

Investor Presentation

Second Quarter Fiscal Year 2024



This presentation contains “forward-looking statements” within the meaning of the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. All statements other than statements of historical fact are forward-looking statements. These statements include, but are not limited to, statements regarding our future operating results and financial position, anticipated future expenses and investments, expectations relating to certain of our key financial and operating metrics, our business strategy and plans, market growth, our market position and potential market opportunities, and our objectives for future operations. The words “believe,” “may,” “will,” “estimate,” “potential,” “continue,” “anticipate,” “intend,” “expect,” “could,” “would,” “project,” “plan,” “target,” and similar expressions are intended to identify forward-looking statements. Forward-looking statements are based on management’s expectations, assumptions, and projections based on information available at the time the statements were made. Our future financial condition and results of operations, as well as any forward-looking statements, are subject to change due to inherent risks and uncertainties, many of which are beyond our control. Important factors that could cause our actual results, performance and achievements, or industry results to differ materially from estimates or projections contained in or implied by our forward-looking statements include the following: our ability to appropriately manage future growth; our revenue growth rate in the future; our ability to achieve and sustain profitability, our business, financial condition, and operating results; our intense competition and loss of market share to our competitors; the market for our services may not grow; a decline in our customer renewals and expansions; our transparency; our publicly available company Handbook; security and privacy breaches; customers staying on our open-source or free SaaS product offering; fluctuations in our operating results; our limited operating history; our ability to manage our growth effectively; our ability to respond to rapid technological changes; our ability to accurately predict the long-term rate of customer subscription renewals or adoption, or the impact of these renewals and adoption; and our hiring model. We do not undertake any obligation to update or release any revisions to any forward-looking statement or to report any events or circumstances after the date hereof or to reflect the occurrence of unanticipated events, except as required by law.

This presentation also contains estimates and other statistical data made by independent parties and by GitLab relating to market size and growth and other industry data. Such data involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. GitLab has not independently verified the statistical and other industry data generated by independent parties and contained in this presentation and, accordingly, it cannot guarantee their accuracy or completeness. In addition, projections, assumptions and estimates of its future performance and the future performance of the markets in which GitLab competes are necessarily subject to a high degree of uncertainty and risk due to a variety of factors. These and other factors could cause results or outcomes to differ materially from those expressed in the estimates made by the independent parties and by GitLab.

This presentation includes certain financial measures not presented in accordance with generally accepted accounting principles in the United States (“GAAP”), which are used by management as a supplemental measure, have certain limitations, and should not be construed as alternatives to financial measures determined in accordance with GAAP. The non-GAAP measures as defined by us may not be comparable to similar non-GAAP measures presented by other companies. Our presentation of such measures, which may include adjustments to exclude unusual or non-recurring items, should not be construed as an inference that our future results will be unaffected by other unusual or non-recurring items. A reconciliation is provided in the Appendix to the most directly comparable financial measure stated in accordance with GAAP.

For further information with respect to GitLab, we refer you to our most recent Quarterly Report on Form 10-Q filed with the SEC. In addition, we are subject to the information and reporting requirements of the Securities Exchange Act of 1934 and, accordingly file periodic reports, current reports, proxy statements and other information with the SEC. These periodic reports, current reports, proxy statements and other information are available for review at the SEC’s website at <http://www.sec.gov>.



GitLab at a Glance

7,815

Base Customers¹

810

>\$100K Customers

\$558M

Run-Rate Revenue¹

38%

YOY Run-Rate Revenue Growth²

91%

Non-GAAP Gross Margin³

124%

Dollar-Based Net Retention Rate¹

100%

Remote since inception

1

Platform



Note: Figures as of the three months ended July 31, 2023 (Q2 FY24) unless otherwise noted.

¹ Definition can be found in the Appendix. ² Represents growth in revenue from annualized Q2 FY23 to annualized Q2 FY24. ³ See Appendix for reconciliation with most directly comparable GAAP figure.



High growth market opportunity

\$40B

estimated total
addressable market*

85%

of organizations are
using 2-10 DevOps
tools**

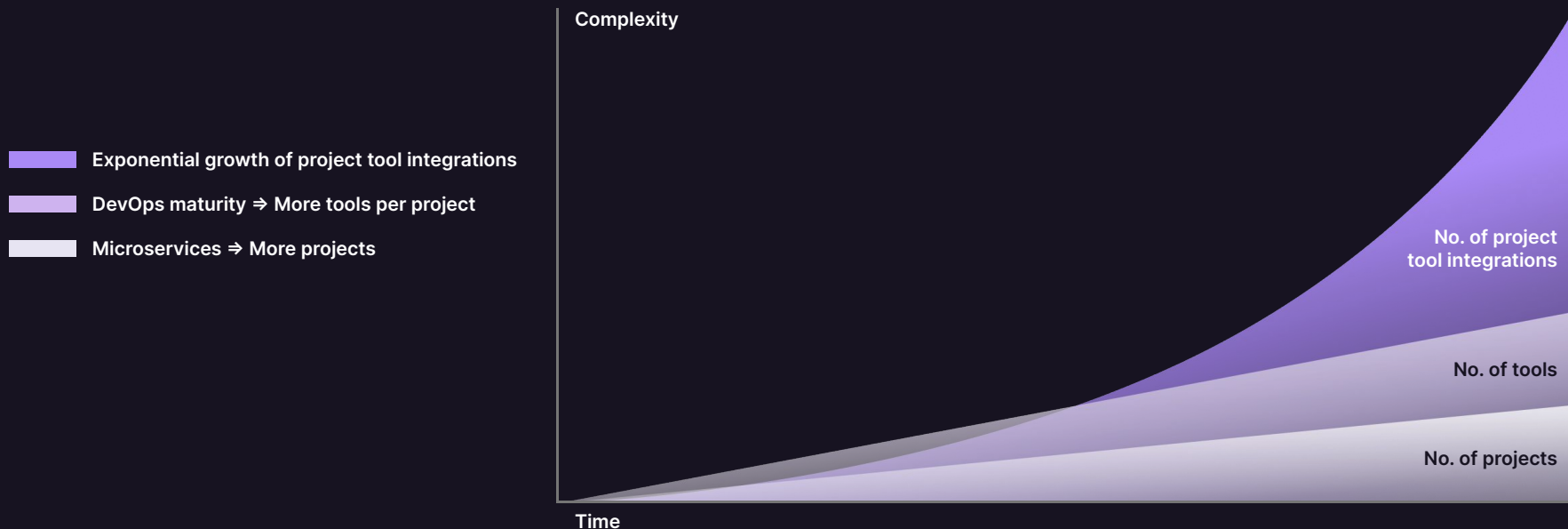
69%

of organizations would like
to consolidate their
toolchains**



Sources: * TAM based on GitLab internal analysis; ** GitLab 2022 DevSecOps Report

