

# OneSpan Reports Second Quarter 2024 Financial Results

## Second Quarter Financial Results

- *Second quarter revenue grew 9% year-over-year to \$60.9 million*
- *Second quarter subscription revenue grew 29% year-over-year to \$29.6 million*
- *Annual Recurring Revenue (ARR) increased 15% year-over-year to \$165.3 million<sup>1</sup>*
- *Net Retention Rate (NRR) of 112%<sup>2</sup>*

**BOSTON, August 1, 2024** – OneSpan Inc. (NASDAQ: OSPN), the digital agreements security company, today reported financial results for the second quarter ended June 30, 2024.

“I’m extremely proud of our team, as their hard work and continued focus on operational rigor delivered a strong quarter with 9% revenue growth, 15% ARR growth, and significantly improved profitability,” stated OneSpan CEO, Victor Limongelli. “Looking ahead, we will continue to focus on driving efficient revenue growth, profitability, and cash flow as we continue to work to improve our long-term operating profile.”

## Second Quarter 2024 Financial Highlights

- **Total revenue** was \$60.9 million, an increase of 9% compared to \$55.7 million for the same quarter of 2023. Digital Agreements revenue was \$15.5 million, an increase of 30% year-over-year. Security Solutions revenue was \$45.5 million, an increase of 4% year-over-year.
- **ARR** increased 15% year-over-year to \$165.3 million.
- **Gross profit** was \$40.3 million, or 66% gross margin, compared to \$34.3 million, or 62% in the same period last year.
- **Operating income** was \$7.6 million, compared to operating loss of \$17.8 million in the same period last year.
- **Net income** was \$6.6 million, or \$0.17 per diluted share, compared to net loss of \$17.8 million, or \$(0.44) per diluted share, in the same period last year. Non-GAAP net income was \$12.0 million, or \$0.31 per diluted share, compared to net loss of \$7.3 million, or \$(0.18) per diluted share in the same period last year.<sup>3</sup>
- **Adjusted EBITDA** was \$16.1 million, compared to \$(3.8) million in the same period last year.
- **Cash and cash equivalents** were \$63.8 million at June 30, 2024 compared to \$43.0 million at December 31, 2023.

## Financial Outlook

For the Full Year 2024, OneSpan expects:

- Revenue to be in the range of \$238 million to \$246 million.
- ARR to finish the year in the range of \$166 million to \$170 million, as compared to its previous guidance range of \$160 million to \$168 million.
- Adjusted EBITDA to be in the range of \$55 million to \$59 million, as compared to its previous guidance range of \$51 million to \$55 million.<sup>3</sup>

## Conference Call Details

In conjunction with this announcement, OneSpan Inc. will host a conference call today, August 1, 2024, at 4:30 p.m. ET. During the conference call, Mr. Victor Limongelli, CEO, and Mr. Jorge Martell, CFO, will discuss OneSpan’s results for the second quarter 2024.

For investors and analysts accessing the conference call by phone, please refer to the press release dated July 9, 2024, announcing the date of OneSpan's second quarter 2024 earnings release. It can be found on the OneSpan investor relations website at [investors.onespan.com](https://investors.onespan.com).

The conference call is also available in listen-only mode at [investors.onespan.com](https://investors.onespan.com). Shortly after the conclusion of the call, a replay of the webcast will be available on the same website for approximately one year.

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- 1 ARR is calculated as the approximate annualized value of our customer recurring contracts as of the measurement date. These include subscription, term-based license, and maintenance and support contracts and exclude one-time fees. To the extent that we are negotiating a renewal with a customer within 90 days after the expiration of a recurring contract, we continue to include that revenue in ARR if we are actively in discussion with the customer for a new recurring contract or renewal and the customer has not notified us of an intention to not renew. See our Quarterly Report on Form 10-Q for the quarter ended June 30, 2024 for additional information describing how we define ARR, including how ARR differs from GAAP revenue.
  - 2 NRR is defined as the approximate year-over-year growth in ARR from the same set of customers at the end of the prior year period.
  - 3 An explanation of the use of Non-GAAP financial measures is included below under the heading "Non-GAAP Financial Measures." A reconciliation of each Non-GAAP financial measure to the most directly comparable GAAP financial measure has also been provided in the tables below. We are not providing a reconciliation of Adjusted EBITDA guidance to GAAP net income, the most directly comparable GAAP measure, because we are unable to predict certain items included in GAAP net income without unreasonable efforts.

