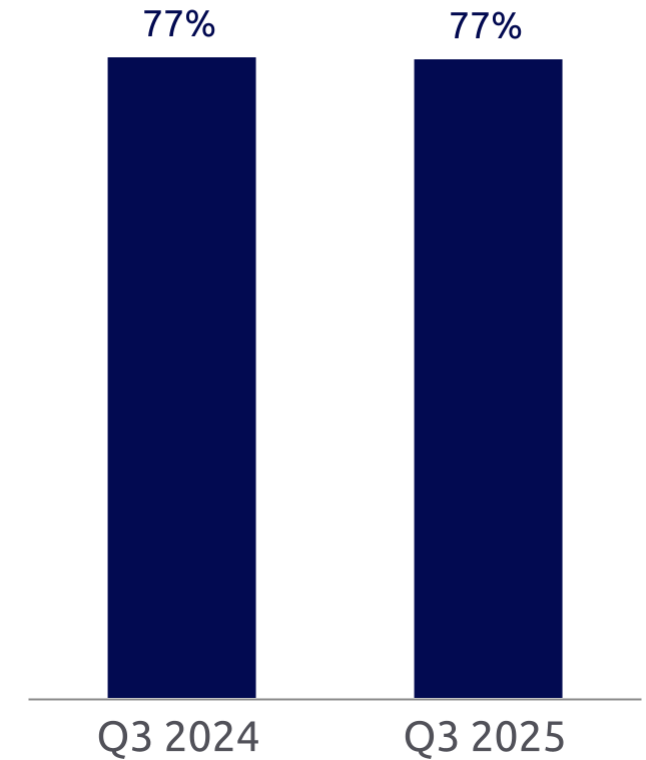


## Cloud Subscriptions Revenue Retention

As of September 30, 2025



## Non-GAAP Overall Gross Margins\*



# Guidance.

Given on November 6, 2025

(in millions, except for EPS)	Q4 2025			Full Year 2025		
Cloud Subscriptions Revenue	\$115.0	–	\$117.0	\$435.0	–	\$437.0
Cloud Subscriptions Revenue Growth YoY	16%	–	18%	18%	–	19%
Total Revenue	\$187.0	–	\$191.0	\$711.0	–	\$715.0
Total Revenue Increase YoY	12%	–	15%	15%	–	16%
Adjusted EBITDA	\$10.0	–	\$13.0	\$67.0	–	\$70.0
Non-GAAP Diluted Earnings per Share*	\$0.04	–	\$0.08	\$0.50	–	\$0.54

# Appendix

# Balance Sheet.

\$ in thousands

	As of	
	September 30, 2025 <i>(unaudited)</i>	December 31, 2024
<b>Assets</b>		
Cash and cash equivalents	\$ 125,249	\$ 118,552
Short-term investments and marketable securities	66,312	41,308
Accounts receivable, net of allowance	172,615	195,069
Deferred commissions, current	34,131	36,630
Prepaid expenses and other current assets	41,104	43,984
Property and equipment, net	33,168	37,109
Goodwill	28,833	25,555
Intangible assets, net	1,567	2,240
Right-of-use assets for operating leases	29,110	31,081
Deferred commissions, net of current portion	59,395	60,540
Other assets	20,251	28,971
<b>Total assets</b>	<b>\$ 611,735</b>	<b>\$ 621,039</b>
<b>Liabilities and Stockholders' Deficit</b>		
Accounts payable and accrued expenses	28,687	15,710
Accrued compensation and related benefits	38,677	34,223
Deferred revenue	275,449	281,760
Debt	12,098	9,598
Operating lease liabilities	13,110	12,378
Long-term debt	233,627	240,826
Non-current operating lease liabilities	47,769	52,189
Deferred revenue, non-current	8,322	5,477
Other current and non-current liabilities	2,540	1,518
<b>Total liabilities</b>	<b>660,279</b>	<b>653,679</b>
<b>Stockholders' deficit</b>		
Common stock	7	7
Treasury stock	(20,000)	—
Additional paid-in capital	612,488	591,281
Accumulated other comprehensive loss	(35,221)	(11,774)
Accumulated deficit	(605,818)	(612,154)
<b>Total stockholders' deficit</b>	<b>(48,544)</b>	<b>(32,640)</b>
<b>Total liabilities and stockholders' deficit</b>	<b>\$ 611,735</b>	<b>\$ 621,039</b>