DIY DevOps is getting exponentially harder



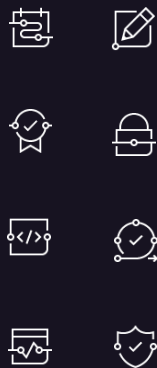
The four phases of DevOps

BYO DevOps Bring-Your-Own



Disparate set of
redundant tools

BIC DevOps Best-In-Class



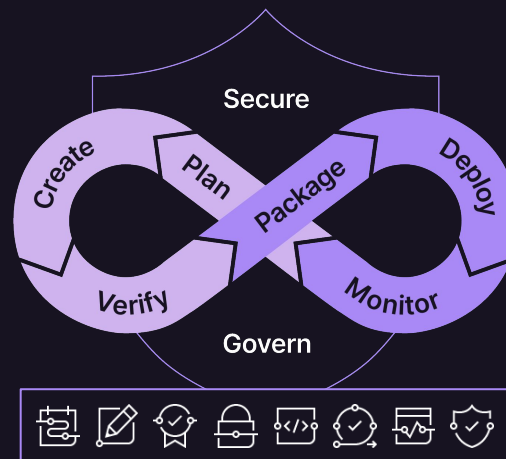
Standardized toolchain
with no integration

DIY DevOps Do-It-Yourself



Custom integrations for
a standardized toolchain

DevSecOps Platform Single application



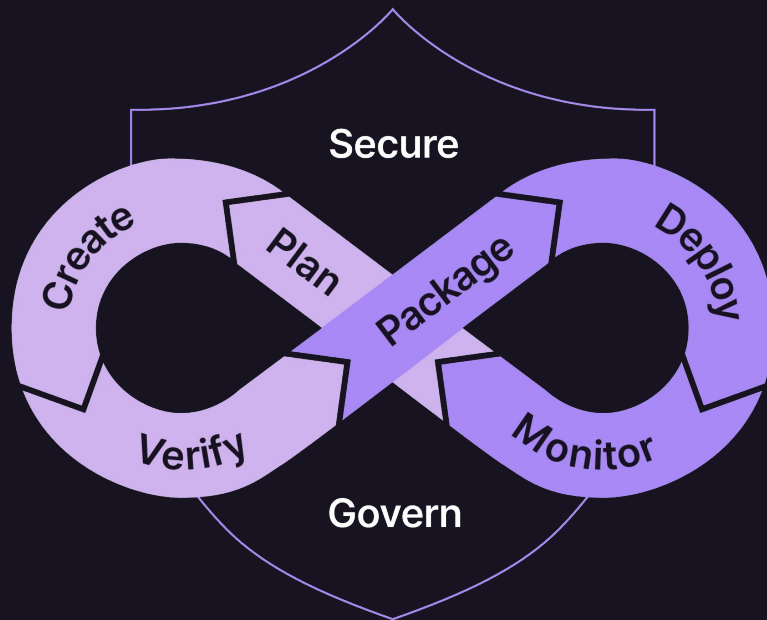
All of the essential DevSecOps tools in a single
application



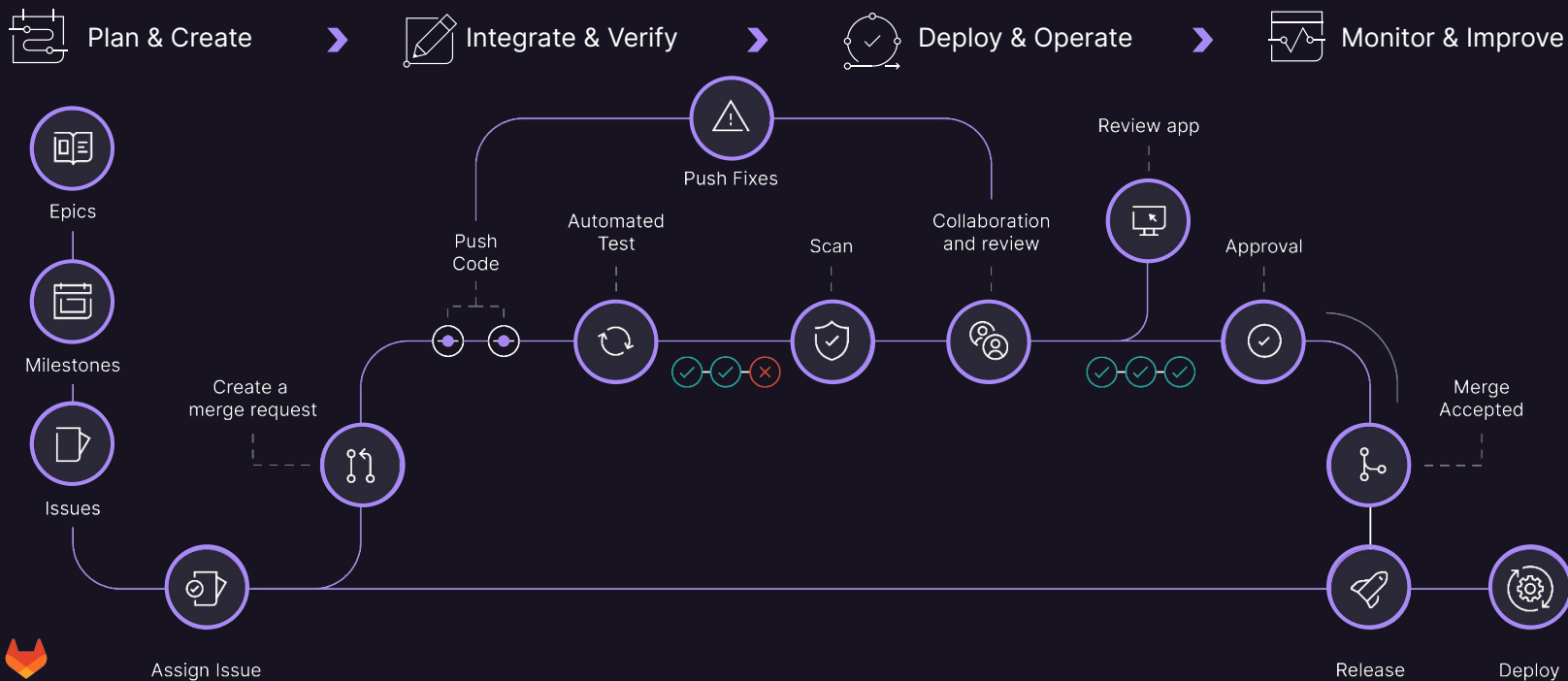
GitLab is the most comprehensive DevSecOps Platform

Empower development, security, and operations teams to build better software, faster

- ✓ Save costs
- ✓ Greater efficiency
- ✓ Save on integration
- ✓ Faster cycle time