## About OneSpan

OneSpan provides security, identity, electronic signature ("e-signature") and digital workflow solutions that protect and facilitate digital transactions and agreements. The Company delivers products and services that automate and secure customer-facing and revenue-generating business processes for use cases ranging from simple transactions to workflows that are complex or require higher levels of security. Trusted by global blue-chip enterprises, including more than 60% of the world's 100 largest banks, OneSpan processes millions of digital agreements and billions of transactions in 100+ countries annually.

For more information, go to [www.onespan.com](https://www.onespan.com). You can also follow [@OneSpan](https://twitter.com/OneSpan) on X (Twitter) or visit us on [LinkedIn](https://www.linkedin.com/company/onespan) and [Facebook](https://www.facebook.com/onespan).

## Forward-Looking Statements

This press release contains forward-looking statements within the meaning of applicable U.S. securities laws, including statements regarding our 2024 financial guidance and our plans to continue to focus on driving efficient revenue growth, profitability and cash flow as we work to improve our long-term operating profile; and our general expectations regarding our operational or financial performance in the future. Forward-looking statements may be identified by words such as "seek", "believe", "plan", "estimate", "anticipate", "expect", "intend", "continue", "outlook", "may", "will", "should", "could", or "might", and other similar expressions. These forward-looking statements involve risks and uncertainties, as well as assumptions that, if they do not fully materialize or prove incorrect, could cause our results to differ materially from those expressed or implied by such forward-looking statements. Factors that could materially affect our business and financial results include, but are not limited to: our ability to execute our updated business transformation plan and cost reduction and restructuring actions in the expected timeframe and to achieve the outcomes we expect from them; unintended costs and consequences of our cost reduction and restructuring actions, including higher than anticipated restructuring charges, disruption to our operations, litigation or regulatory actions, reduced employee morale, attrition of valued employees, adverse effects on our reputation as an employer, loss of institutional know-how, slower customer service response times, and reduced ability to complete or undertake new product development projects and other business, product, technical, compliance or risk mitigation initiatives; our ability to attract new customers and retain and expand sales to existing customers; our ability to successfully develop and market new product offerings and product enhancements; changes in customer requirements; the potential effects of technological changes; the loss of one or more large customers; difficulties enhancing and maintaining our brand recognition; competition; lengthy sales cycles; challenges retaining key employees and successfully hiring and training qualified new employees; security breaches or cyber-attacks; real or perceived malfunctions or errors in our products; interruptions or delays in the performance of our products and solutions; reliance on third parties for certain products and data center services; our ability to effectively manage third party partnerships, acquisitions, divestitures, alliances, or joint ventures; economic recession, inflation, and

political instability; claims that we have infringed the intellectual property rights of others; price competitive bidding; changing laws, government regulations or policies; pressures on price levels; component shortages; delays and disruption in global transportation and supply chains; impairment of goodwill or amortizable intangible assets causing a significant charge to earnings; actions of activist stockholders; and exposure to increased economic and operational uncertainties from operating a global business, as well as other factors described in the “Risk Factors” section of our most recent Annual Report on Form 10-K, as updated by the “Risk Factors” section of our subsequent Quarterly Reports on Form 10-Q (if any). Our filings with the Securities and Exchange Commission (the “SEC”) and other important information can be found in the Investor Relations section of our website at [investors.onespan.com](http://investors.onespan.com). We do not have any intent, and disclaim any obligation, to update the forward-looking information to reflect events that occur, circumstances that exist or changes in our expectations after the date of this press release, except as required by law.

Unless otherwise noted, references in this press release to “OneSpan”, “Company”, “we”, “our”, and “us” refer to OneSpan Inc. and its subsidiaries.

**OneSpan Inc.**  
**CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS**  
(In thousands, except per share data)  
(Unaudited)