# Income Statement.

\$ in thousands, except for per share data

	Three months ended September 30,		Nine months ended September 30,	
	2025	2024	2025	2024
	<i>(unaudited)</i>			
<b>Revenue</b>				
Cloud subscriptions	\$ 113,596	\$ 94,075	\$ 320,337	\$ 269,106
Term license subscriptions	24,812	21,265	69,429	62,263
Maintenance and support	8,780	7,781	24,431	22,420
Total subscriptions revenue	147,188	123,121	414,197	353,789
Professional services	39,816	30,931	109,873	96,548
<b>Total revenue</b>	187,004	154,052	524,070	450,337
<b>Cost of revenue</b>				
Subscriptions	17,762	14,082	49,810	39,614
Professional services	27,531	23,002	78,322	74,880
<b>Total cost of revenue</b>	45,293	37,084	128,132	114,494
<b>Gross profit</b>	141,711	116,968	395,938	335,843
<b>Operating expenses</b>				
Sales and marketing	51,918	50,865	166,929	175,613
Research and development	40,263	38,572	120,127	117,789
General and administrative	36,416	34,688	107,586	108,327
<b>Total operating expenses</b>	128,597	124,125	394,642	401,729
<b>Operating income (loss)</b>	13,114	(7,157)	1,296	(65,886)
<b>Other non-operating expense (income)</b>				
Other income, net	(1,398)	(12,544)	(24,678)	(5,882)
Interest expense	5,311	6,168	15,948	17,921
<b>Total other non-operating expense (income)</b>	3,913	(6,376)	(8,730)	12,039
<b>Income (loss) before income taxes</b>	9,201	(781)	10,026	(77,925)
Income tax expense	1,376	1,319	3,690	690
<b>Net income (loss)</b>	\$ 7,825	\$ (2,100)	\$ 6,336	\$ (78,615)
Earnings (loss) per share:				
Basic	\$ 0.11	\$ (0.03)	\$ 0.09	\$ (1.08)
Diluted	\$ 0.10	\$ (0.03)	\$ 0.08	\$ (1.08)
Weighted average common shares outstanding:				
Basic	74,008	72,396	74,101	72,664
Diluted	74,575	72,396	74,554	72,664

# Stock-Based Compensation Expense.

<i>\$ in thousands</i>	<u>Three months ended September 30,</u>		<u>Nine months ended September 30,</u>	
	<u>2025</u>	<u>2024</u>	<u>2025</u>	<u>2024</u>
	<i>(unaudited)</i>			
Cost of revenue				
Subscriptions	\$ 224	\$ 211	\$ 672	\$ 641
Professional services	1,399	1,325	4,161	4,364
Operating expenses				
Sales and marketing	1,827	1,746	6,050	6,270
Research and development	2,915	2,939	9,139	8,859
General and administrative	3,895	3,284	10,970	9,877
Total stock-based compensation expense	<u>\$ 10,260</u>	<u>\$ 9,505</u>	<u>\$ 30,992</u>	<u>\$ 30,011</u>