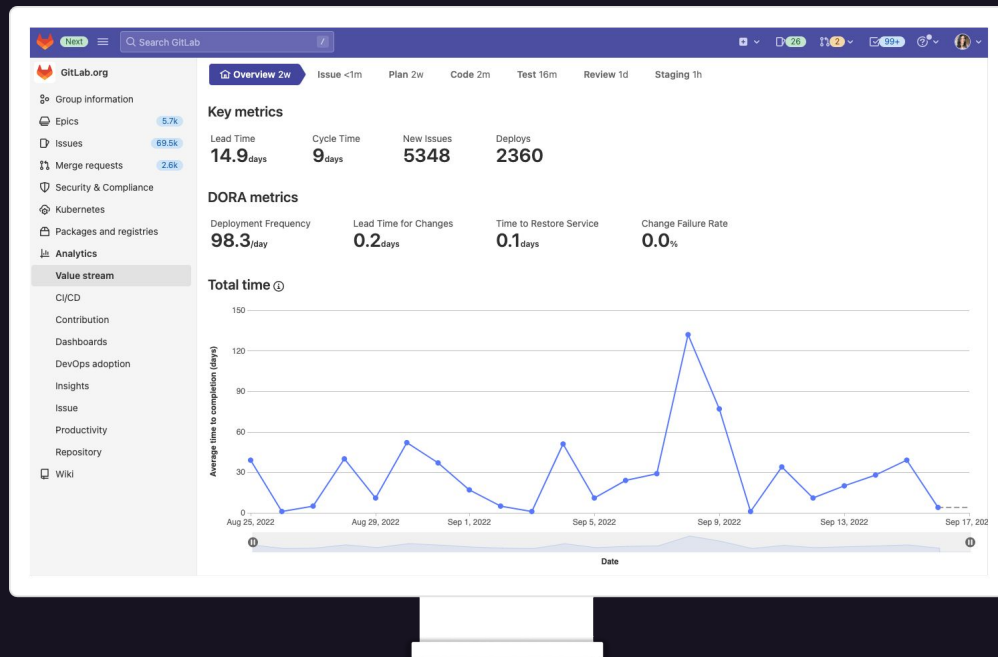


One workflow to unite your developers, security, and operations teams



A single application enables executive visibility across value streams

- ✓ **Executive dashboards** without siloed views.
- ✓ **Bring together all metrics from within and outside of GitLab:** DORA4, Value Stream Analytics, DevOps Adoption, Observability.
- ✓ **Improved collaboration** and understanding via a single place for everyone to see the same metrics.

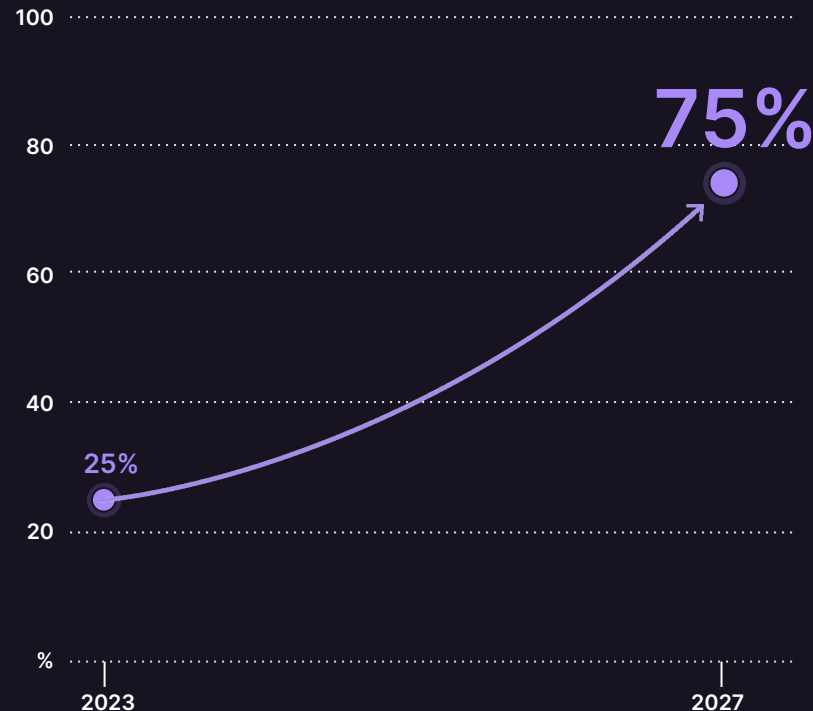




By 2027, 75% of organizations will have switched from multiple point solutions to DevOps platforms to streamline application delivery, which is an increase from 25% in 2023.



Organizations



Charts/graphics created by GitLab based on Gartner research. Source: Gartner, Inc., Magic Quadrant for DevOps Platforms, June 2023.



Gartner®, Magic Quadrant™ for DevOps Platforms, Manjunath Bhat, Thomas Murphy, et al., 05 June 2023
Gartner is a registered trade and service mark of Gartner, Inc. and/or its affiliates in the US and internationally and is used herein with permission. All rights reserved.

2023 Gartner® Magic Quadrant™ for DevOps Platforms

GitLab recognized as a Leader

Gartner positioned GitLab as highest in Ability to Execute. According to Gartner, Leaders execute well against their current vision and are well-positioned for tomorrow.

Source: Gartner, Magic Quadrant for DevOps Platforms, Manjunath Bhat, Thomas Murphy, Et, Al., 05 June 2023

Gartner Methodologies, Magic Quadrant, August 2023, <https://www.gartner.com/en/research/methodologies/magic-quadrants-research>

GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally, and MAGIC QUADRANT is a registered trademark of Gartner, Inc. and/or its affiliates and are used herein with permission. All rights reserved.

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

This graphic was published by Gartner Inc. as part of a larger report and should be evaluated in the context of the entire document. The Gartner document is available upon request from Gartner B.V.



Figure 1: Magic Quadrant for DevOps Platforms



Source: Gartner

GitLab recognized as the only Leader

The Forrester Wave™: Integrated Software Delivery Platforms, Q2 2023



GitLab is great for enterprises wishing to consolidate their best-of-breed toolchain into one high-performing ISDP.

Source: The Forrester Wave™: Integrated Software Delivery Platforms, Q2 2023



The Forrester Wave™ is copyrighted by Forrester Research, Inc. Forrester and Forrester Wave are trademarks of Forrester Research, Inc. The Forrester Wave is a graphical representation of Forrester's call on a market and is plotted using a detailed spreadsheet with exposed scores, weightings, and comments. Forrester does not endorse any vendor, product, or service depicted in the Forrester Wave. Information is based on best available resources. Opinions reflect judgment at the time and are subject to change.



