

Q1 2026 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 second quarter and full year 2026, 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.

Q1 2026 Highlights.

Revenue

- Cloud subscriptions revenue was \$124.5 million in Q1 2026 (+25% Y/Y)
- Subscriptions revenue was \$160.3 million in Q1 2026 (+19% Y/Y)
- Total revenue was \$202.2 million in Q1 2026 (+21% Y/Y)

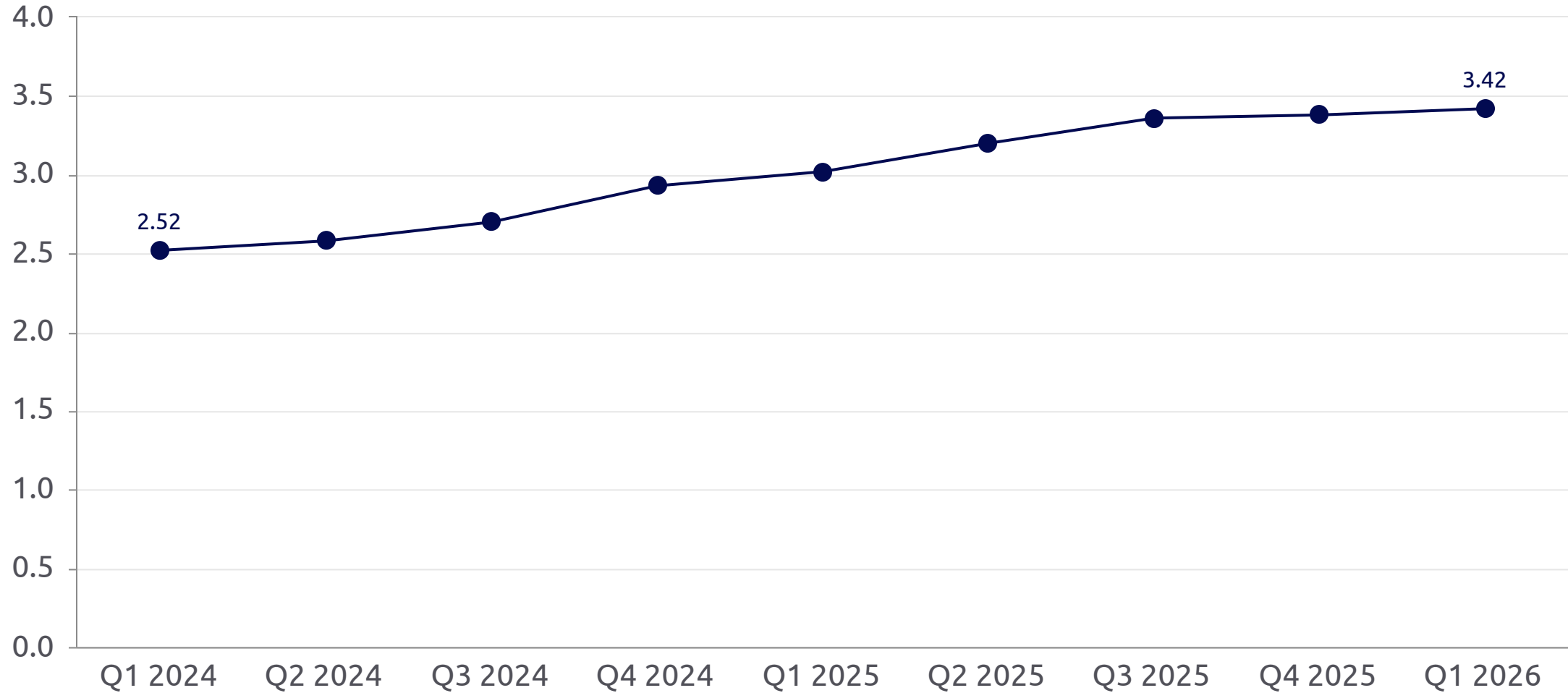
Non-GAAP Gross Margins*

- Subscriptions gross margin was 86%.
- Professional services gross margin was 29%.
- Overall gross margin was 74%.

