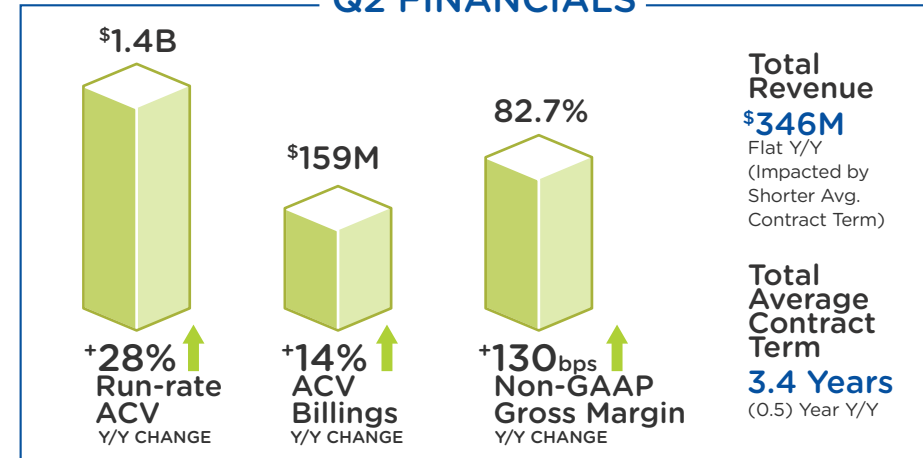


ACV-FIRST STRATEGY



Q2 FINANCIALS



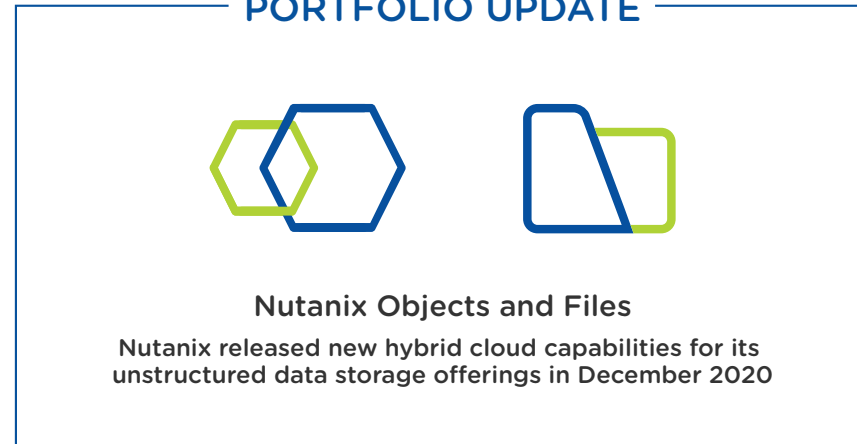
GARTNER — FORRESTER



WORLD-CLASS NPS



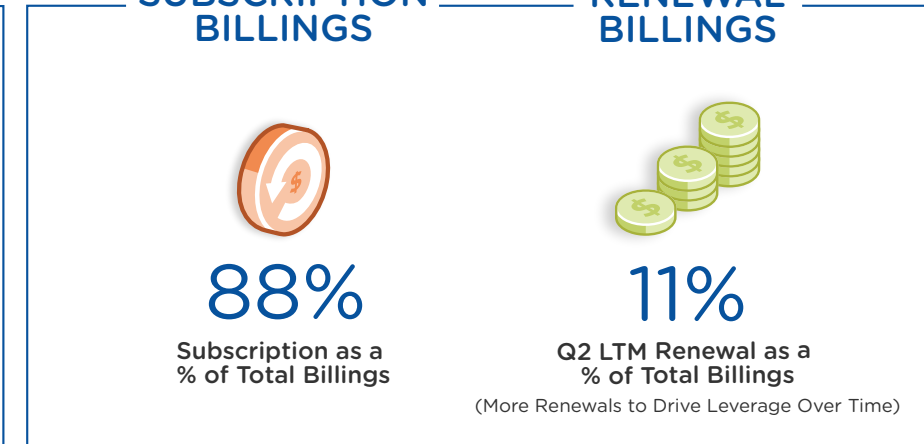
PORTFOLIO UPDATE



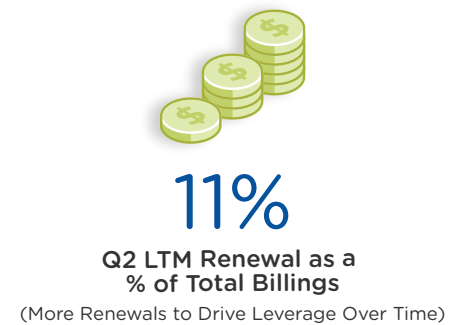
HYBRID AND MULTICLOUD PLATFORM



SUBSCRIPTION BILLINGS



RENEWAL BILLINGS



CUSTOMERS ⁽⁴⁾



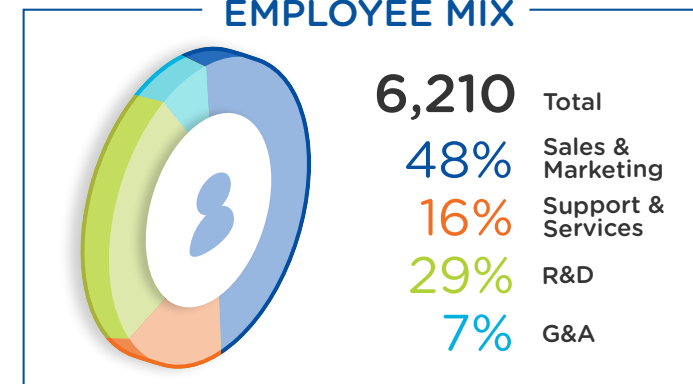
G2K LIFETIME ACV PURCHASE



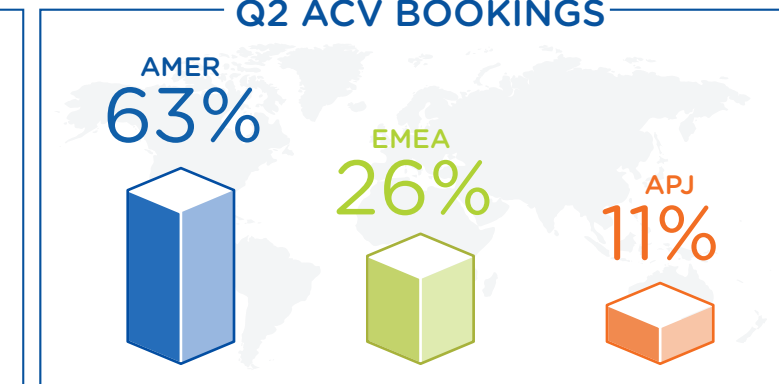
LARGE CUSTOMERS



EMPLOYEE MIX



Q2 ACV BOOKINGS



⁽¹⁾ Reconciliations between GAAP and non-GAAP financial measures and key performance measures, as well as disaggregation of revenue, are provided in the tables of the Q2 FY'21 earnings release. There is no GAAP measure that is comparable to ACV Billings, New ACV, ACV Bookings, or Run-rate ACV.

⁽²⁾ See appendix of the Q2 FY'21 earnings presentation for definitions of ACV Billings, New ACV, ACV, Run-rate ACV, Total Average Contract Term, and ACV Bookings.

⁽³⁾ Calculated on a rolling four-quarter average

⁽⁴⁾ Cumulative worldwide end-customer and G2K customer counts reflect standard adjustments to certain customer accounts within our system of record, and are rounded to the nearest 10. G2K customer count reflects yearly update to the members of the G2K list as reported by Forbes.

⁽⁵⁾ G2K lifetime ACV purchase multiple is defined as ACV of total lifetime purchase divided by ACV of initial purchase for G2K customers that have been customers for over 18 months.