Our product in 2019

GitLab was known for Source Code Management and CI/CD

Plan	> Create	> Verify	> Secure	> Package	> Release	> Configure	> Monitor	> Govern
Service desk	Source code management	Continuous integration (CI)	SAST	Package registry	Continuous delivery (CD)	Auto DevOps	Metrics	Container scanning
Roadmaps	Code review	Performance testing	DAST	Release evidence	Pages	Kubernetes management	Logging	
Boards	Wiki	Code testing and coverage	License compliance	Git LFS	Review apps	ChatOps		
	Snippets		Dependency scanning		Release Orchestration	Serverless		
	Web IDE				Feature flags	Cluster cost management		



Feature maturity key:

Mature

Early

Our product today

GitLab is the most comprehensive DevSecOps platform

Over last 4 years, significant increase in feature and functionality in every stage

Plan	Create	Verify	Secure	Package	Deploy	Monitor	Govern	Analyze
Value stream management	GitLab CLI	Review apps	Container scanning	Dependency proxy	Environment management	Service desk	Dependency management	Error tracking
Design management	Web IDE	Merge trains	Dependency scanning	Helm chart registry	Release orchestration	Incident management	Vulnerability management	Product Analytics Visualization
Portfolio management	Code review workflow	Code testing and coverage	Fuzz testing	Container registry	Feature flags	On-call schedule management	Compliance Management	Metrics
Team planning	Source code management	Continuous integration (CI)	API Security	Package registry	Continuous delivery (CD)		Audit Events	Logging
Requirements management	Remote development	Secrets management	DAST	Dependency firewall	Infrastructure as code		Security policy management	Tracing
Quality management	Editor Extensions	Pipeline composition	Secret detection		Auto DevOps		Release Evidence	
DORA metrics		GitLab Runner	SAST		Deployment management			
DevOps reports		Runner Fleet	Software composition analysis					
Wiki		Build artifacts	Code quality					
Pages		CI/CD visibility	GitLab Advisory Database					



Feature maturity key:

Available

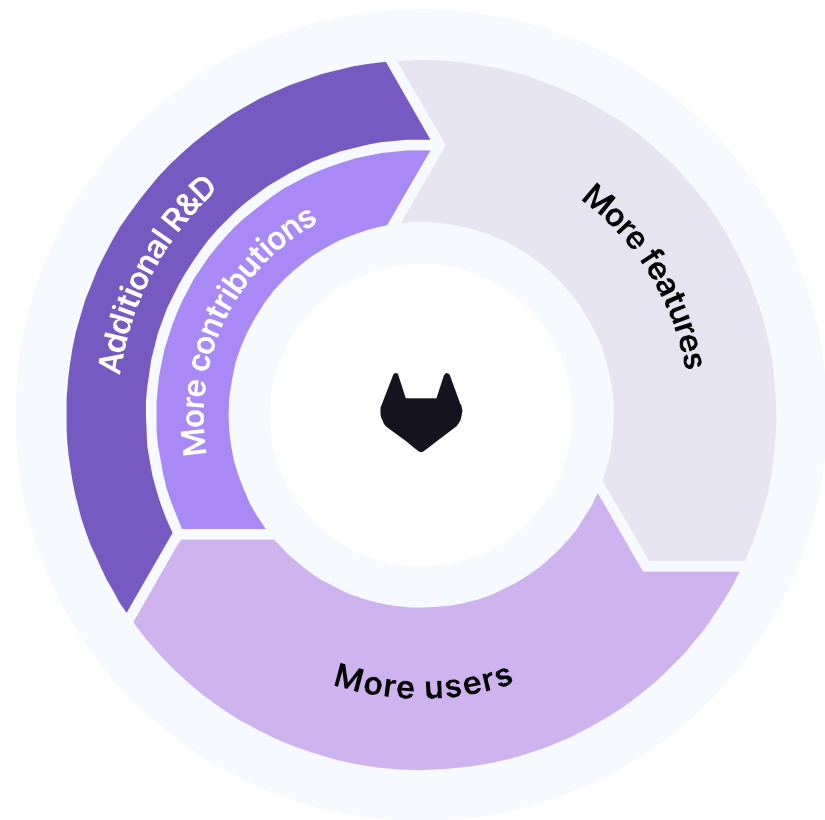
Planned

Open core drives innovation

Dual Flywheel Approach:

- Innovation from GitLab
- Innovation from the wider community

Every quarter hundreds of improvements are contributed by our customers and users



Significant ROI and short payback period

427%

ROI for revenue-generating applications

<6 months

Payback period of less than 6 months



**Much faster
cycle time**

Revenue acceleration



**Better user
experience**

Higher productivity



Fewer tools

Lower integration costs



**Fewer software
vendors**

License cost reduction



Source: GitLab-commissioned Forrester Consulting Total Economic Impact™ study in 2022. 427% within the first three years of deployment to revenue-generating applications.

GitLab Duo

The Suite of AI Capabilities Powering Workflows



Throughout the Software Delivery Lifecycle

Improve DevSecOps workflow efficiency by **10x** by applying AI assisted workflows to all teams involved in delivering software value



Privacy-First, Enterprise-Grade

Lead with a privacy-first approach allowing enterprises and regulated organizations to adopt AI assisted workflows



Single Application

Leverage the benefits of GitLab's single application to deliver more software faster, enabling executive visibility across value streams and preventing context switching



Enterprise-grade and privacy-first AI

IP Protection, Privacy, and Compliance are concerns, especially at enterprise level



Keep your proprietary code **secure**

With Code Suggestions, you keep your proprietary source code secure within GitLab's cloud infrastructure and this code isn't used as training data.

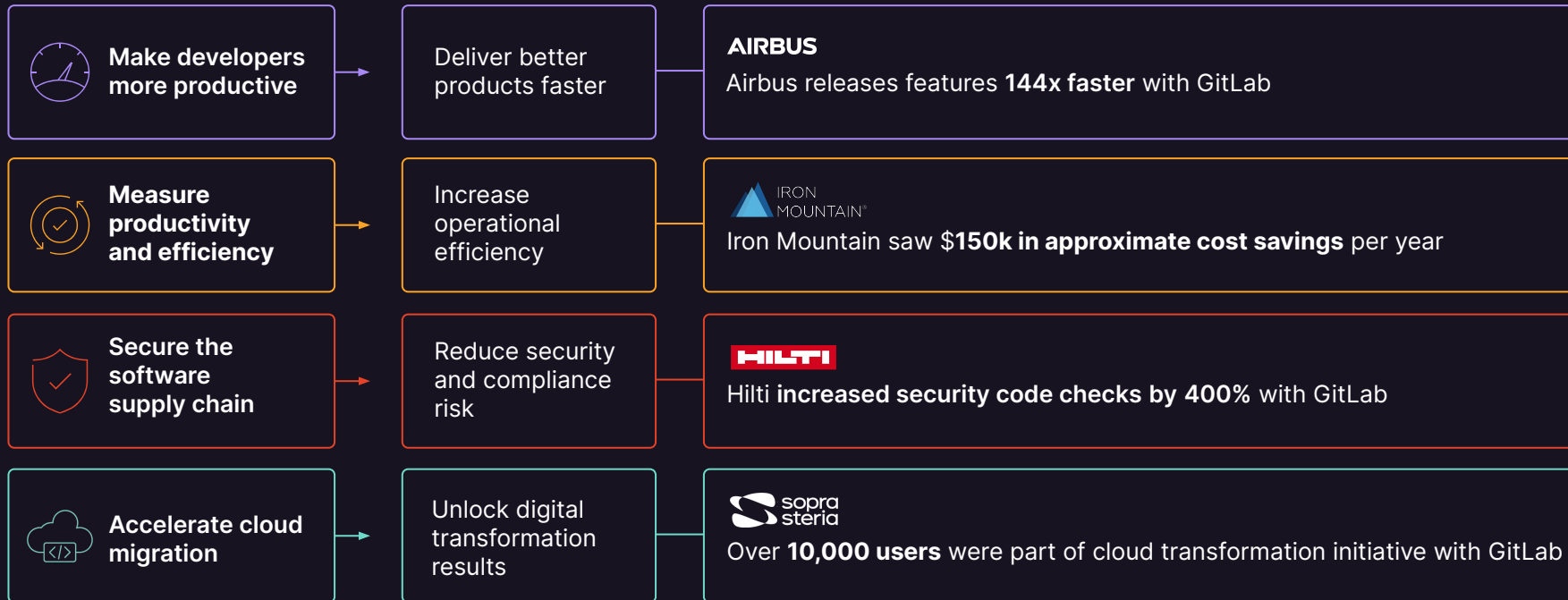


No **unnneeded** **tradeoff**

Efficiency at the cost of privacy, security and compliance is a nonstarter for you and us