	Three Months Ended June 30,		Six Months Ended June 30,	
	2024	2023	2024	2023
<b>Revenue</b>				
Product and license	\$ 32,438	\$ 30,583	\$ 70,236	\$ 63,729
Services and other	28,486	25,150	55,531	49,611
Total revenue	<u>60,924</u>	<u>55,733</u>	<u>125,767</u>	<u>113,340</u>
<b>Cost of goods sold</b>				
Product and license	11,247	14,038	20,953	25,326
Services and other	9,336	7,401	17,078	14,434
Total cost of goods sold	<u>20,583</u>	<u>21,439</u>	<u>38,031</u>	<u>39,760</u>
Gross profit	40,341	34,294	87,736	73,580
<b>Operating costs</b>				
Sales and marketing	10,510	19,713	23,437	39,724
Research and development	8,341	10,090	16,600	19,553
General and administrative	11,557	15,826	21,564	32,479
Restructuring and other related charges	1,711	5,846	3,208	6,552
Amortization of intangible assets	585	583	1,180	1,166
Total operating costs	<u>32,704</u>	<u>52,058</u>	<u>65,989</u>	<u>99,474</u>
Operating income (loss)	7,637	(17,764)	21,747	(25,894)
Interest income, net	521	585	622	1,088
Other income (expense), net	331	29	622	(11)
Income (loss) before income taxes	8,489	(17,150)	22,991	(24,817)
Provision for income taxes	1,936	601	2,970	1,290
Net income (loss)	<u>\$ 6,553</u>	<u>\$ (17,751)</u>	<u>\$ 20,021</u>	<u>\$ (26,107)</u>
<b>Net income (loss) per share</b>				
Basic	<u>\$ 0.17</u>	<u>\$ (0.44)</u>	<u>\$ 0.52</u>	<u>\$ (0.65)</u>
Diluted	<u>\$ 0.17</u>	<u>\$ (0.44)</u>	<u>\$ 0.52</u>	<u>\$ (0.65)</u>
<b>Weighted average common shares outstanding</b>				
Basic	<u>38,529</u>	<u>40,399</u>	<u>38,229</u>	<u>40,435</u>
Diluted	<u>39,007</u>	<u>40,399</u>	<u>38,680</u>	<u>40,435</u>

**OneSpan Inc.**  
**CONDENSED CONSOLIDATED BALANCE SHEETS**  
(In thousands, unaudited)

	<u>June 30,</u>	<u>December 31,</u>
	<u>2024</u>	<u>2023</u>
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	\$ 63,843	\$ 43,001
Restricted cash	460	529
Accounts receivable, net of allowances of \$1,506 at June 30, 2024 and \$1,536 at December 31, 2023	43,799	64,387
Inventories, net	12,507	15,553
Prepaid expenses	6,126	6,575
Contract assets	6,036	5,139
Other current assets	11,096	11,159
<b>Total current assets</b>	<u>143,867</u>	<u>146,343</u>
Property and equipment, net	20,251	18,722
Operating lease right-of-use assets	7,262	6,171
Goodwill	93,072	93,684
Intangible assets, net of accumulated amortization	8,679	10,832
Deferred income taxes	1,693	1,721
Other assets	12,039	11,718
<b>Total assets</b>	<u>\$ 286,863</u>	<u>\$ 289,191</u>
<b>LIABILITIES AND STOCKHOLDERS' EQUITY</b>		
<b>Current liabilities</b>		
Accounts payable	\$ 14,593	\$ 17,452
Deferred revenue	55,928	69,331
Accrued wages and payroll taxes	12,386	14,335
Short-term income taxes payable	2,521	2,646
Other accrued expenses	8,124	10,684
Deferred compensation	151	382
<b>Total current liabilities</b>	<u>93,703</u>	<u>114,830</u>
Long-term deferred revenue	3,374	4,152
Long-term lease liabilities	7,003	6,824
Deferred income taxes	992	1,067
Other long-term liabilities	3,212	3,177
<b>Total liabilities</b>	<u>108,284</u>	<u>130,050</u>
<b>Commitments and contingencies</b>		
<b>Stockholders' equity</b>		
Preferred stock: 500 shares authorized, none issued and outstanding at June 30, 2024 and December 31, 2023	—	—
Common stock: \$0.001 par value per share, 75,000 shares authorized; 41,510 and 41,243 shares issued; 37,786 and 37,519 shares outstanding at June 30, 2024 and December 31, 2023, respectively	38	38
Additional paid-in capital	120,237	118,620
Treasury stock, at cost: 3,724 shares outstanding at June 30, 2024 and December 31, 2023	(47,377)	(47,377)
Retained earnings	118,960	98,939
Accumulated other comprehensive loss	(13,279)	(11,079)
<b>Total stockholders' equity</b>	<u>178,579</u>	<u>159,141</u>
<b>Total liabilities and stockholders' equity</b>	<u>\$ 286,863</u>	<u>\$ 289,191</u>