# Reconciliation of GAAP to Non-GAAP Measures.

unaudited, \$ in thousands

	GAAP Measure	Stock-Based Compensation	Litigation Expense	JPI Amortization	Lease Impairment and Lease-Related Charges	Short-Swing Profit Payment	Unrealized Foreign Exchange Rate Gains and Losses	Non-GAAP Measure
<b>Three months ended September 30, 2025</b>								
Subscriptions cost of revenue	\$ 17,762	\$ (224)	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 17,538
Professional services cost of revenue	27,531	(1,399)	—	—	—	—	—	26,132
Total cost of revenue	45,293	(1,623)	—	—	—	—	—	43,670
Total operating expense	128,597	(8,637)	(2,130)	(3,153)	(1,105)	—	—	113,572
Operating income	13,114	10,260	2,130	3,153	1,105	—	—	29,762
Non-operating (income) expense	(1,398)	—	—	—	—	—	110	(1,288)
Income tax impact of above items	1,376	375	—	—	—	—	(406)	1,345
Net income (loss)	7,825	9,885	2,130	3,153	1,105	—	296	24,394
Net income per share, basic	\$ 0.11	\$ 0.13	\$ 0.03	\$ 0.04	\$ 0.01	\$ —	\$ —	\$ 0.32
Net income per share, diluted <sup>(a, c)</sup>	\$ 0.10	\$ 0.13	\$ 0.03	\$ 0.04	\$ 0.01	\$ —	\$ —	\$ 0.32
<b>Three months ended September 30, 2024</b>								
Subscriptions cost of revenue	\$ 14,082	\$ (211)	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 13,871
Professional services cost of revenue	23,002	(1,325)	—	—	—	—	—	21,677
Total cost of revenue	37,084	(1,536)	—	—	—	—	—	35,548
Total operating expense	124,125	(7,969)	(1,979)	(3,635)	(324)	—	—	110,218
Operating (loss) income	(7,157)	9,505	1,979	3,635	324	—	—	8,286
Non-operating (income) expense	(12,544)	—	—	—	—	1,799	9,950	(795)
Income tax impact of above items	1,319	117	—	—	—	—	(327)	1,109
Net (loss) income	(2,100)	9,388	1,979	3,635	324	(1,799)	(9,623)	1,804
Net (loss) income per share, basic <sup>(c)</sup>	\$ (0.03)	\$ 0.13	\$ 0.03	\$ 0.05	\$ —	\$ (0.02)	\$ (0.13)	\$ 0.02
Net (loss) income per share, diluted <sup>(b, c)</sup>	\$ (0.03)	\$ 0.13	\$ 0.03	\$ 0.05	\$ —	\$ (0.02)	\$ (0.13)	\$ 0.02

<sup>(a)</sup> Accounts for the impact of 0.6 million shares of dilutive securities.

<sup>(b)</sup> Accounts for the impact of 1.8 million shares of diluted securities.

<sup>(c)</sup> Totals do not foot due to rounding.

# Reconciliation of GAAP to Non-GAAP Measures.

unaudited, \$ in thousands

	GAAP Measure	Stock-Based Compensation	Litigation Expense	JPI Amortization	Severance Costs	Lease Impairment and Lease-Related Charges	Short-Swing Profit Payment	Unrealized Foreign Exchange Rate Gains and Losses	Non-GAAP Measure
<b>Nine months ended September 30, 2025</b>									
Subscriptions cost of revenue	\$ 49,810	\$ (672)	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 49,138
Professional services cost of revenue	78,322	(4,161)	—	—	—	—	—	—	74,161
Total cost of revenue	128,132	(4,833)	—	—	—	—	—	—	123,299
Total operating expense	394,642	(26,159)	(6,324)	(9,355)	—	(1,714)	—	—	351,090
Operating income	1,296	30,992	6,324	9,355	—	1,714	—	—	49,681
Non-operating (income) expense	(24,678)	—	—	—	—	—	—	20,879	(3,799)
Income tax impact of above items	3,690	1,125	—	—	—	—	—	(1,732)	3,083
Net income (loss)	6,336	29,867	6,324	9,355	—	1,714	—	(19,147)	34,449
Net income (loss) per share, basic	\$ 0.09	\$ 0.40	\$ 0.09	\$ 0.13	\$ —	\$ 0.02	\$ —	\$ (0.26)	\$ 0.47
Net income (loss) per share, diluted <sup>(b)</sup>	\$ 0.08	\$ 0.40	\$ 0.08	\$ 0.13	\$ —	\$ 0.02	\$ —	\$ (0.26)	\$ 0.46
<b>Nine months ended September 30, 2024</b>									
Subscriptions cost of revenue	\$ 39,614	\$ (641)	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 38,973
Professional services cost of revenue	74,880	(4,364)	—	—	(1,398)	—	—	—	69,118
Total cost of revenue	114,494	(5,005)	—	—	(1,398)	—	—	—	108,091
Total operating expense	401,729	(25,006)	(3,442)	(12,643)	(4,136)	(5,786)	—	—	350,716
Operating (loss) income	(65,886)	30,011	3,442	12,643	5,534	5,786	—	—	(8,470)
Non-operating (income)	(5,882)	—	—	—	—	—	1,799	(2,856)	(6,939)
Income tax impact of above items	690	1,258	—	—	1,096	—	—	81	3,125
Net (loss) income	(78,615)	28,753	3,442	12,643	4,438	5,786	(1,799)	2,775	(22,577)
Net (loss) income per share, basic and diluted <sup>(a)</sup>	\$ (1.08)	\$ 0.40	\$ 0.05	\$ 0.17	\$ 0.06	\$ 0.08	\$ (0.02)	\$ 0.04	\$ (0.31)

