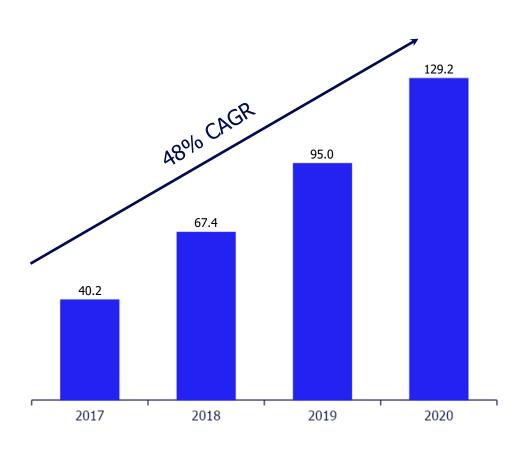


Vision, Strategy and Culture

Matt CalkinsFounder & CEO, Appian

Strong growth trajectory.

Cloud Subscription Revenue (\$MM)





2019 and 2020 revenue figures are presented in accordance with ASC 606. 2017 and 2018 revenue figures are presented in accordance with ASC 605. Profit margin is Non-GAAP.



Our market today.

Core Software Categories			
\$22B Low-Code			
\$18B AI			
\$17B Intelligent Process Automation			
\$2B RPA			
\$1B Process Mining			
\$60B			



Low-code goes mainstream.

THE WALL STREET JOURNAL

LOW-CODE BECOMES HIGH PRIORITY.



65% OF APP DEVELOPMENT WILL BE LOW-CODE BY 2024.



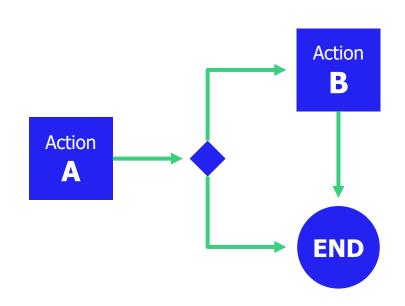
FORRESTER®

BY YEAR'S END, 75% OF DEVELOPMENT SHOPS WILL USE LOW-CODE PLATFORMS.

ARE YOU LOW-CODE YET?
YOUR COMPETITION LIKELY IS.

Deloitte

Low-code is ...

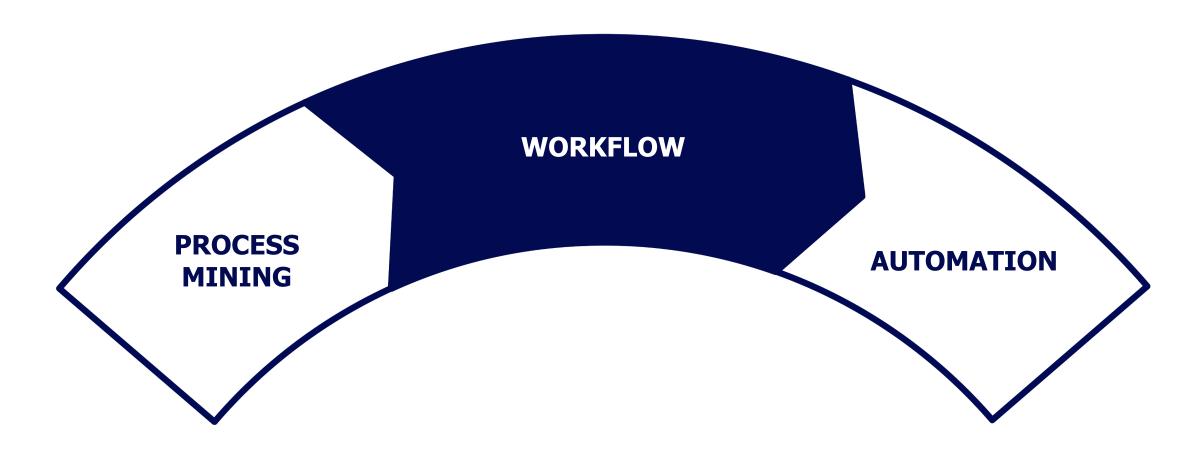


Low Code means High Speed

faster to **build**faster to **modify**faster to **execute**



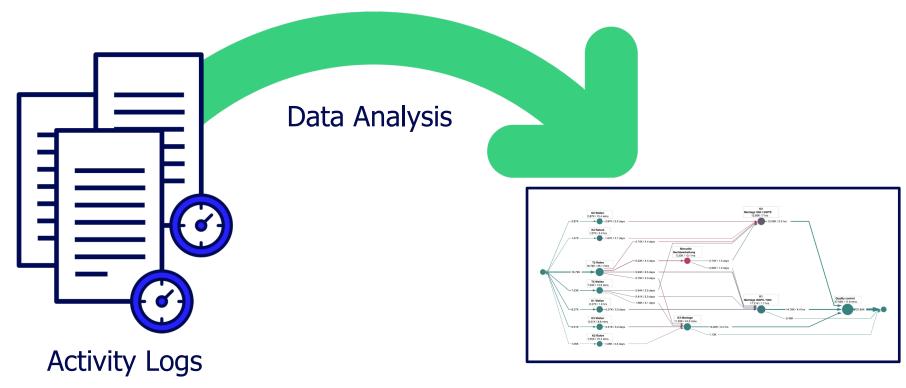
Low-code platform.



appian + (1) LANA

A leader in process mining joins the Appian platform.

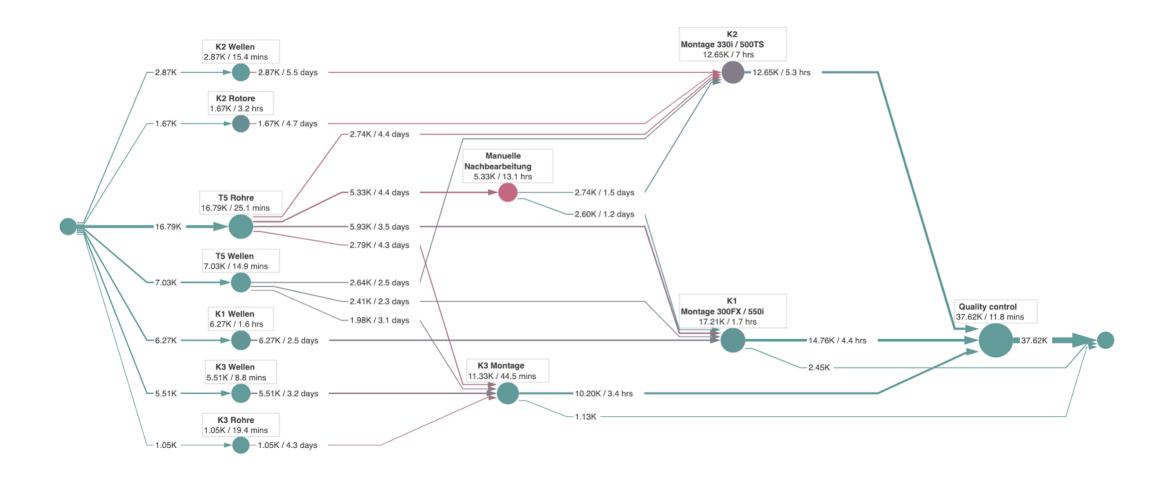
What is process mining?



Process Mining Model

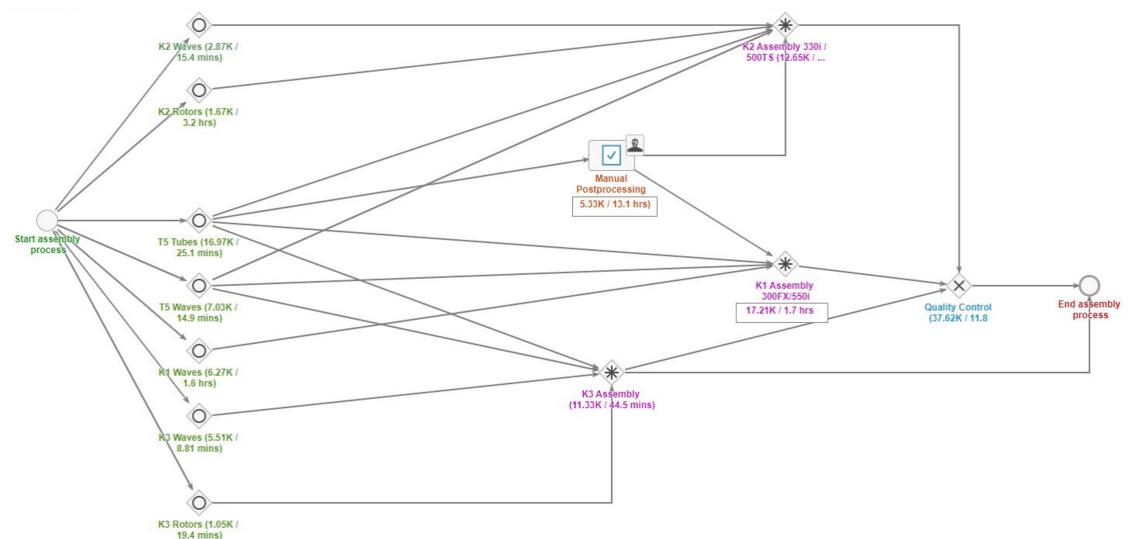


Process mining model.