Profitability

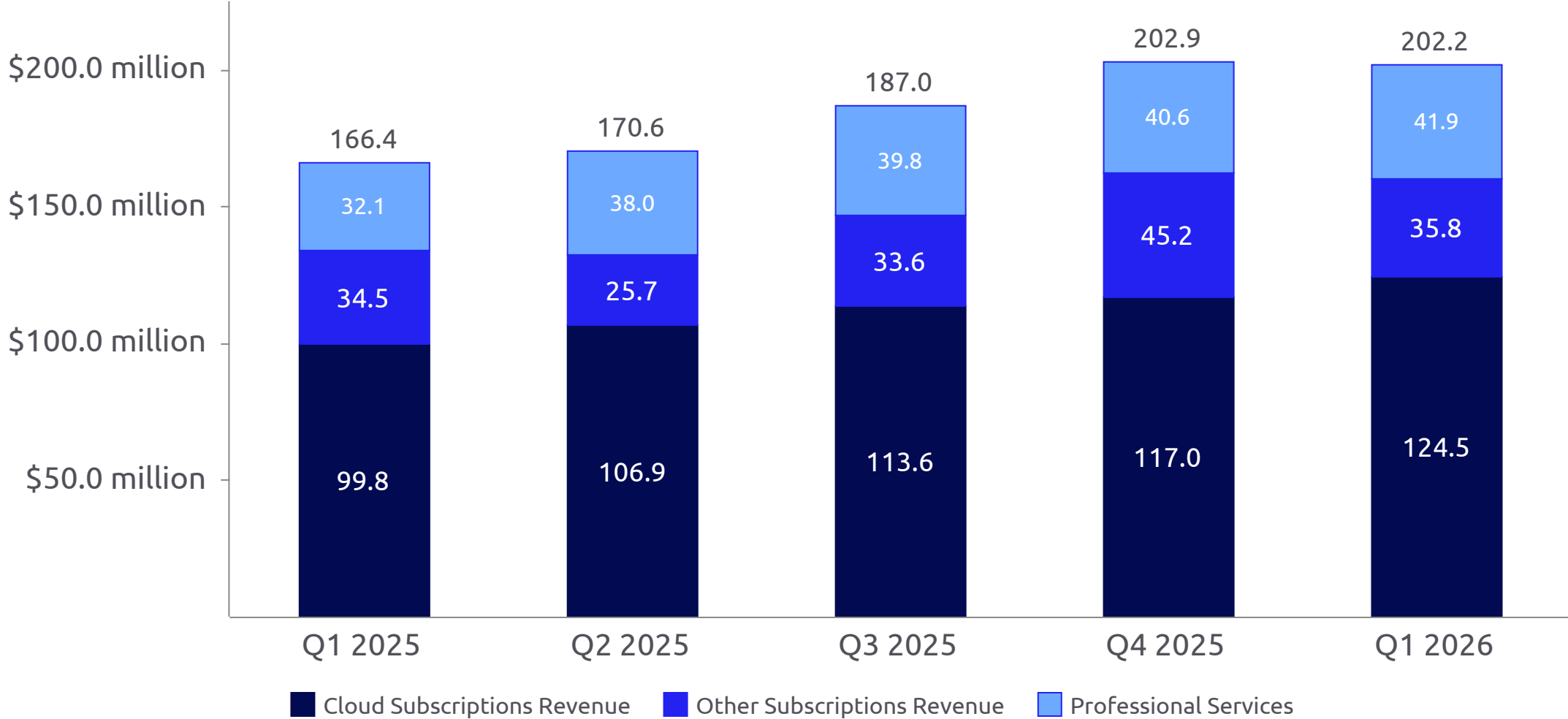
- Q1 2026 adjusted EBITDA was \$26.6 million.

GTM Productivity.