Why customers choose GitLab



Competitive differentiators



DevSecOps Platform

- An all-in-one DevSecOps solution with security integrated throughout the platform



Flexibility

- SaaS for customers who want to consume as a service
- Self-Managed for customers who want deployment control



Cloud Agnostic

- Deploy anywhere enabling multi-cloud strategy
- Avoid vendor lock-in - no single cloud preferential treatment



User Experience

- Integrated, one platform experience prevents context switching



Open Core Platform

- We build with our customers



GitLab is the only complete DevSecOps Platform

GitLab is more than just a developer tool for writing and sharing code. It's the only complete AI-powered DevSecOps platform for the entire software development lifecycle (SDLC) where enterprises build mission-critical software.



AI-Powered

Focus on privacy-first AI

More AI features than other platforms

AI capabilities that add value across the entire SDLC

Native models, as well as models powered by Google Vertex AI Codey APIs

Transparent AI feature roadmap



Dev

Quality management

Built-in Terraform module registry

Review Apps

Native support for Kubernetes and non-Kubernetes environments

Advanced CI/CD pipeline configurations



Sec

Compliance frameworks and security guardrails

Dynamic Application Security Testing (DAST)

Operational and non-operational container scanning

API security and fuzz testing

Fully supported and integrated native scanners



Ops

Feature flags

Infrastructure as Code, e.g. Terraform integration

Built-in monitoring

Service Desk

Incident Management



Platform

Compliance frameworks and security guardrails

Dynamic Application Security Testing (DAST)

Operational and non-operational container scanning

API security and fuzz testing

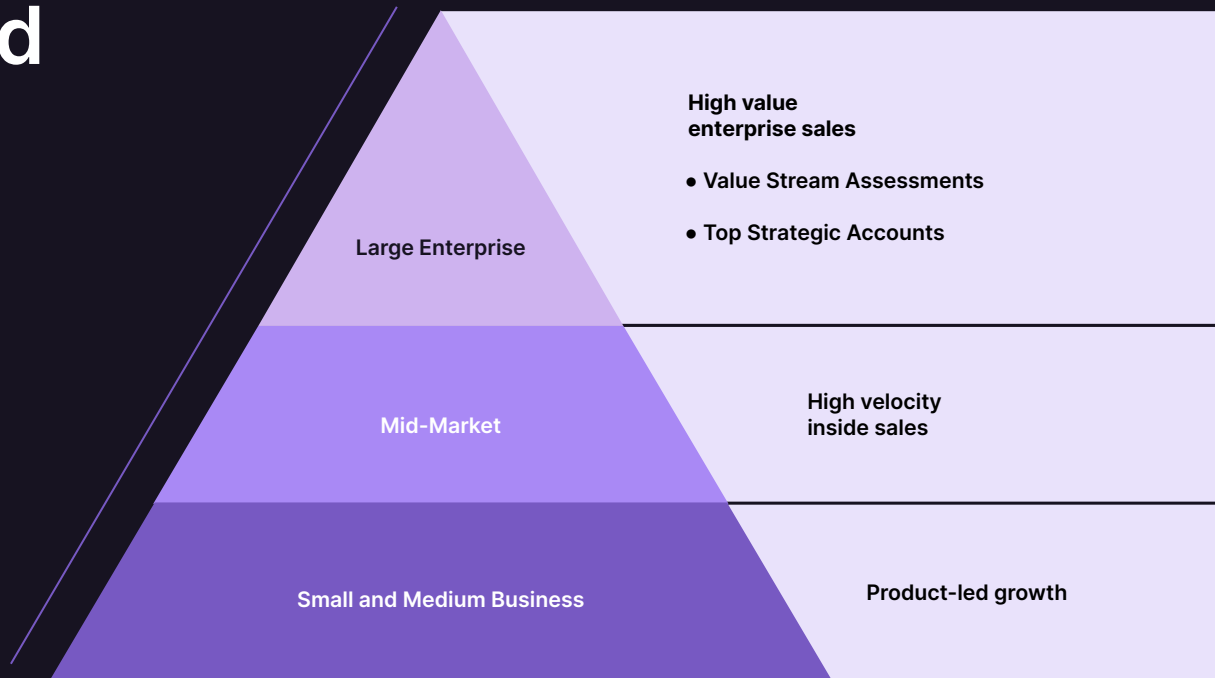
Fully supported and integrated native scanners



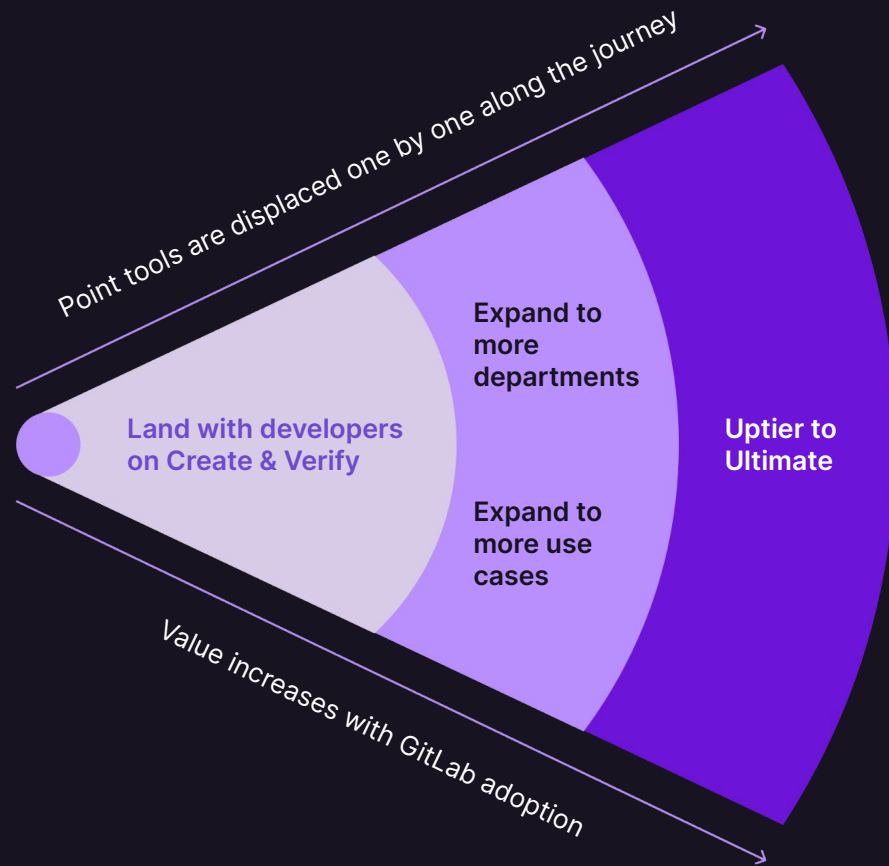
Go-to-Market Strategy



Leading the category via multi-faceted go-to-market



Land and expand model



Investing in building our ecosystem

Cloud Partners



Allow GitLab to deliver better software faster. Our cloud native integrations are a direct line to environments trusted by developers

Technology Partners



Integrate with GitLab to deliver customized DevOps solutions across industries and use cases

Service Partners



Sales and integration partners that help customers achieve technical and business goals in digital transformation

Representative Partners



Google Cloud



servicenow

accenture
carahsoft.