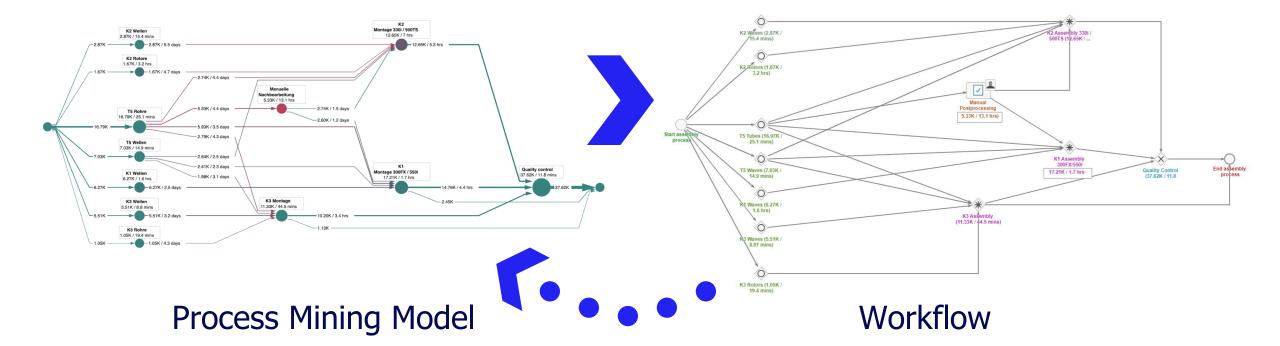




Workflow.

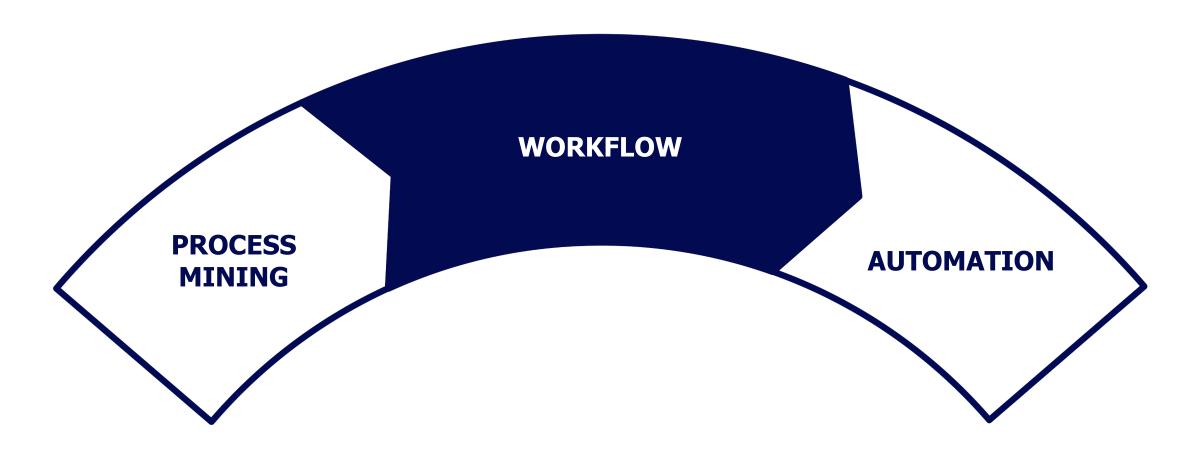








Low-code platform.



Our competition.





















Why we win.

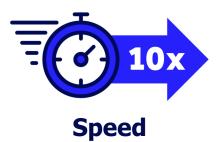


Unified platform





Customers like us best





Open architecture



Winning across industries.















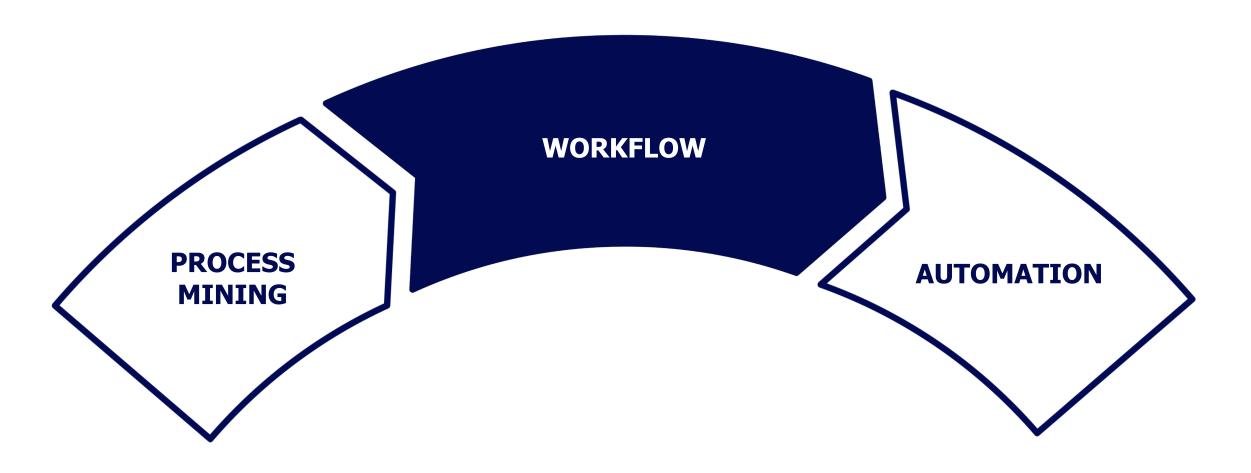






Accelerators

Consolidating market.



Scaling through partners.











































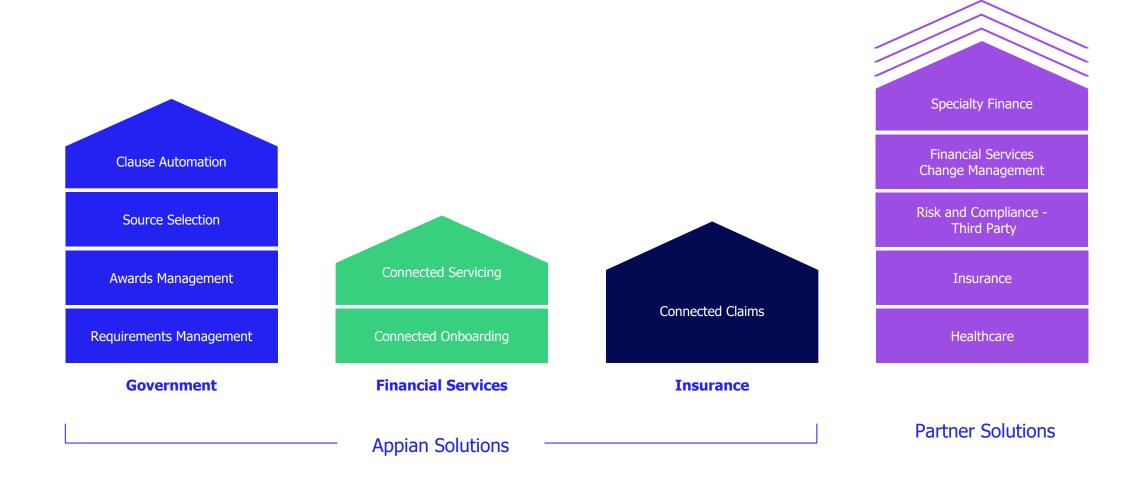








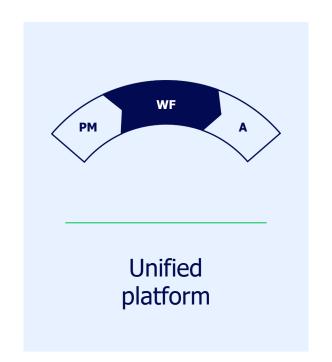
Solutions built on the Appian platform.