**OneSpan Inc.**  
**CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS**  
(In thousands, unaudited)

	Six Months Ended June 30,	
	2024	2023
<b>Cash flows from operating activities:</b>		
Net income (loss)	\$ 20,021	\$ (26,107)
Adjustments to reconcile net income (loss) from operations to net cash used in operations:		
Depreciation and amortization of intangible assets	4,145	2,835
Write-off of intangible assets	804	—
Write-off of property and equipment, net	955	2,087
Impairments of inventories, net	—	1,568
Deferred tax benefit	(108)	66
Stock-based compensation	3,448	8,315
Allowance for credit losses	(31)	(49)
Changes in operating assets and liabilities:		
Accounts receivable	19,877	27,356
Inventories, net	2,621	(4,299)
Contract assets	(1,666)	(1,017)
Accounts payable	(2,634)	35
Income taxes payable	(107)	(2,638)
Accrued expenses	(4,046)	(1,728)
Deferred compensation	(231)	(122)
Deferred revenue	(13,662)	(13,940)
Other assets and liabilities	(124)	1,248
Net cash provided by (used in) operating activities	<u>29,262</u>	<u>(6,390)</u>
<b>Cash flows from investing activities:</b>		
Maturities of short-term investments	—	2,330
Additions to property and equipment	(5,321)	(6,491)
Additions to intangible assets	(39)	(14)
Cash paid for acquisition of business	—	(1,800)
Net cash used in investing activities	<u>(5,360)</u>	<u>(5,975)</u>
<b>Cash flows from financing activities:</b>		
Contingent payment related to acquisition	(200)	—
Tax payments for restricted stock issuances	(1,831)	(1,546)
Net cash used in financing activities	<u>(2,031)</u>	<u>(1,546)</u>
Effect of exchange rate changes on cash	<u>(1,098)</u>	<u>624</u>
Net increase (decrease) in cash	20,773	(13,287)
Cash, cash equivalents, and restricted cash, beginning of period	43,530	97,374
Cash, cash equivalents, and restricted cash, end of period	<u>\$ 64,303</u>	<u>\$ 84,087</u>

## Operating Segments

In May 2022, we announced a three-year strategic transformation plan that began on January 1, 2023. In conjunction with the strategic transformation plan and to enable a more efficient capital deployment model, effective with the quarter ended June 30, 2022, we began reporting under the following two lines of business, which are our reportable operating segments: Digital Agreements and Security Solutions.

- **Digital Agreements.** Digital Agreements consists of solutions that enable our clients to secure and automate business processes associated with their digital agreement and customer transaction lifecycles that require consent, non-repudiation and compliance. These solutions, which are largely cloud-based, include OneSpan Sign e-signature, OneSpan Notary, and Identity Verification. This segment also includes costs attributable to our transaction cloud platform.
- **Security Solutions.** Security Solutions consists of our broad portfolio of software products, software development kits (SDKs) and Digipass authenticator devices that are used to build applications designed to defend against attacks on digital transactions across online environments, devices, and applications. The software products and SDKs included in the Security Solutions segment are largely on-premises software products and include multi-factor authentication and transaction signing solutions, such as mobile application security and mobile software tokens.

Segment operating income consists of the revenues generated by a segment, less the direct costs of revenue, sales and marketing, research and development expenses, amortization expense, and restructuring and other related charges that are incurred directly by a segment. Unallocated corporate costs include costs related to administrative functions that are performed in a centralized manner that are not attributable to a particular segment.

**Segment and consolidated operating results (unaudited):**

	Three Months Ended June 30,		Six Months Ended June 30,	
	2024	2023	2024	2023
<i>(In thousands, except percentages)</i>				
<b>Digital Agreements</b>				
Revenue	\$ 15,463	\$ 11,862	\$ 29,876	\$ 23,414
Gross profit (1)	\$ 9,741	\$ 8,583	\$ 19,632	\$ 17,031
Gross margin	63 %	72 %	66 %	73 %
Operating loss (2)	\$ (155)	\$ (7,121)	\$ (420)	\$ (13,154)
<b>Security Solutions</b>				
Revenue	\$ 45,461	\$ 43,871	\$ 95,891	\$ 89,926
Gross profit (3)	\$ 30,600	\$ 25,711	\$ 68,104	\$ 56,549
Gross margin	67 %	59 %	71 %	63 %
Operating income (4)	\$ 20,693	\$ 8,523	\$ 46,571	\$ 24,154
<b>Total Company:</b>				
Revenue	\$ 60,924	\$ 55,733	\$ 125,767	\$ 113,340
Gross profit	\$ 40,341	\$ 34,294	\$ 87,736	\$ 73,580
Gross margin	66 %	62 %	70 %	65 %
<b>Statements of Operations reconciliation:</b>				
Segment operating income	\$ 20,538	\$ 1,402	\$ 46,151	\$ 11,000
Corporate operating expenses not allocated at the segment level	12,901	19,166	24,404	36,894
Operating income (loss)	\$ 7,637	\$ (17,764)	\$ 21,747	\$ (25,894)
Interest income, net	521	585	622	1,088
Other income (expense), net	331	29	622	(11)
Income (loss) before income taxes	\$ 8,489	\$ (17,150)	\$ 22,991	\$ (24,817)