SHI
Insight.



All users in a company are on the same tier

Free

\$0 per user
per month

Buyer Persona: **Individual Contributors**

- All stages of the DevOps lifecycle
- Open source license (MIT)
- Up to 5 users on Free tier

Premium

\$29 per user
per month

Buyer Persona: **Directors**
(all users within organization
have the same plan)

- All the benefits of Free
- Faster code reviews
- Operational insights
- Project management
- Code and deployment release controls
- 24/7 customer support

Fastest Growing Tier

Ultimate

\$99 per user
per month

Buyer Persona: **Executives**
(all users within organization
have the same plan)

- All the benefits of Premium
- Advanced security testing
- Portfolio management
- Compliance and planning
- Value stream analytics
- Unlimited guest users at no additional cost



Our Customers



More than 30 million users

More than 50% of Fortune 100
are GitLab customers



Financial
Services



Public Sector /
Education



BLACK PEARL



DEAKIN
UNIVERSITY

Consumer /
Retail



QVC



Pearson



ticketmaster®



Technology /
Internet

THALES

SIEMENS



Transportation
/ Automotive





“We’re hoping to commoditize all of that tooling, and that way people can skip that step and focus on what DevSecOps and modern software development look like in the context of my program — whether that’s undersea, surface or airborne,” Gauto said. “We’re really trying to make sure people can focus directly on their mission rather than having to solve a more general problem that’s outside of their expertise.”

Manuel Gauto

Chief Engineer, Navy Black Pearl



BLACK PEARL



Challenge

Navy Black Pearl, the DevSecOps service developed and managed by Sigma Defense that creates mission applications for the U.S. Department of Navy, wanted to simplify and modernize its software development

Solution

GitLab Ultimate

Result

With GitLab, their team is able to provide a single interface for collaboration, knowledge management, CI/CD, security, and operations. GitLab’s ability to aggregate data from other tools greatly improves the user experience and accelerates speed to value

- ✓ Designed and operational environments within days and weeks, as opposed to the typical months and years
- ✓ Accelerated speed to mission capability

“With DevSecOps,
security is always
front and center. It’s
part of every step of
the process and not
easily missed.

Mark Portofe

Director of Platform Engineering



Challenge

CARFAX development teams had amassed DevOps tools that were not meeting needs and creating challenges. In addition to their efficiency and productivity concerns, CARFAX development teams needed a way to find vulnerabilities earlier.

Solution

GitLab Ultimate

Result

The expert in vehicle history reduced their toolchain, streamlined workloads, improved productivity and efficiency, and shifted security left while simplifying their move to the cloud

- ✓ 20% boost in deployments year over year
- ✓ 30% of vulnerabilities found earlier in SLDC

[CarFax case study](#)

Financial Highlights



Financial Highlights

Q2 FY'2024



¹ Definition can be found in the Appendix.

² Represents growth in revenue from annualized Q2 FY23 to annualized Q2 FY24.

³ See Appendix for reconciliation with most directly comparable GAAP figure.

\$558M

Run-Rate Revenue¹

38%

YoY Run-Rate
Revenue Growth²

7,815

Base Customers¹

810

> \$100K Customers

91%

Non-GAAP Gross
Margin³

124%

Dollar-Based Net
Retention

Strong Momentum at Scale

Run-Rate Revenue¹ (millions)

38%

YOY Growth

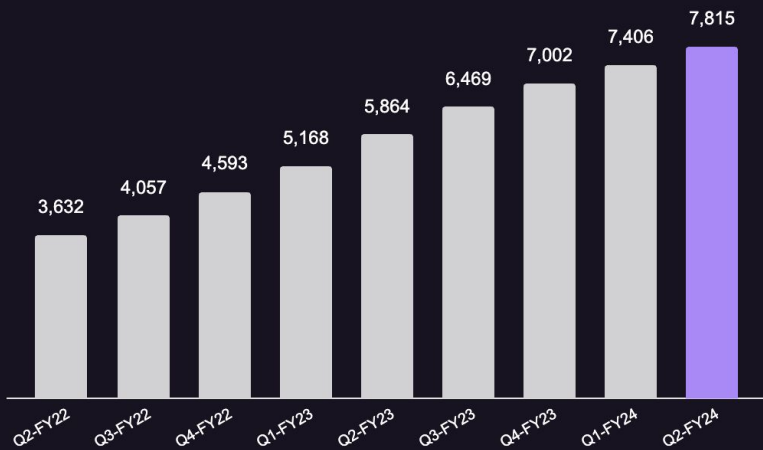


¹ Definition can be found in the Appendix.