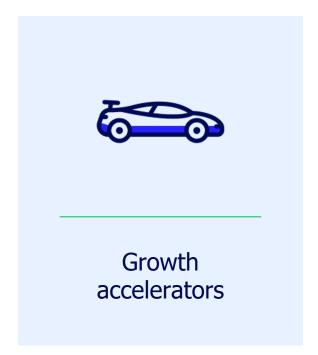




In summary.









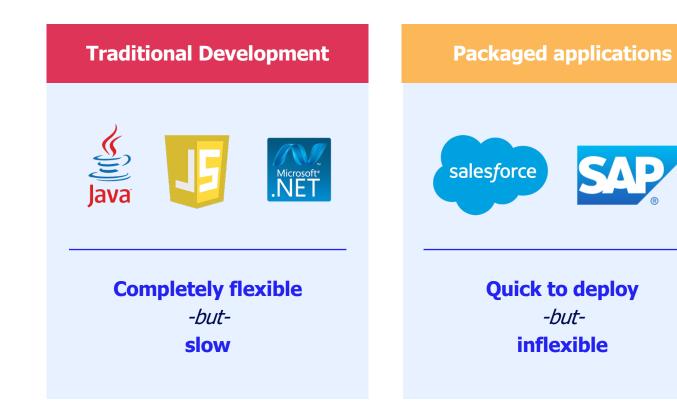


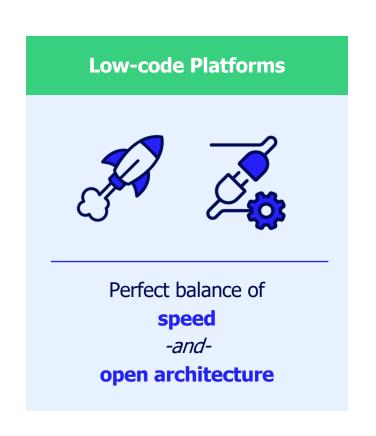


Engineering Culture and Innovation

Suvajit Gupta EVP Engineering, Appian

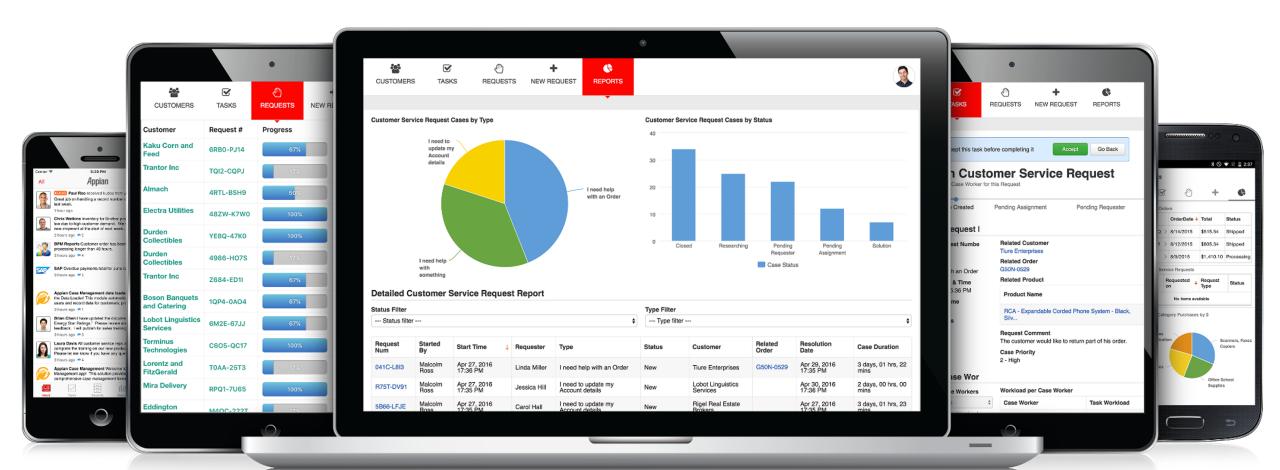
Low-code helps organizations keep up with change.







Appian apps are fast to build, open, and beautiful.

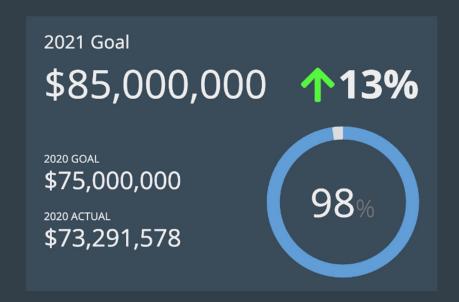






Saving the Earth's polar habitats through the power of crowdsourced gifting.









Properties

• NEW LISTING



New Listings

Q Search Listings

Sold Properties



\$1,695,000

苗 2d

3 Beds • 2.5 Baths • 2,403 Sq. Ft. 12345 Maple Ave, Palm Springs, CA 92262



\$2,150,000

4 Beds • 3.5 Baths • 2,942 Sq. Ft. 2345 Mesa Blvd, Palm Springs, CA 92264



\$1,945,000

🗰 26d

3 Beds • 2.5 Baths • 2,178 Sq. Ft. 345 Main St, Cathedral City, CA 92234



\$2,092,000

益 33d

5 Beds • 4.5 Baths • 3,219 Sq. Ft. 45678 Desert Ln, Palm Desert, CA 92260



\$1,723,000

苗 42d

苗 15d

3 Beds • 3 Baths • 2,230 Sq. Ft. 567 Fountain St, Hot Springs, CA 92241 DASHBOARD

INVENTORY

PIPELINE



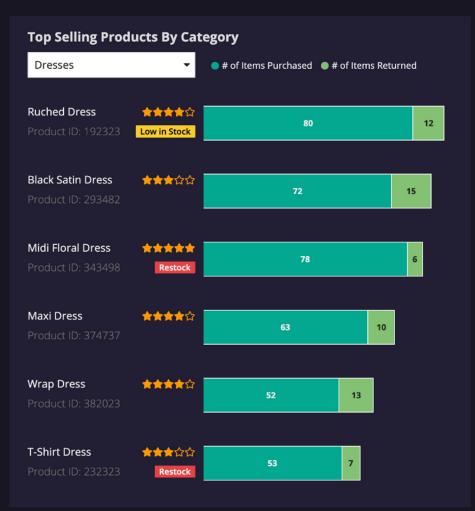


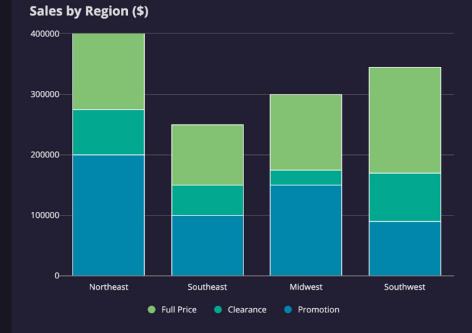


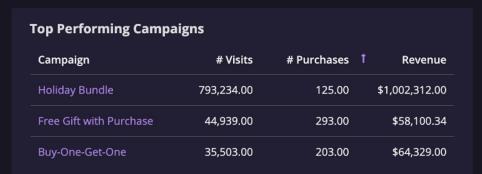




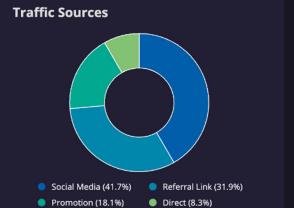
Customer Satisfaction





















WELCOME, CHARLES TSUI

LOAN MANAGER

Coronavirus Business Interruption Loan Scheme



£2.7M INTERRUPTION PAYMENTS

APPLICATIONS READY FOR SUBMISSION TO THE BBB

£100K LOAN SCHEME FEE

6376 TOTAL LOAN REQUESTS

£1.4B AMOUNT REQUESTED £435M AMOUNT APPROVED



15 Sep, 2021

16 Sep, 2021

PROCESSING METRICS

AVERAGE COMPLETION

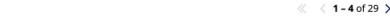
332

AVERAGE PER DAY

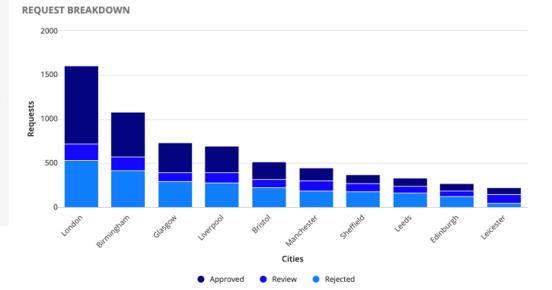
OPEN APPLICATIONS



Application #	1 Borrower	Primary Contact	Action 🕝	
10061	PROCENSOL CONSULTING LTD	William White	±	
10057	Future Tech Enterprise	William White	1	
10056	Tech Corp	Howard Goren	± .	
10047	ACME Industries	William White	<u>±</u>	