Calculated by adding total revenue and the quarterly changes in short term deferred revenue for the trailing 12-month period, then dividing the result by non-GAAP sales and marketing expense for the trailing 12-month period. Refer to the reconciliation of GAAP to non-GAAP measures in the Appendix for details.

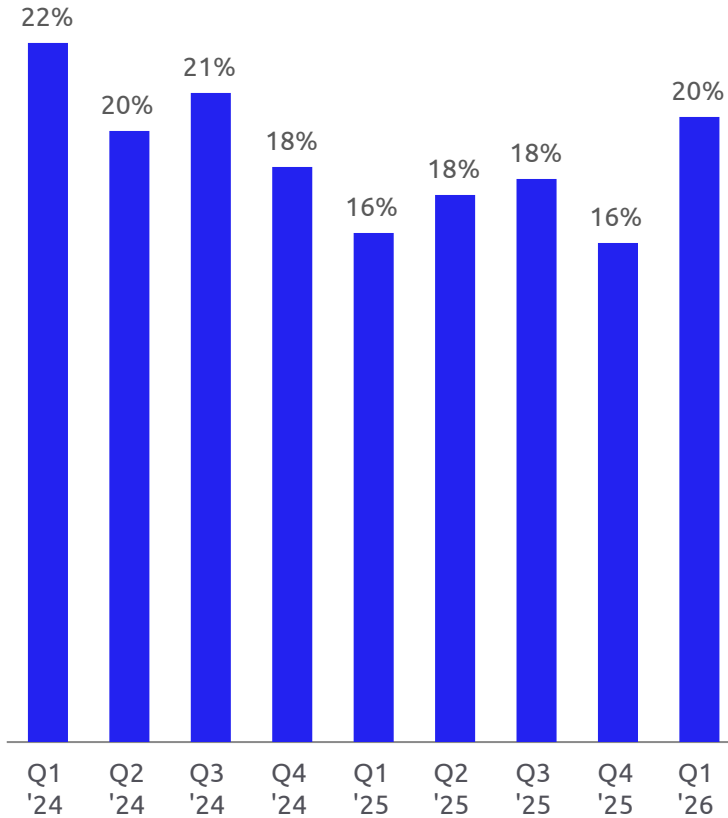
Total Revenue.*



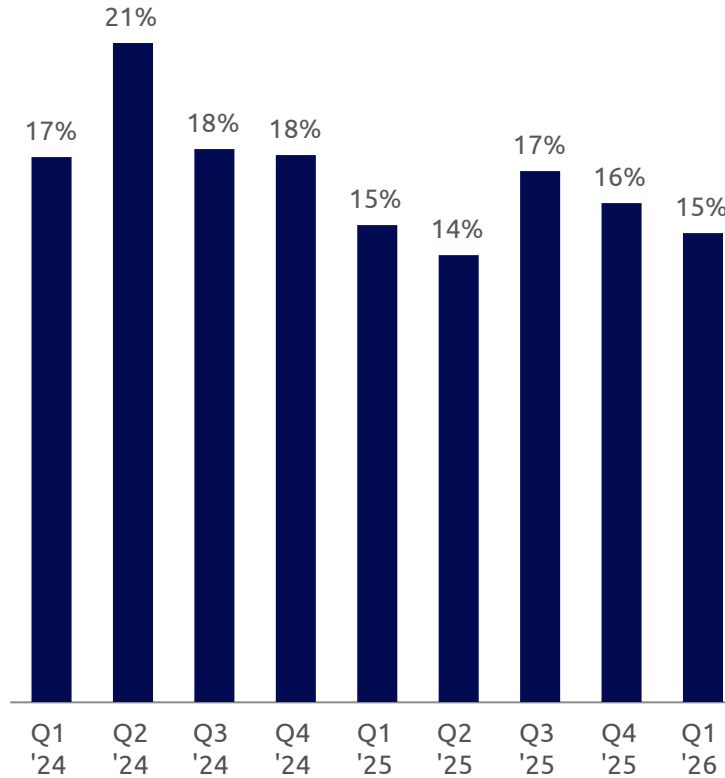
* Reported in millions. Totals may not foot due to rounding.