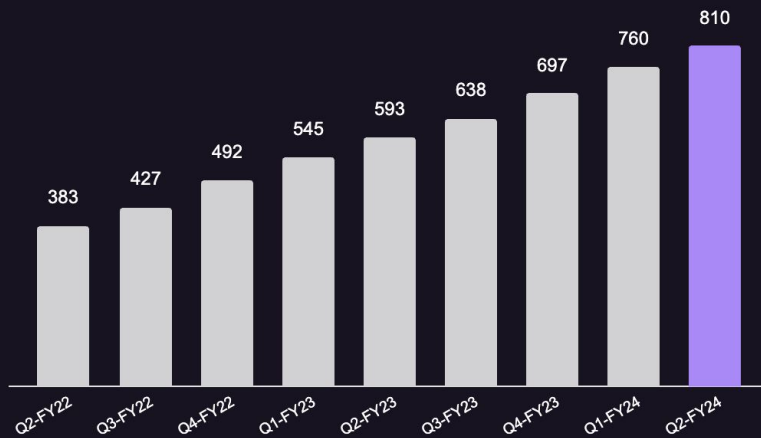


Growing Customer Base

Base Customers ¹



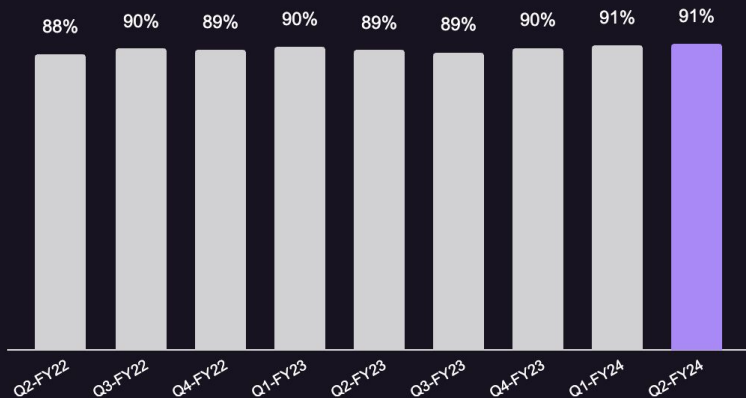
Customers Generating > \$100k ARR



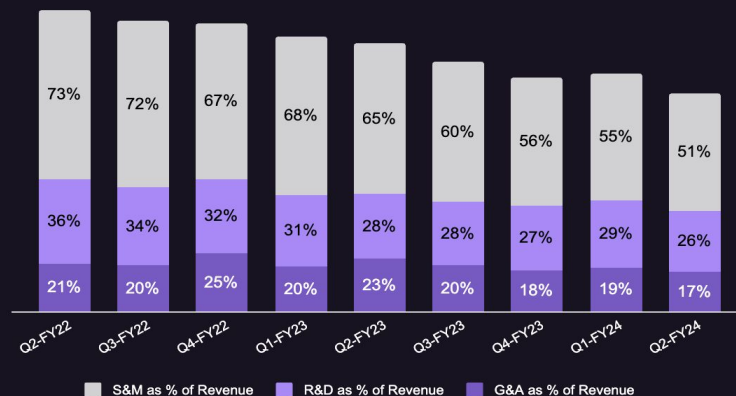
¹ Definition can be found in the Appendix.

Continued Investment in Growth with Significant Operating Leverage

Non-GAAP Gross Margin ¹



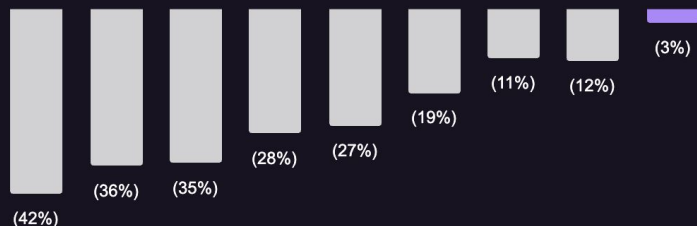
Non-GAAP Operating Expenses ¹ (% of Revenue)



¹ Non-GAAP metrics—see Appendix for reconciliation with most directly comparable GAAP figure.

Driving Operating Efficiency While Maintaining Growth

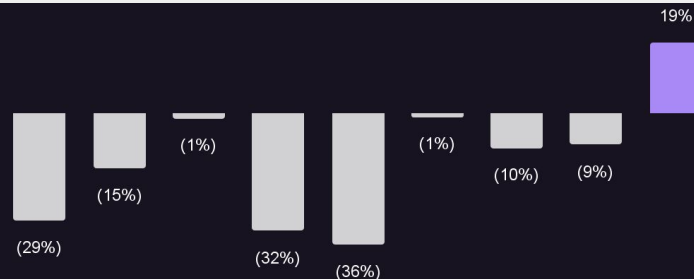
Non-GAAP Operating Loss¹ (% of Revenue)



Increasing operating leverage

Q2-FY22 Q3-FY22 Q4-FY22 Q1-FY23 Q2-FY23 Q3-FY23 Q4-FY23 Q1-FY24 Q2-FY24

GAAP Operating Cash Flow (% of Revenue)



Cash efficient business

Q2-FY22 Q3-FY22 Q4-FY22 Q1-FY23 Q2-FY23 Q3-FY23 Q4-FY23 Q1-FY24 Q2-FY24



¹ Non-GAAP metrics—see Appendix for reconciliation with most directly comparable GAAP figure.

Enduring Tailwinds



Platform shift is still early, estimated \$40B TAM



High productivity helps **reduce growing cost** of quality engineers



Ultimate penetration has **room to expand**



Large and growing number of **open source registrations**



Strong **ARPU growth**



Financial Outlook

Third Quarter and Fiscal Year 2024 (\$ in millions, except per share data)

	Q3 FY 2024 Guidance	FY 2024 Guidance
Revenue	\$140.0 - \$141.0	\$555.0 - \$557.0
Non-GAAP operating loss	\$(6.0) - \$(5.0)	\$(33.0) - \$(30.0)
Non-GAAP net loss per share	\$(0.02) - \$(0.01)	\$(0.08) - \$(0.05)



Note: Non-GAAP net loss per share assuming approximately 155 million and 154 million weighted average shares outstanding as of Q3 FY2024 and FY24, respectively.

GAAP to Non-GAAP Reconciliation

Gross Profit (\$ in thousands)

	FY 2022	FY 2023	Q2 FY23	Q2 FY24
GAAP Gross Profit	\$222,668	\$372,656	\$88,011	\$124,885
Stock-based Compensation Expense	\$1,300	\$5,078	\$1,585	\$1,698
Amortization of Intangible Assets	\$334	\$2,067	\$521	\$521
Restructuring charges	\$0	\$0	\$0	\$46
Non-GAAP Gross Profit	\$224,302	\$379,801	\$90,117	\$127,150
<i>Non-GAAP Gross Profit Margin %</i>	89%	90%	89%	91%



Note: Fiscal year ends January 31. Numbers are rounded for presentation purposes.

GAAP to Non-GAAP Reconciliation

Sales & Marketing Expense (\$ in thousands)

	FY 2022	FY 2023	Q2 FY23	Q2 FY24
Sales & Marketing Expense	\$190,754	\$309,992	\$80,689	\$92,116
Stock-based Compensation Expense	\$(10,550)	\$(48,001)	\$(14,851)	\$(21,295)
Restructuring charges	\$0	\$0	\$0	\$(118)
Non-GAAP Sales & Marketing Expense	\$180,204	\$261,991	\$65,838	\$70,703
<i>As % of Revenue</i>	71%	62%	65%	51%



Note: Fiscal year ends January 31. Numbers are rounded for presentation purposes.

GAAP to Non-GAAP Reconciliation

Research & Development Expense (\$ in thousands)

	FY 2022	FY 2023	Q2 FY23	Q2 FY24
Research & Development Expense	\$97,217	\$156,143	\$39,520	\$49,007
Stock-based Compensation Expense	\$(8,305)	\$(36,325)	\$(11,339)	\$(12,477)
Restructuring charges	\$0	\$0	\$0	\$12
Non-GAAP Research & Development Expense	\$88,912	\$119,818	\$28,181	\$36,542
<i>As % of Revenue</i>	35%	28%	28%	26%



Note: Fiscal year ends January 31. Numbers are rounded for presentation purposes.