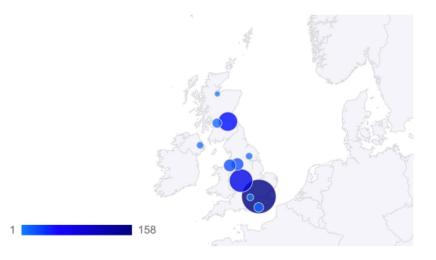




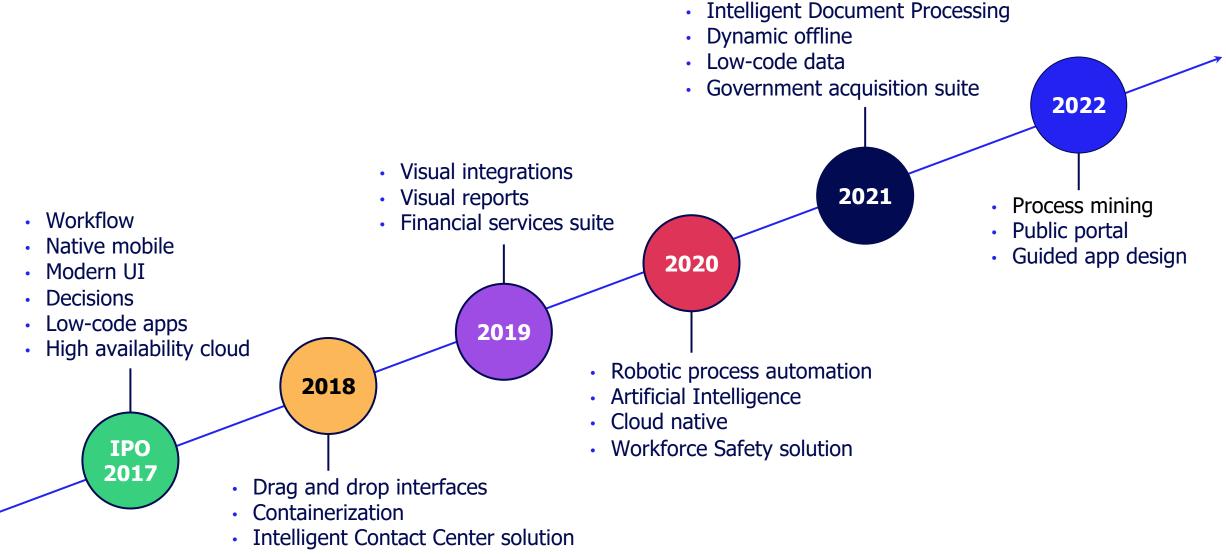




AT RISK REQUESTS

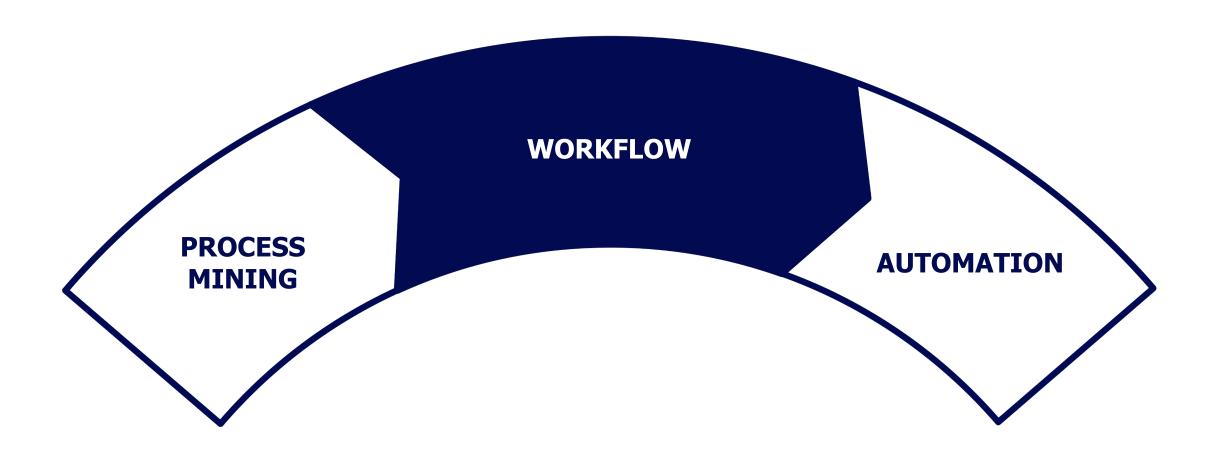


Continuous innovation.





Low-code platform.

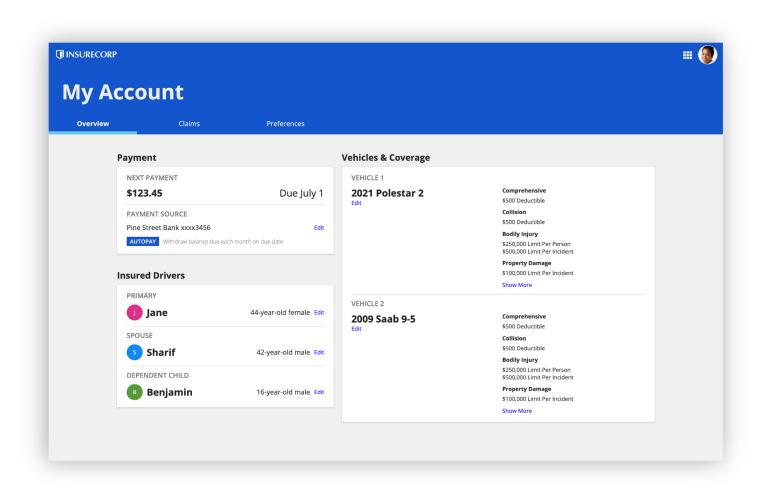


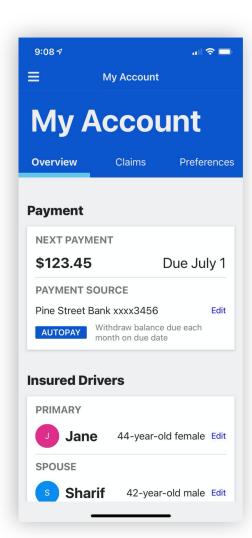
More Low-code Differentiators.

Differentiator #1: fast in 8 weeks.



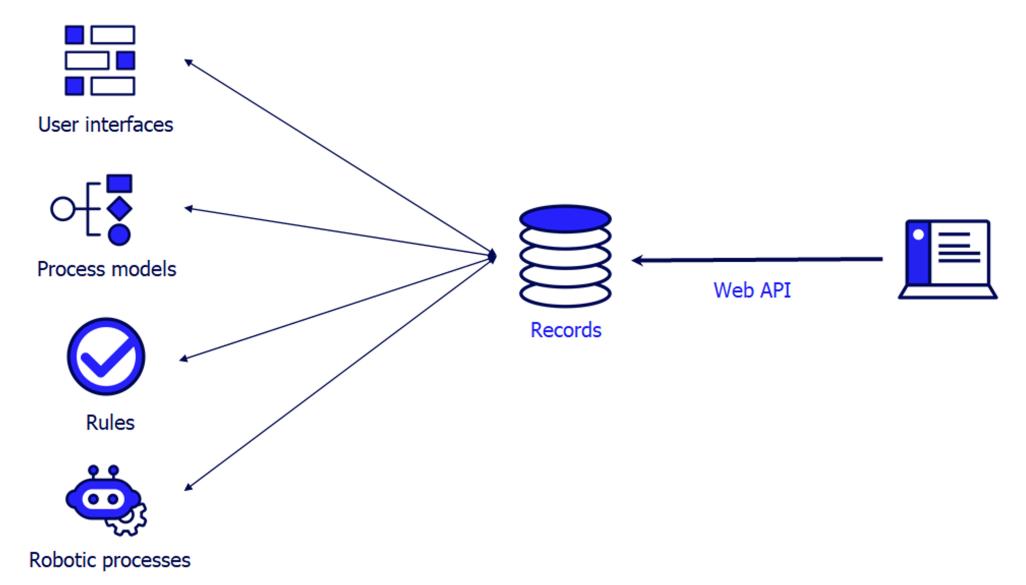
Differentiator #2: powerful native mobile built easily.







Differentiator #3: access dispersed enterprise data quickly.