Constant Currency Revenue Growth Rates.

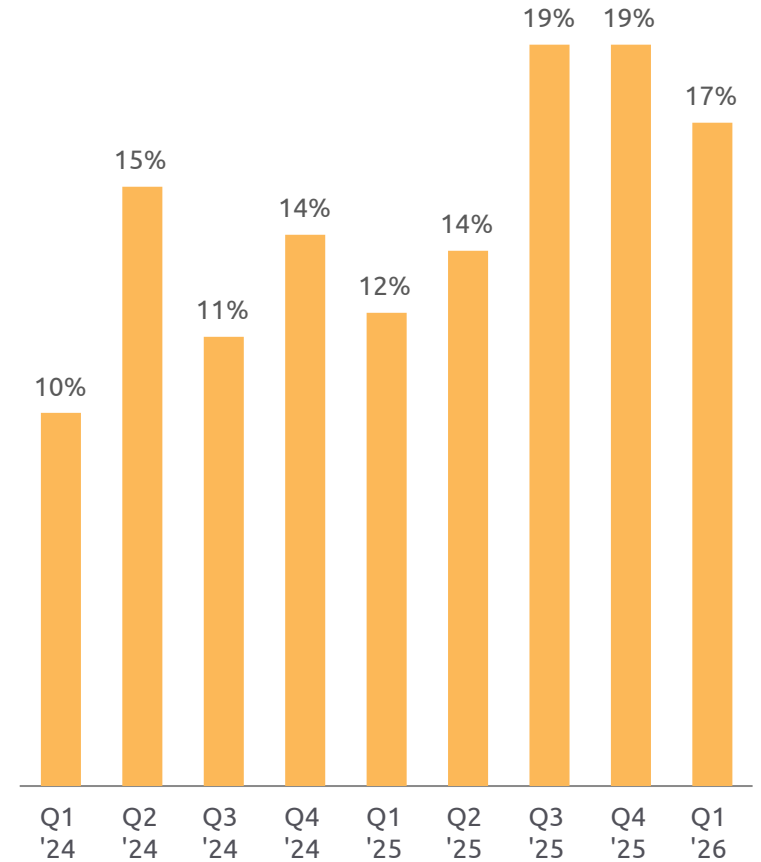
Cloud Revenue



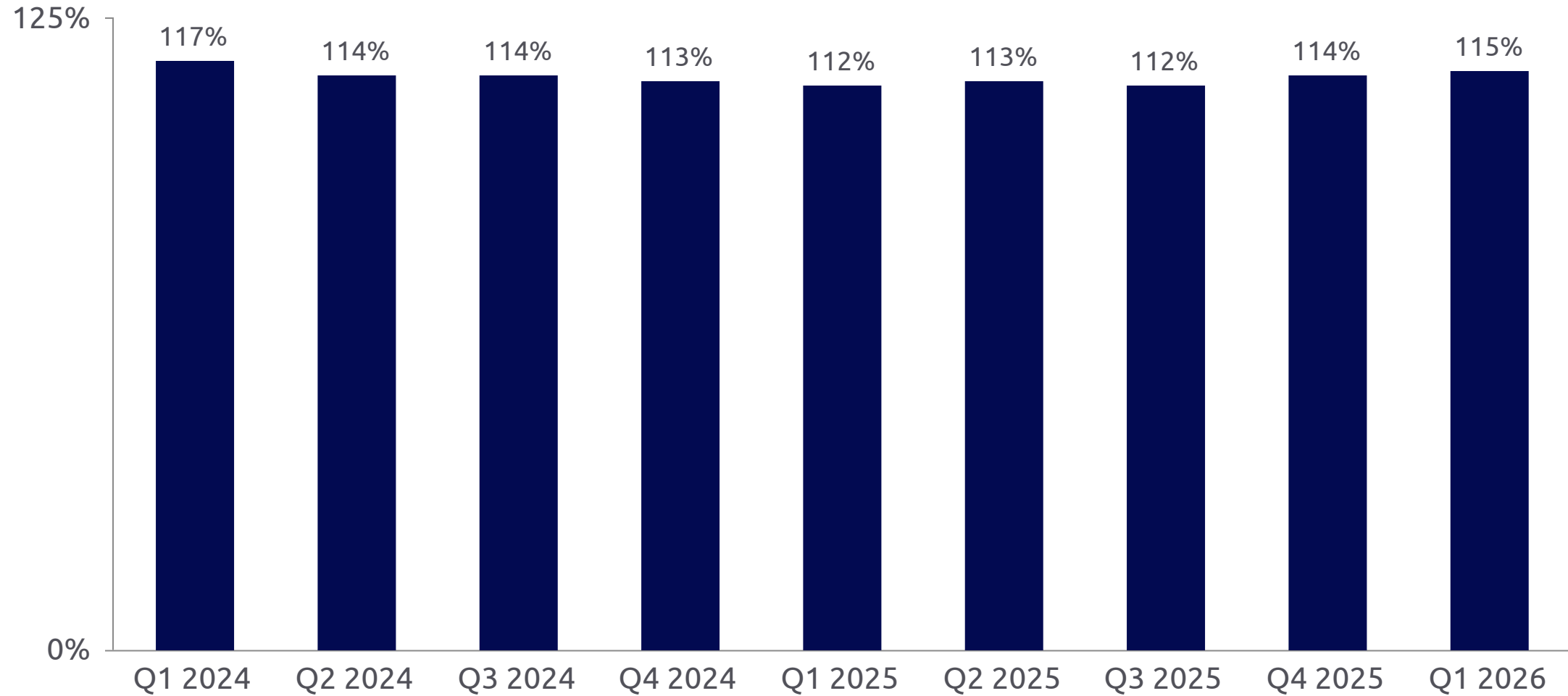
Subscriptions Revenue



Total Revenue

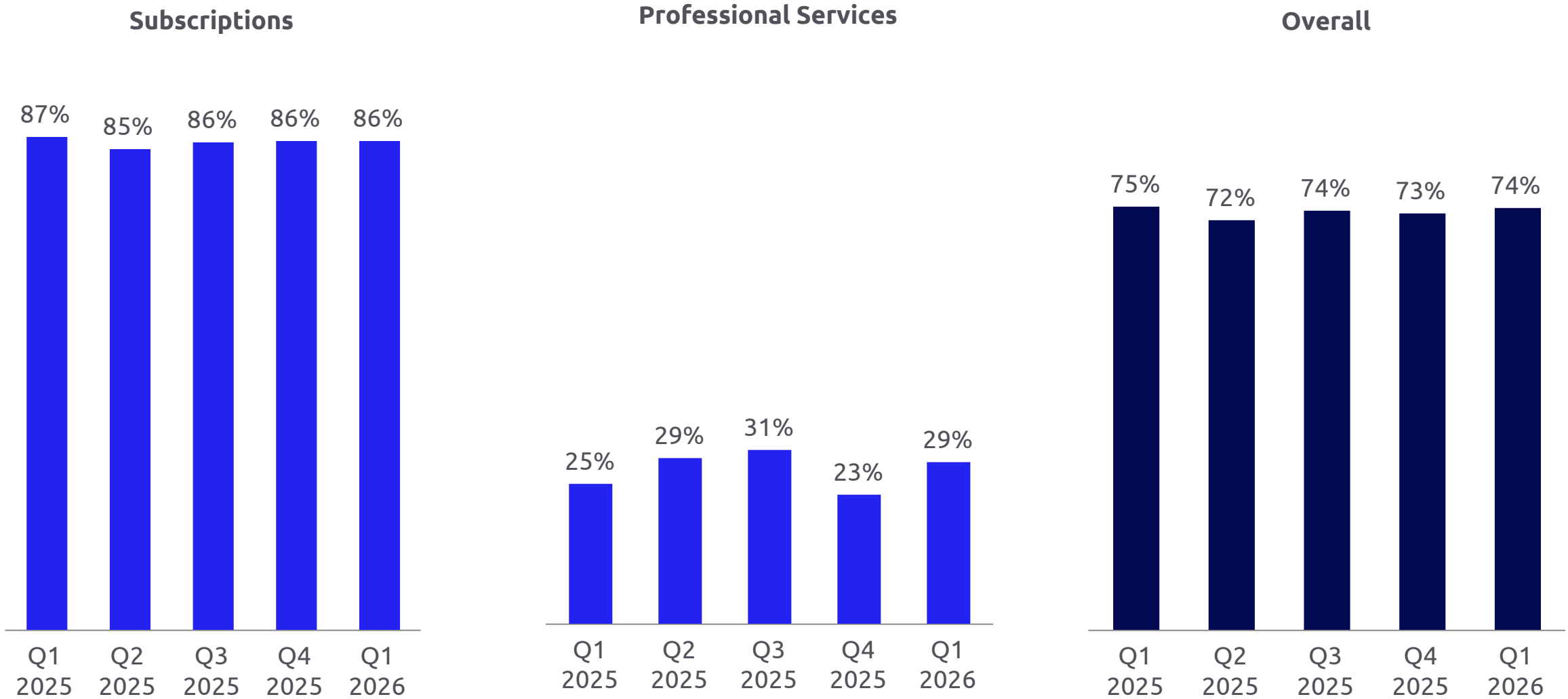


Cloud Net ARR Expansion.



To calculate this metric, we first define ARR on a customer level as monthly recurring cloud subscriptions revenue multiplied by 12. Next, we identify all customers with cloud subscriptions ARR as of the end of the prior year quarter, then calculate cloud subscriptions ARR for that same cohort of customers as of the end of the current quarter. The current quarter's total divided by the prior quarter's total represents cloud net ARR expansion.

Non-GAAP Gross Margins.*



Guidance.

Given on May 7, 2026

(in millions, except for EPS)	Q2 2026			Full Year 2026		
Cloud Subscriptions Revenue	\$126.0	–	\$128.0	\$515.0	–	\$521.0