GAAP to Non-GAAP Reconciliation

General & Administrative Expense (\$ in thousands)

	FY 2022	FY 2023	Q2 FY23	Q2 FY24
General & Administrative Expense	\$63,654	\$117,932	\$33,104	\$37,819
Stock-based Compensation Expense	\$(9,854)	\$(33,163)	\$(9,972)	\$(10,898)
Amortization of Acquired Intangibles	\$(331)	\$(295)	\$(74)	\$(25)
Restructuring charges	\$0	\$0	\$0	\$(20)
Charitable donation of common stock	\$0	\$0	\$0	\$(2,675)
Change in Fair Value of Acquisition Related Contingent Consideration	\$0	\$659	\$0	\$0
Non-GAAP General & Administrative Expense	\$53,469	\$85,133	\$23,058	\$24,201
<i>As % of Revenue</i>	21%	20%	23%	17%



Note: Fiscal year ends January 31. Numbers are rounded for presentation purposes.

GAAP to Non-GAAP Reconciliation

Operating Loss (\$ in thousands)

	FY 2022	FY 2023	Q2 FY23	Q2 FY24
GAAP Operating Loss	\$(128,957)	\$(211,411)	\$(65,302)	\$(54,057)
Stock-based Compensation Expense	\$30,009	\$122,567	\$37,747	\$46,368
Amortization of Intangible Assets	\$665	\$2,362	\$595	\$546
Restructuring charges	\$0	\$0	\$0	\$172
Charitable donation of common stock	\$0	\$0	\$0	\$2,675
Change in Fair Value of Acquisition Related Contingent Consideration	\$0	\$(659)	\$0	\$0
Non-GAAP Operating Loss	\$(98,283)	\$(87,141)	\$(26,960)	\$(4,296)
<i>Non-GAAP Operating Loss Margin %</i>	<i>(39%)</i>	<i>(21%)</i>	<i>(27%)</i>	<i>(3%)</i>



Note: Fiscal year ends January 31. Numbers are rounded for presentation purposes.

GAAP to Non-GAAP Reconciliation

Net Loss Attributable to GitLab (\$ in thousands)

	FY 2022	FY 2023	Q2 FY23	Q2 FY24
Net Loss Attributable to GitLab	\$(155,138)	\$(172,311)	\$(59,024)	\$(50,080)
Amortization of Acquired Intangibles	\$665	\$2,362	\$595	\$546
Stock-based Compensation Expense	\$30,009	\$122,567	\$37,747	\$46,368
Restructuring charges	\$0	\$0	\$0	\$172
Charitable donation of common stock	\$0	\$0	\$0	\$2,675
Change in Fair Value of Acquisition Related Contingent Consideration	\$0	\$(659)	\$0	\$0
Loss from Equity Method Investment, Net of Tax	\$0	\$2,468	\$816	\$917
De-Consolidation (Gains) Losses	\$0	\$(17,798)	\$0	\$0
Foreign Exchange (Gains) Losses, Net	\$29,140	\$(4,364)	\$(1,646)	\$1,268
Non-GAAP Net Loss Attributable to GitLab	\$(95,324)	\$(67,735)	\$(21,512)	\$1,866
<i>Non-GAAP Net Loss Margin %</i>	<i>(38%)</i>	<i>(16%)</i>	<i>(21%)</i>	<i>1%</i>



Note: Fiscal year ends January 31. Numbers are rounded for presentation purposes.

Appendix



Definitions

Customer: a single organization with separate subsidiaries, segments, or divisions that use The one DevOps Platform is considered a single customer for determining each organization's ARR. Reseller or distributor channel partners are not counted as customers. In cases where customers subscribe to The One DevOps Platform through our channel partners, each end customer is counted separately.

Base Customers: customers generating \$5,000 or more in ARR.

Monthly Recurring Revenue ("MRR"): aggregate monthly revenue for all customers during that month from committed contractual amounts of subscriptions, including self-managed and SaaS offerings but excluding professional services.

Annual Recurring Revenue ("ARR"): monthly recurring revenue multiplied by 12.

Current Period ARR: includes any upsells, price adjustments, user growth within a customer, contraction, and attrition.

Dollar-Based Net Retention: the percentage change in ARR derived from the customer base at a point in time. Calculated as of a period end by starting with customers as of 12 months prior to such period end ("Prior Period ARR"). Then ARR for the same customers is calculated as of the current period end ("Current Period ARR"). Then divide the total Current Period ARR by the total Prior Period ARR to arrive at the Dollar-Based Net Retention Rate.

Run-Rate Revenue: the sum of the most recent three months of revenue at the end of each quarter multiplied by 4.



All-remote Company since 2014

- Wider, more diverse, and more uniquely skilled global talent pool
- Measurable objectives > prescribed hours
- Shifts based on when employees are most productive
- Engaged and passionate team
- No physical locations



2,000+

Team Members

60+

Countries

2,700+

Handbook Webpages

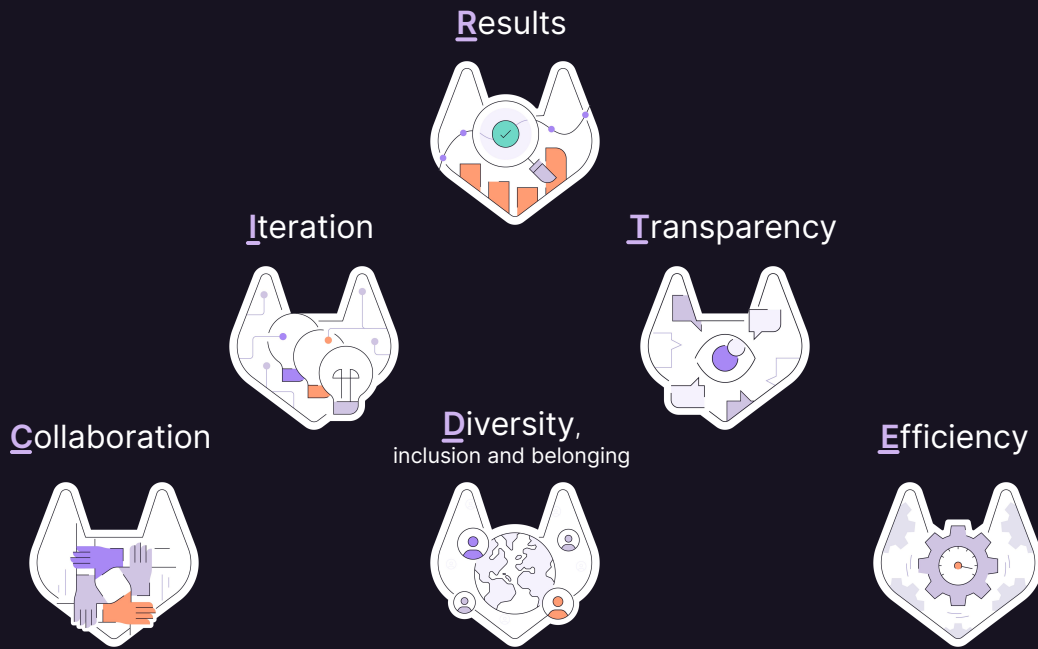
0

Offices

As of July 31, 2023

Driven by a Distinguished Company Culture

CREDIT Value Hierarchy
Prioritizes Results





Thank you