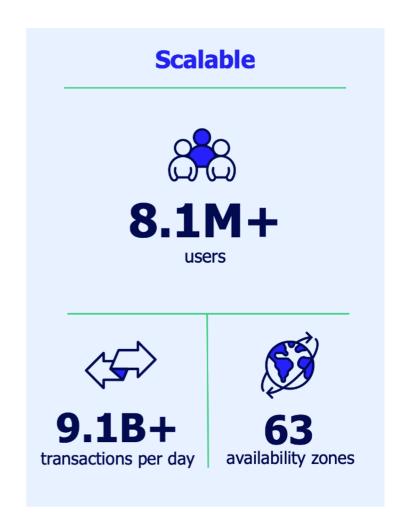




Differentiator #4: enterprise grade.







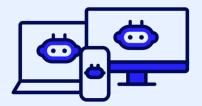


Differentiator #5: future proof.



No tech debt

Upgrade with platform releases automatically.



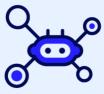
More devices

Compatible on new devices automatically.



More secure

Certified with newly deployed security frameworks in Appian Cloud automatically.



More extendable

Extend with
Appian solutions and
feature releases like RPA,
AI and process mining.



Synergistic Acquisitions.



Reliability

Enterprise grade security, scale, performance, uptime.



Low-code

Drag-and-drop, pointand-click.

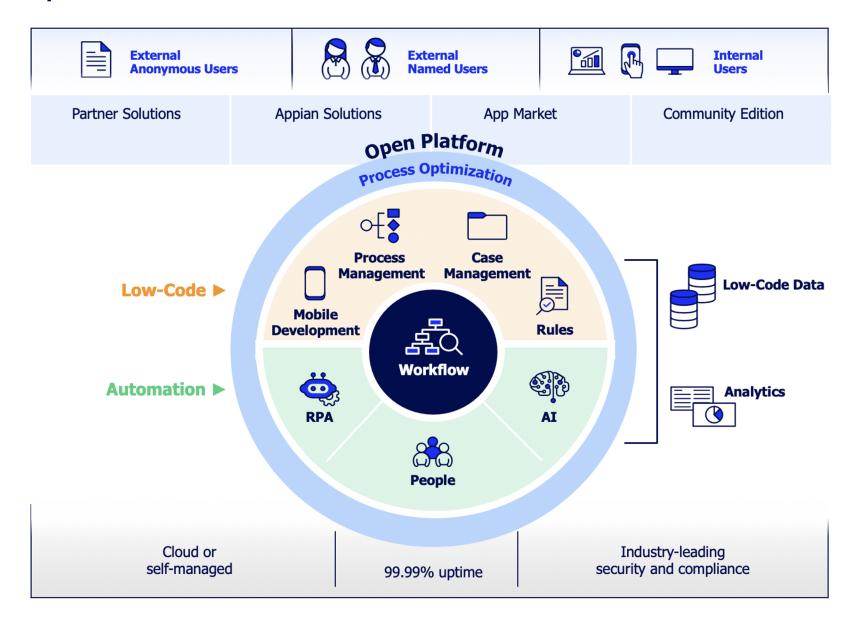


Synergy

Deeply integrated with the rest of Appian.



Unified platform.





Engineering is organized for scale.



Our unique culture ships great software.



Hiring

"We hire people for their character, not just their skills."



Values

We nurture and promote generosity instead of competitiveness.



Retention

We boast impressive employee tenures with average single-digit annual attrition since IPO.



Market driven

We value our field, customer, partner and market feedback and can quickly prioritize market demand.





Go-To-Market Strategy

Denise Vu BroadyChief Marketing Officer, Appian

Marketing Priorities



Elevate the messaging



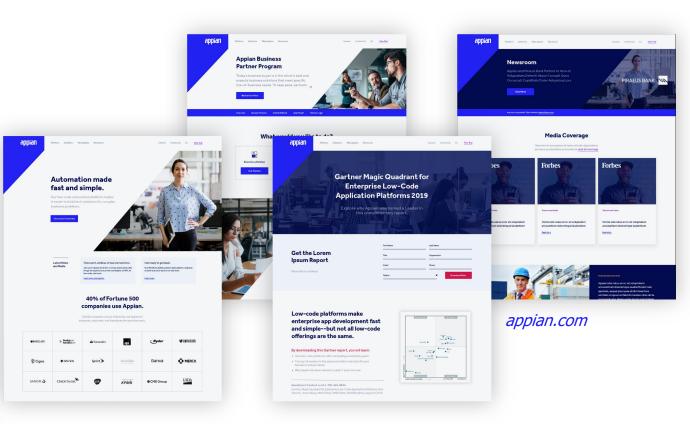
Build quality pipeline



Increase Market Awareness

New Brand







Focus on Thought Leadership Content













Thought Leadership focus with internal and sponsored content



Dedicated Thought Leadership team



Scaling with Appian led Thought Leadership and joint partner blogs and co-branded content



Scaling With and Through Partners





DIAMOND































Growing Appian's Community Experience

Appian User Ecosystem Experience

Community

<u>AppMarket</u>

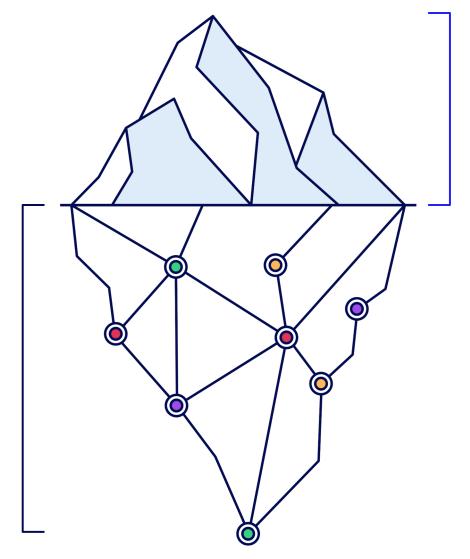
Community Edition

Academy Online

Examity

Forum

Documentation



Programs and Initiatives

Goals

Provide users and partners channels to present their expertise

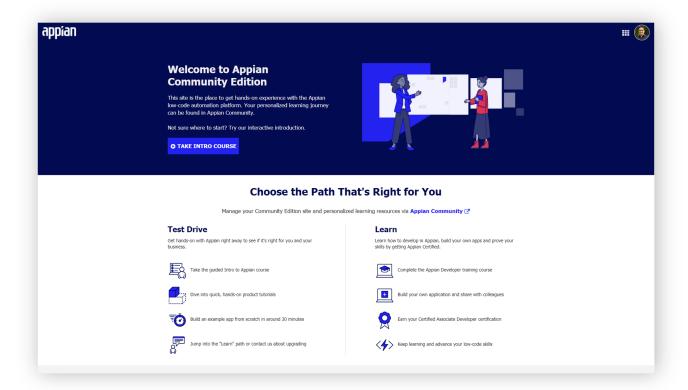
Help accelerate customer implementations

Support the growing user and partner ecosystem around Appian



Appian Community Edition

- Free, unlimited-time, selfservice cloud environment for developers
- Learning, Evaluation, and limited production use with path to upgrade
- 3x increase in Appian Community sign-ups comparing July 2020 to July 2021





Community Experience Goals



Accelerate the growth of our developer community



Increase the ratio of certified developers



Drive engagement and create advocates







Go-To-Market Strategy

Eric CrossChief Revenue Officer, Appian

GTM business update.

- Market Dynamics
- 2. Customers
- 3. Sales Philosophy
- 4. Sales Model
- 5. Sales coverage
- 6. Solutions strategy
- 7. Investment Areas

Appian market dynamics.



Large TAM



Accelerating market adoption



Limited competition for the most complex use cases



Strategic Partners



Greater efficiencies with investments in GTM strategy and processes



High net retention of customers



Appian market dynamics.

Why we win:

- Completeness of offering.
- Confidence and experience to drive a successful project or projects.
- Speed and time to value.
- Ability for customer to solve the most and least complex automation challenges with one vendor.



Innovate with Appian.





















Sales philosophy.