Cloud Subscriptions Revenue Growth YoY	18%	–	20%	18%	–	19%
Total Revenue	\$191.0	–	\$195.0	\$819.0	–	\$831.0
Total Revenue Increase YoY	12%	–	14%	13%	–	14%
Adjusted EBITDA	\$5.0	–	\$8.0	\$97.0	–	\$105.0
Non-GAAP Diluted Earnings per Share*	\$(0.02)	–	\$0.02	\$0.94	–	\$1.05

Appendix

Balance Sheet.

\$ in thousands

	As of	
	March 31, 2026	December 31, 2025
Assets	<i>(unaudited)</i>	
Cash and cash equivalents	\$ 150,025	\$ 135,810
Short-term investments and marketable securities	55,963	51,415
Accounts receivable, net of allowance	173,874	255,063
Deferred commissions, current	35,459	35,166
Prepaid expenses and other current assets	38,632	41,970
Property and equipment, net	30,279	32,087
Goodwill	28,145	28,811
Intangible assets, net of accumulated amortization	904	1,246
Right-of-use assets for operating leases	26,992	28,075
Deferred commissions, net of current portion	64,199	65,199
Other assets	18,891	16,553
Total assets	\$ 623,363	\$ 691,395
Liabilities and Stockholders' Deficit		
Accounts payable and accrued expenses	25,797	25,138
Accrued compensation and related benefits	32,354	61,781
Deferred revenue, current	320,401	341,281
Debt, current	9,598	9,598
Operating lease liabilities, current	13,201	13,181
Long-term debt	228,828	231,228
Non-current operating lease liabilities	43,585	45,693
Deferred revenue, non-current	6,913	8,962
Other current and non-current liabilities	1,653	1,526
Total liabilities	682,330	738,388
Stockholders' deficit		
Common stock	7	7
Treasury stock	(29,152)	(16,935)
Additional paid-in capital	618,798	617,318
Accumulated other comprehensive loss	(36,174)	(36,462)
Accumulated deficit	(612,446)	(610,921)
Total stockholders' deficit	(58,967)	(46,993)
Total liabilities and stockholders' deficit	\$ 623,363	\$ 691,395

Income Statement.