# Reconciliation of GAAP to Non-GAAP Measures.

*unaudited, \$ in thousands*

	Three months ended September 30,		Nine months ended September 30,	
	2025	2024	2025	2024
<b>Reconciliation of adjusted EBITDA:</b>				
GAAP net income (loss)	\$ 7,825	\$ (2,100)	\$ 6,336	\$ (78,615)
Other income, net	(1,398)	(12,544)	(24,678)	(5,882)
Interest expense	5,311	6,168	15,948	17,921
Income tax expense	1,376	1,319	3,690	690
Depreciation expense and amortization of intangible assets	2,459	2,562	7,429	7,503
Stock-based compensation expense	10,260	9,505	30,992	30,011
Litigation Expense	2,130	1,979	6,324	3,442
JPI Amortization	3,153	3,635	9,355	12,643
Severance Costs	—	—	—	5,534
Lease Impairment and Lease-Related Charges	1,105	324	1,714	5,786
<b>Adjusted EBITDA</b>	<b>\$ 32,221</b>	<b>\$ 10,848</b>	<b>\$ 57,110</b>	<b>\$ (967)</b>

# Reconciliation of GAAP to Non-GAAP Measures.

The following table reconciles our GAAP gross margin percentage to our non-GAAP gross margin percentage for our overall, subscriptions, and professional services margins. The non-GAAP adjustment represents adding back the margin impact of stock-based compensation expense and severance costs recorded to "Cost of revenue" within our consolidated income statements.

	<u>Q3 2024</u>	<u>Q4 2024</u>	<u>Q1 2025</u>	<u>Q2 2025</u>	<u>Q3 2025</u>
<b>Reconciliation of non-GAAP overall gross margin:</b>					
GAAP overall gross margin	75.9%	78.6%	76.6%	74.3%	75.8%
Add back:					
Non-GAAP adjustments to overall gross margin	1.0%	0.9%	1.0%	0.9%	0.8%
Non-GAAP overall gross margin	76.9%	79.5%	77.6%	75.2%	76.6%
<b>Reconciliation of non-GAAP subscriptions gross margin:</b>					
GAAP subscriptions gross margin	88.6%	89.9%	88.9%	87.1%	87.9%
Add back:					
Non-GAAP adjustments to subscriptions gross margin	0.1%	0.1%	0.2%	0.1%	0.2%
Non-GAAP subscriptions gross margin	88.7%	90.0%	89.1%	87.2%	88.1%
<b>Reconciliation of non-GAAP professional services gross margin:</b>					
GAAP professional services gross margin	25.6%	27.1%	25.1%	29.5%	30.9%
Add back:					
Non-GAAP adjustments to professional services gross margin	4.3%	4.3%	4.4%	3.6%	3.5%
Non-GAAP professional services gross margin	29.9%	31.4%	29.5%	33.1%	34.4%

# Reconciliation of GAAP to Non-GAAP Measures.

The following table reconciles our GAAP sales and marketing expense to our non-GAAP sales and marketing expense. The non-GAAP adjustment represents adding back the impact of stock-based compensation expense and severance costs recorded to "Sales and marketing expense" within our consolidated income statements.

*in thousands*

	<u>Q3 2022</u>	<u>Q4 2022</u>	<u>Q1 2023</u>	<u>Q2 2023</u>	<u>Q3 2023</u>	<u>Q4 2024</u>	<u>Q1 2024</u>	<u>Q2 2024</u>	<u>Q3 2024</u>	<u>Q4 2024</u>	<u>Q1 2025</u>	<u>Q2 2025</u>	<u>Q3 2025</u>
GAAP sales and marketing expense	54,912	63,270	63,090	62,581	55,667	61,043	58,156	66,592	50,865	55,272	54,553	60,458	51,918
Subtract:													
Sales and marketing stock compensation	2,667	2,431	2,445	2,772	3,245	2,380	2,527	1,997	1,746	1,930	2,188	2,035	1,827
Sales and marketing severance costs	—	—	3,731	1,006	—	—	—	3,937	—	—	—	—	—
<b>Non-GAAP sales and marketing expense</b>	<b>52,245</b>	<b>60,839</b>	<b>56,914</b>	<b>58,803</b>	<b>52,422</b>	<b>58,663</b>	<b>55,629</b>	<b>60,658</b>	<b>49,119</b>	<b>53,342</b>	<b>52,365</b>	<b>58,423</b>	<b>50,091</b>

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