Focused on solving a customers most critical business challenges



Accomplished through our market leading technology, consulting services, and robust partner ecosystem



Automate complex back office and front facing business/workflow processes that drive tangible business outcomes



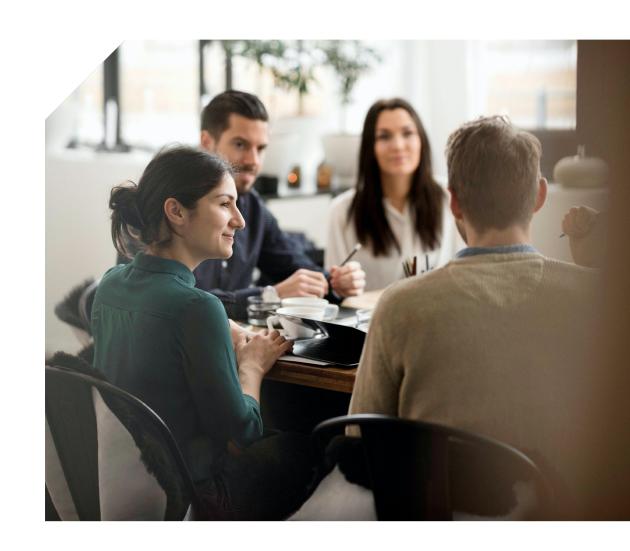
Priority #1:
Create great customer outcomes



Sales philosophy.

Sales engagement:

- Focus on our unique and differentiated value that drives business outcomes.
- Supported by our low code promise (Appian Guarantee) where appropriate.
- Work hand in hand with strategic partners to influence and accelerate customer acquisition.
- Highlighting speed and time to value, reduced project risk and the ability to scale from the most complex to least complex use cases.



Sales methodology.

Experiencing a TAM extending beyond the G2000

- Continued advancements in our platform.
- Evolving off the shelf configurable solutions.
- Democratizing Appian skillsets via our partner ecosystem.

Typical/Ideal customer engagement (Land and Expand)

- Starts with a highly visible, complex business problem.
- Accompanied by an Appian Guarantee (MVP 8 weeks).
- Evolving into a second, third, fourth.... Project.
- Leading to customer developing a COE around Appian.

Strategic partner engagement

- GSI's, ISV's, Strategic and Boutique consultants.
- Bring our AE's and Partners together for joint selling rhythm.
- Strong focus on partner enablement for delivery.
- Partners also sell branded solutions built on Appian (LIBOR, EUS remediation, KYC).



Major Banking Land & Expand Example

August MSA signed S.Spain Operations (PEX), SCF (eNews), SGO (Poland), Corporate Cost (Kubik/Rubik)



Customer Mexico, Customer Uruguay, Corporate Center



Customer Portugal, Customer Colombia, Customer BPI Portugal Branches
New Spain Projects
(Digital Endorsement,
Insurance, Risk Socioenvironmental)
SGO Mexico



2017 2018 2019 2020 2021

First Projects

Corporate Compliance

SC&IB – SBGM, SGO,

SC&IB – GTB



Customer UK, Customer NA – US, OpenBank, SGO – Comex, SBGM (Demand Management)



S. Operation Extension
(PEX – Appian Europe)
SGO Extension
Customer UK
(Extension FCTP)
S&CIB Extension

SCF – Cronos project
PEX for Branches
PEX for Portugal
Mexico extensión –
AML, BEI OpenBank
Extension Spain &
Argentina

Appian Kubernetes
Beta Tester RFP Global
BPM Appian Win
Licenses Extension S.
Portugal in Appian
Europe 2021

Sales coverage.



Field teams in a named account model



Understand the customer business, problems, desired outcomes



Total "sale" mindset



Sales coverage.

Teams structured into the following:

- **Global Strategics:** 1 to 3 accounts
- **Enterprise:** 5 to 7 accounts
- Mid Enterprise: 10 to 12 accounts
- Vertical Specialization
- Reseller focused teams:
 manage 8 to 10 partners



Solutions focus: horizontal and vertical GTM.

Horizontal

- Workforce safety
- CampusPass

Vertical

- Insurance:
 Connected Claims
- Financial services:

 Connected onboarding,
 Servicing and KYC
- Government Acquisitions:
 Requirements Mgmt, Award
 Mgmt, Source Selection,
 Clause Automation

Partner Solutions

- KYC
- Libor
- EUC remediation



Investment areas.



Vertical markets



Talent leadership investments



New markets

Licensing models









Financial Overview

Mark LynchChief Financial Officer, Appian

Financial highlights.



Strong Growth and Margin Profile

Cloud Subscription revenue CAGR of 48%; 90% NG-GM



Predictable Business Model

Subs. rev. – 69% vs. 51% @ IPO; 90%+ Renewal Rate



Solid Customer and Unit Economics

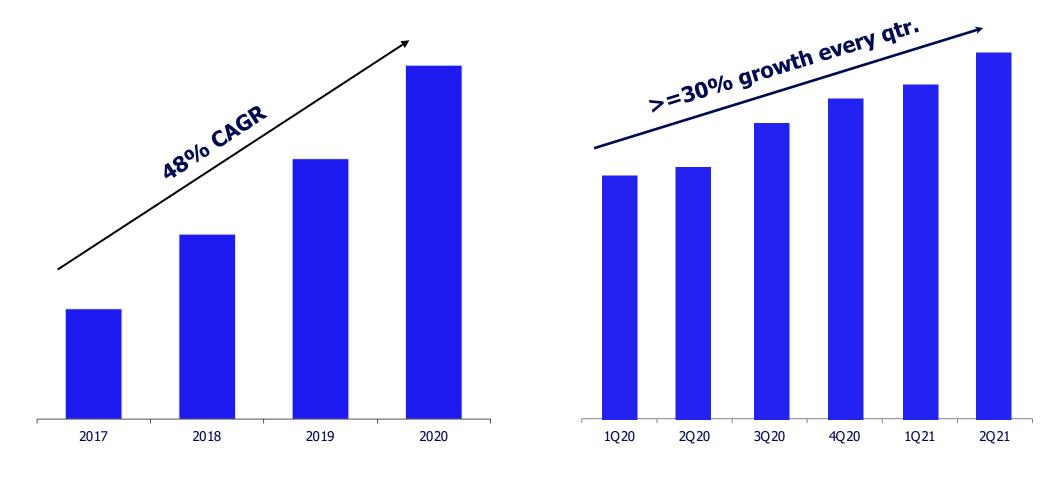
Growth across all customer cohorts and solid LTV/CAC



Investing For Sustainable Growth

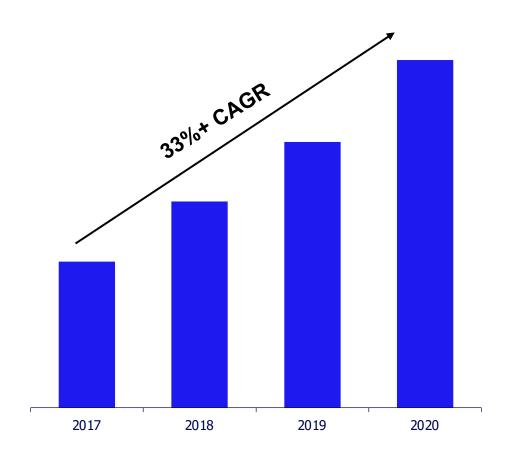
Long-term ARR growth drivers and target model

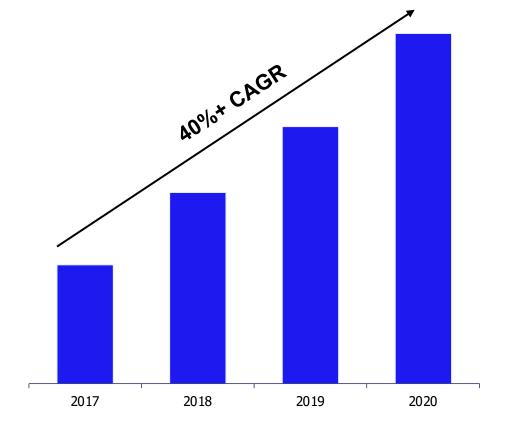
Solid cloud subscription revenue growth.





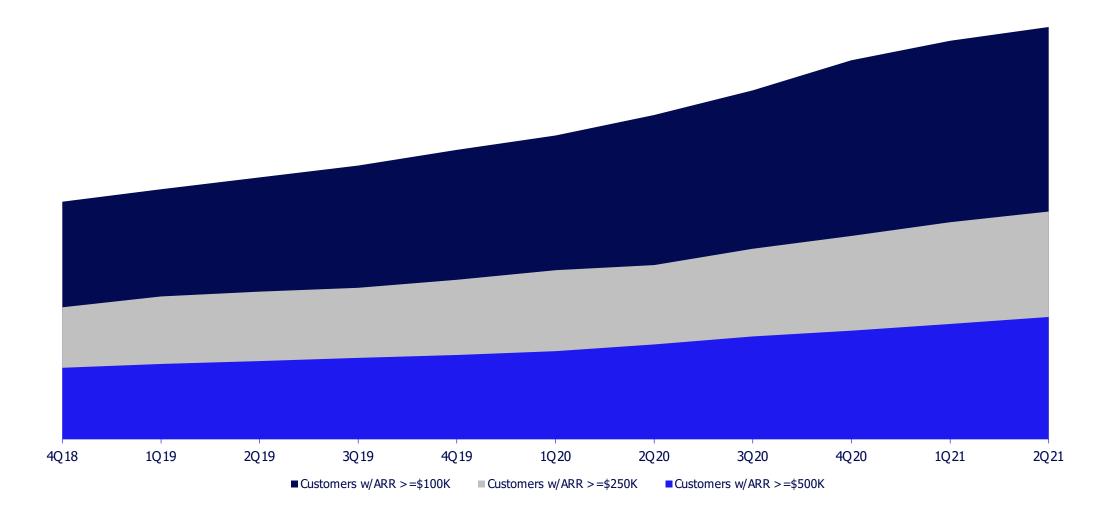
Healthy ARR Growth – total and cloud subscription.