\$ in thousands, except for per share data

	Three months ended March 31,	
	2026	2025
	<i>(unaudited)</i>	
Revenue		
Cloud subscriptions	\$ 124,511	\$ 99,826
Other subscriptions	35,800	34,526
Total subscriptions revenue	160,311	134,352
Professional services	41,869	32,074
Total revenue	202,180	166,426
Cost of revenue		
Subscriptions	22,904	18,521
Professional services	31,507	25,519
Total cost of revenue	54,411	44,040
Gross profit	147,769	122,386
Operating expenses		
Sales and marketing	64,619	56,310
Research and development	46,324	41,830
General and administrative	33,670	25,080
Total operating expenses	144,613	123,220
Operating income (loss)	3,156	(834)
Other non-operating expense (income)		
Other income, net	(84)	(5,716)
Interest expense	4,172	5,318
Total other non-operating expense (income)	4,088	(398)
Loss before income taxes	(932)	(436)
Income tax expense	593	741
Net loss	\$ (1,525)	\$ (1,177)
Net loss per Class A and Class B share:		
Basic and diluted	\$ (0.02)	\$ (0.02)
Weighted average common shares outstanding:		
Basic and diluted	73,820	74,094

Stock-Based Compensation Expense.

<i>\$ in thousands</i>	Three months ended March 31,	
	2026	2025
	<i>(unaudited)</i>	
Cost of revenue		
Subscriptions	\$ 559	\$ 498
Professional services	1,638	1,456
Operating expenses		
Sales and marketing	2,403	2,246
Research and development	3,735	3,014
General and administrative	3,554	2,825
Total stock-based compensation expense	<u>\$ 11,889</u>	<u>\$ 10,039</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	Unrealized Foreign Exchange Rate Gains and Losses	Non-GAAP Measure
Three Months Ended March 31, 2026							
Subscriptions cost of revenue	\$ 22,904	\$ (559)	\$ —	\$ —	\$ —	\$ —	\$ 22,345
Professional services cost of revenue	31,507	(1,638)	—	—	—	—	29,869
Total cost of revenue	54,411	(2,197)	—	—	—	—	52,214
Sales and marketing expense	64,619	(2,403)	—	—	—	—	62,216
Research and development expense	46,324	(3,735)	—	—	—	—	42,589
General and administrative expense	33,670	(3,554)	(6,948)	(2,055)	(302)	—	20,811
Total operating expense	144,613	(9,692)	(6,948)	(2,055)	(302)	—	125,616
Operating income	3,156	11,889	6,948	2,055	302	—	24,350
Non-operating income	(84)	—	—	—	—	(848)	(932)
Income tax impact of above items	593	507	—	—	—	199	1,299
Net (loss) income	(1,525)	11,382	6,948	2,055	302	649	19,811
Net (loss) income per share, basic ^(a)	\$ (0.02)	\$ 0.15	\$ 0.09	\$ 0.03	\$ —	\$ 0.01	\$ 0.27
Net (loss) income per share, diluted ^(a)	\$ (0.02)	\$ 0.15	\$ 0.09	\$ 0.03	\$ —	\$ 0.01	\$ 0.27