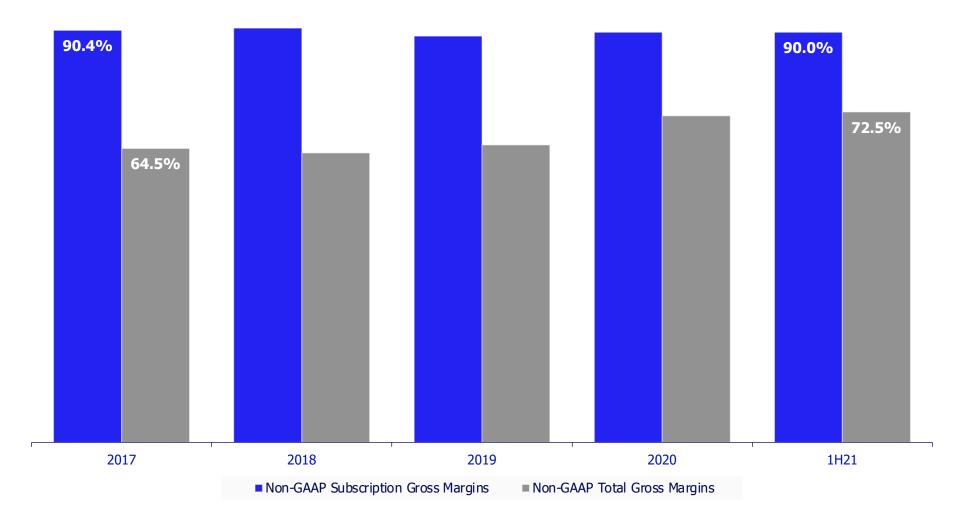


Healthy customer growth across all deal sizes.



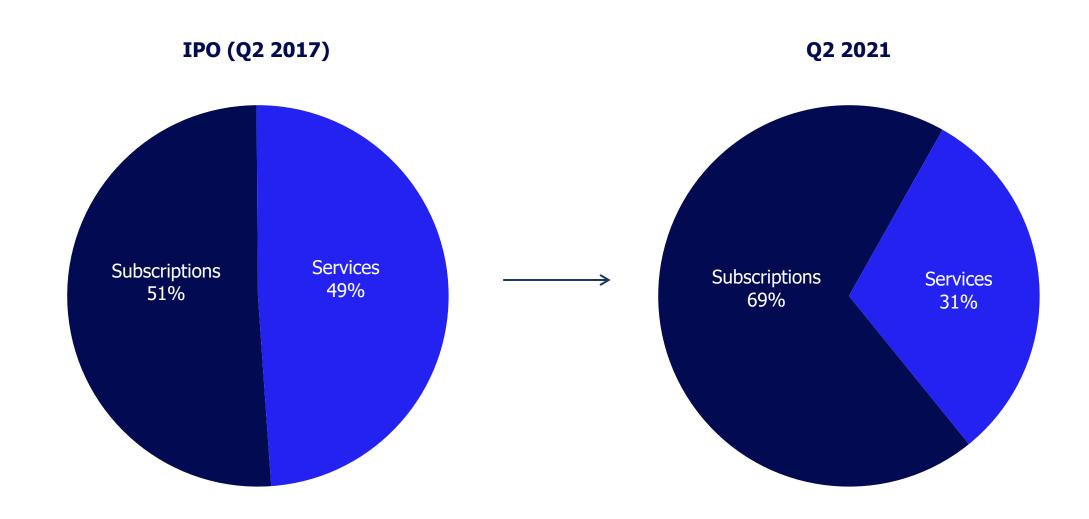


Platform strategy drives compelling gross margins.





Increasing mix of subscriptions revenue.





Customer focused subscription software revenue model.

100% subscription

100% of software revenue was subscription in 2020



Price by user, application, or effort to build

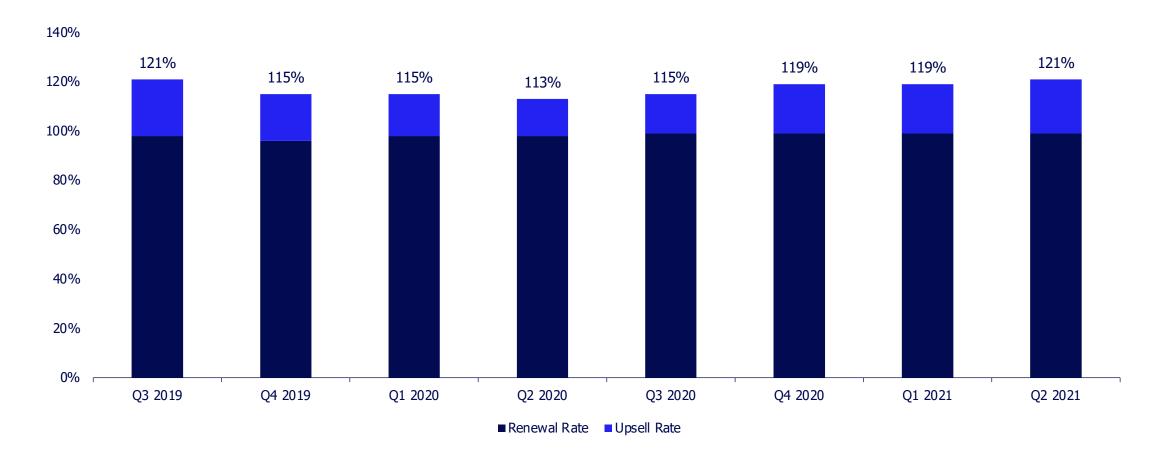


12-36mo

Typical contract length of 12 to 36 months



Consistent cloud subscription net revenue retention rate.²



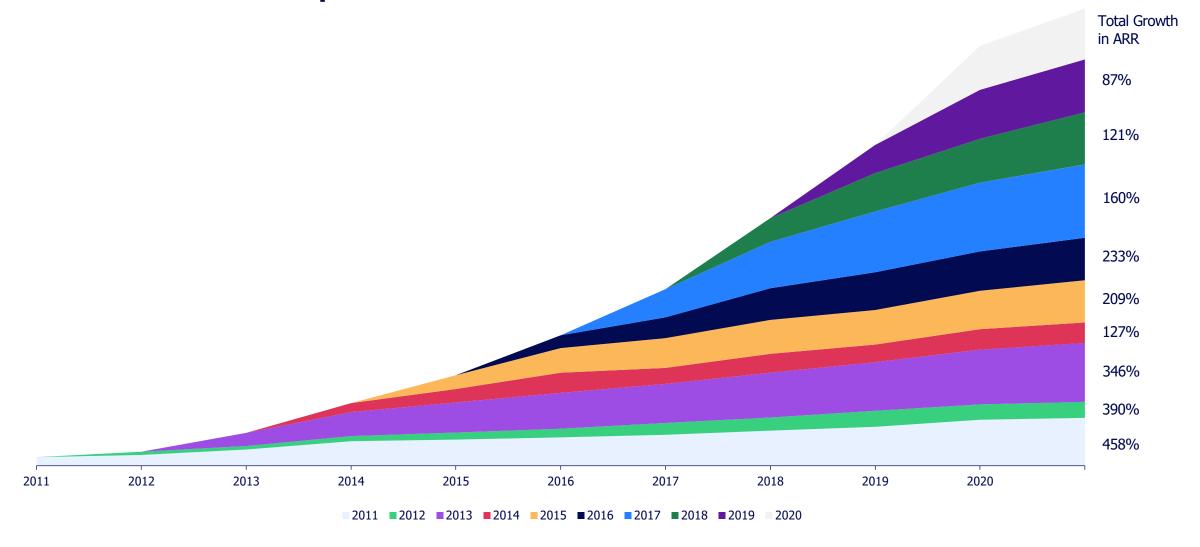


Healthy LTV:CAC unit economics.