^(a) 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	Lease Impairment and Lease-Related Charges	Unrealized Foreign Exchange Rate Gains and Losses	Non-GAAP Measure
Three Months Ended March 31, 2025							
Subscriptions cost of revenue	\$ 18,521	\$ (498)	\$ —	\$ —	\$ —	\$ —	\$ 18,023
Professional services cost of revenue	25,519	(1,456)	—	—	—	—	24,063
Total cost of revenue	44,040	(1,954)	—	—	—	—	42,086
Sales and marketing expense	56,310	(2,246)	—	—	—	—	54,064
Research and development expense	41,830	(3,014)	—	—	—	—	38,816
General and administrative expense	25,080	(2,825)	(1,712)	(3,084)	(312)	—	17,147
Total operating expense	123,220	(8,085)	(1,712)	(3,084)	(312)	—	110,027
Operating (loss) income	(834)	10,039	1,712	3,084	312	—	14,313
Non-operating (income) expense	(5,716)	—	—	—	—	4,016	(1,700)
Income tax impact of above items	741	455	—	—	—	(267)	929
Net (loss) income	(1,177)	9,584	1,712	3,084	312	(3,749)	9,766
Net (loss) income per share, basic	\$ (0.02)	\$ 0.13	\$ 0.02	\$ 0.04	\$ —	\$ (0.05)	\$ 0.13
Net (loss) income per share, diluted	\$ (0.02)	\$ 0.13	\$ 0.02	\$ 0.04	\$ —	\$ (0.05)	\$ 0.13

Reconciliation of GAAP to Non-GAAP Measures.

unaudited, \$ in thousands

	Three months ended March 31,	
	2026	2025
Reconciliation of adjusted EBITDA:		
GAAP net loss	\$ (1,525)	\$ (1,177)
Other income, net	(84)	(5,716)
Interest expense	4,172	5,318
Income tax expense	593	741
Depreciation expense and amortization of intangible assets	2,273	2,446
Stock-based compensation expense	11,889	10,039
Litigation Expense	6,948	1,712
JPI Amortization	2,055	3,084
Lease Impairment and Lease-Related Charges	302	312
Adjusted EBITDA	\$ 26,623	\$ 16,759

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>Q1 2026</u>	<u>Q4 2025</u>	<u>Q3 2025</u>	<u>Q2 2025</u>	<u>Q1 2025</u>
Reconciliation of non-GAAP overall gross margin:					
GAAP overall gross margin	73.1%	72.4%	72.9%	71.3%	73.5%
Add back:					
Non-GAAP adjustments to overall gross margin	1.1%	1.0%	1.0%	1.1%	1.2%
Non-GAAP overall gross margin	74.2%	73.4%	73.9%	72.4%	74.7%
Reconciliation of non-GAAP subscriptions gross margin:					
GAAP subscriptions gross margin	85.7%	85.8%	85.3%	84.4%	86.2%
Add back:					
Non-GAAP adjustments to subscriptions gross margin	0.4%	0.3%	0.3%	0.3%	0.4%
Non-GAAP subscriptions gross margin	86.1%	86.1%	85.6%	84.7%	86.6%
Reconciliation of non-GAAP professional services gross margin:					
GAAP professional services gross margin	24.7%	19.2%	27.1%	25.6%	20.4%
Add back:					
Non-GAAP adjustments to professional services gross margin	4.0%	3.6%	3.6%	3.7%	4.6%
Non-GAAP professional services gross margin	28.7%	22.8%	30.7%	29.3%	25.0%

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.

<i>in thousands</i>	Q1 2026	Q4 2025	Q3 2025	Q2 2025	Q1 2025	Q4 2024	Q3 2024	Q2 2024	Q1 2024
GAAP sales and marketing expense	64,619	69,145	53,574	62,157	56,310	57,073	52,710	68,535	60,136
Subtract:									
Sales and marketing stock compensation	(2,403)	(2,219)	(1,882)	(2,087)	(2,246)	(1,991)	(1,827)	(2,088)	(2,620)
Sales and marketing severance costs	—	—	—	—	—	—	—	(3,937)	—
Non-GAAP sales and marketing expense	62,216	66,926	51,692	60,070	54,064	55,082	50,883	62,510	57,516

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