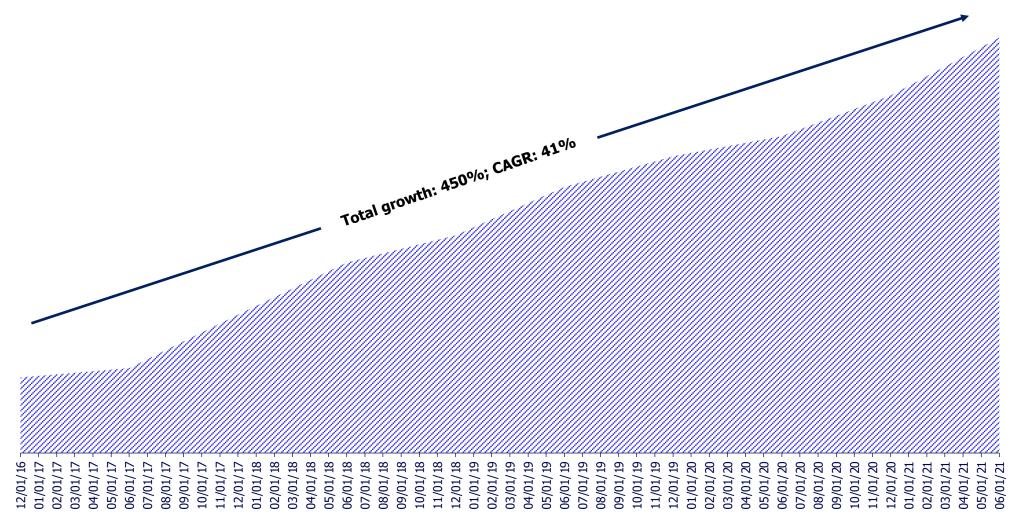


Continued expansion across cohorts.



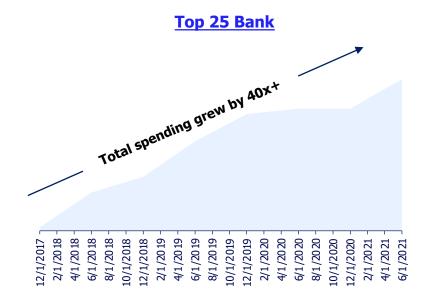


Spending growth journey – top 25 customers.

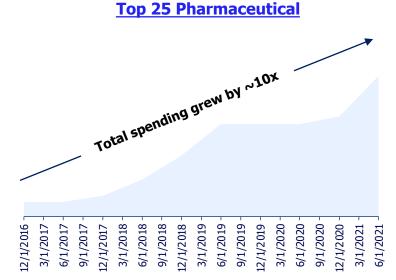




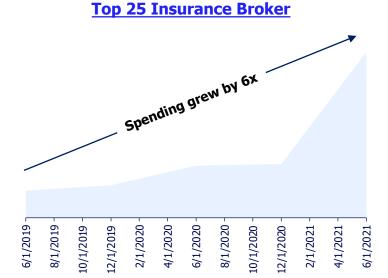
Spending growth journey – customer case studies.



Appian Low-Code Platform consolidated legacy systems and information into one case management solution. Appian also provided a complete view of their data from an intuitive and natively-mobile interface



Appian Low-Code Platform is used across several business units. Appian supports new go-to-market initiatives, modernization of call centers, and automates the processing of hundreds of thousands of cases.



Appian Low-Code Platform centralized a multiparty process to establish, monitor and process claims. Appian enables real time visibility on key performance measures, reduced time to market, and improved quality of solutions.



Targeting sustainable 30%+ cloud subscription growth.





Target long-term model.

			Target Model			
	2016	2020	@ IPO		Updated	
Gross Margin	62%	72%	75%	78%	80%	85%
S&M	41%	42%	34%	36%	38%	40%
R&D	17%	22%	14%	16%	15%	17%
G&A	13%	15%	7%	9%	7%	8%
Operating margin	-9%	-8%	20%		20%	



Appendix

The following slide includes definitions of common metrics we utilize to evaluate the performance of our business.

1 – Non-GAAP Gross Margins: Non-GAAP gross margins are calculated excluding the impact of stock-based compensation.

2 – Net Revenue Retention Rate: We calculate retention over a set of customers who have been with us for at least one full year. To calculate our cloud subscription revenue retention rate for a trailing 12-month period, we first establish the recurring cloud subscription revenue for the previous trailing 12-month period. This effectively represents recurring dollars that we should expect in the current trailing 12-month period from the cohort of customers from the previous trailing 12-month period without any expansion or contraction. We subsequently measure the recurring cloud subscription revenue in the current trailing 12-month period from the cohort of customers from the previous trailing 12-month period. Cloud subscription revenue retention rate is then calculated by dividing the aggregate recurring cloud subscription revenue in the current trailing 12-month period by the previous trailing 12-month period. This calculation includes the impact on our revenue from customer non-renewals, pricing changes and growth in the number of users on our platform. Our cloud subscription revenue retention rate can fluctuate from period due to large customer contracts in any given period.

3 — Lifetime Value of a Customer as Compared to the Cost of Acquiring that Customer ("LTV/CAC"): Our business model focuses on maximizing the lifetime value of a customer as compared to the cost of acquiring that customer. This metric is a function of the duration of a customer's deployment of Appian as well as the price and number of subscriptions of Appian a customer purchases. We also incur significant customer acquisition costs, including expenses associated with hiring new sales representatives, who generally take up to one year to become productive given the length of our sales cycle, and marketing costs, all of which, except for sales commissions, are expensed as incurred. We calculate LTV/CAC as (1) the average gross margin multiplied by average cloud subscription revenue for a given month divided by (2) the average percentage of monthly recurring revenue that did not renew in each month for the previous 12 months. We then divide this calculated lifetime customer value by our customer acquisition costs, which is the total sales and marketing expense incurred during the corresponding month. Note for fiscal years 2018 and prior, we utilized total subscription revenue to calculate lifetime customer value. Because upon adoption of ASC 606 we began to primarily recognize revenue from our on-premises term license subscriptions upfront, we amended the LTV/CAC calculation by replacing subscriptions revenue with cloud subscriptions revenue.

4 – Annualized Recurring Revenue ("ARR"): ARR is calculated by annualizing the contract value of an active software order or contract at a given point in time based on the contract's start and end dates. To annualize the value, a daily rate is calculated by dividing the contract value by the number of days in the contract's subscription term. The daily rate is then multiplied by 365 days. ARR is only calculated for software term licenses (i.e., cloud and on-premises) and only for contract items that are of a recurring nature (i.e., excluding one-time fees).



Reconciliation of Target Long-Term Model

\$ in thousands	FY 2016	FY 2020
Reconciliation of Non-GAAP Gross Margins:		
Revenue	\$ 132,923	\$ \$ 304,573
Cost of Revenue	50,123	88,766
Less: Stock Compensation Expense – Cost of Revenue		(2,420)
Non-GAAP Cost of Revenue	50,123	86,346
Non-GAAP Gross Margins	62%	72%
Reconciliation of Non-GAAP S&M Expense as a Percentage of Revenue:		
Revenue	\$ 132,923	\$ \$ 304,573
Sales and Marketing Expense	54,137	130,316
Less: Stock Compensation Expense – Sales and Marketing		(2,821)
Non-GAAP Sales and Marketing Expense	54,137	127,495
Non-GAAP Sales and Marketing Expense as a Percentage of Revenue	41%	42%
Reconciliation of Non-GAAP R&D Expense as a Percentage of Revenue:		
Revenue	\$ 132,923	\$ \$ 304,573
Research and Development Expense	22,994	70,241
Less: Stock Compensation Expense – Research and Development		(2,718)
Non-GAAP Research and Development Expense	22,994	67,523
Non-GAAP Research and Development Expense as a Percentage of Revenue	17%	22%
Reconciliation of Non-GAAP G&A Expense as a Percentage of Revenue:		
Revenue	\$ 132,923	\$ \$ 304,573
General and Administrative Expense	17,039	53,152
Less: Stock Compensation Expense – General and Administrative		(7,320)
Non-GAAP General and Administrative Expense	17,039	45,832
Non-GAAP General and Administrative Expense as a Percentage of Revenue	13%	15%
Reconciliation of Non-GAAP Operating Margin:		
Revenue	\$ 132,923	\$ \$ 304,573
Operating Loss	(11,370)	
Less: Stock Compensation Expense – Operating Expense	<u> </u>	(12,859)
Non-GAAP Operating Loss	(11,370)	(25,043)
Non-GAAP Operating Margin	(9%)	(8%)