- (1) Digital Agreements gross profit includes intangible asset write-off of \$0.8 million and internal capitalized software write-off of \$0.7 million for the three and six months ended June 30, 2024.
- (2) Digital Agreements operating loss includes \$0.6 million and \$1.1 million of amortization of intangible assets expense for the three and six months ended June 30, 2024, respectively, and \$0.6 million and \$1.1 million of amortization of intangible assets expense for the three and six months ended June 30, 2023, respectively.
- (3) Security Solutions gross profit includes \$1.6 million of inventory impairments related to discontinuation of investments in our Digipass CX product for the three and six months ended June 30, 2023.
- (4) Security Solutions operating income includes \$1.6 million of inventory impairments and \$1.4 million of capitalized software write-offs related to discontinuation of investments in our Digipass CX product for the three and six months ended June 30, 2023.



**Revenue by major products and services (unaudited):**

	Three Months Ended June 30,			
	2024		2023	
	Digital Agreements	Security Solutions	Digital Agreements	Security Solutions
(In thousands)				
Subscription	\$ 14,785	\$ 14,857	\$ 10,486	\$ 12,499
Maintenance and support	490	9,742	1,130	10,473
Professional services and other (1)	188	1,123	246	1,253
Hardware products	—	19,739	—	19,646
Total Revenue	\$ 15,463	\$ 45,461	\$ 11,862	\$ 43,871

	Six Months Ended June 30,			
	2024		2023	
	Digital Agreements	Security Solutions	Digital Agreements	Security Solutions
(In thousands)				
Subscription	28,597	41,039	20,834	32,107
Maintenance and support	994	19,808	2,126	20,638
Professional services and other (1)	285	2,728	454	2,669
Hardware products	—	32,316	—	34,512
Total Revenue	\$ 29,876	\$ 95,891	\$ 23,414	\$ 89,926

- (1) Professional services and other includes perpetual software licenses revenue, which was approximately 1% of total revenue for both the three and six months ended June 30, 2024 and approximately 1% of total revenue for both the three and six months ended June 30, 2023.

**Non-GAAP Financial Measures**

We report financial results in accordance with GAAP. We also evaluate our performance using certain Non-GAAP financial metrics, namely Adjusted EBITDA, Non-GAAP Net Income (Loss) and Non-GAAP Net Income (Loss) Per Diluted Share. Our management believes that these measures, when taken together with the corresponding GAAP financial metrics, provide useful supplemental information regarding the performance of our business, as further discussed in the descriptions of each of these Non-GAAP metrics below.

These Non-GAAP financial measures are not measures of performance under GAAP and should not be considered in isolation or as alternatives or substitutes for the most directly comparable financial measures calculated in accordance with GAAP. While we believe that these Non-GAAP financial measures are useful for the purposes described below, they have limitations associated with their use, since they exclude items that may have a material impact on our reported results and may be different from similar measures used by other companies. Additional information about the Non-GAAP financial measures and reconciliations to their most directly comparable GAAP financial measures appear below.

**Adjusted EBITDA**

We define Adjusted EBITDA as net income (loss) before interest, taxes, depreciation, amortization, long-term incentive compensation, restructuring and other related charges, and certain non-recurring items, including acquisition related costs, rebranding costs, and non-routine shareholder matters. We use Adjusted EBITDA as a simplified measure of performance for use in communicating our performance to investors and analysts and for comparisons to other companies within our industry. As a performance measure, we believe that Adjusted EBITDA presents a view of our operating results that is most closely related to serving our customers. By excluding interest, taxes, depreciation, amortization, long-term incentive compensation, restructuring costs, and certain other non-recurring items, we are able to evaluate performance without considering decisions that, in most cases, are not directly related to meeting our customers' requirements and were either made in prior periods (e.g., depreciation, amortization, long-term incentive compensation, non-routine shareholder matters), deal with the structure or financing of the business (e.g., interest, one-time strategic action costs, restructuring costs, impairment charges) or reflect the application of regulations that are outside of the control of our management team.

(e.g., taxes). In addition, removing the impact of these items helps us compare our core business performance with that of our competitors.

**Reconciliation of Net Income (Loss) to Adjusted EBITDA**  
(in thousands, unaudited)

<i>(In thousands)</i>	Three Months Ended June 30,		Six Months Ended June 30,	
	2024	2023	2024	2023
Net income (loss)	\$ 6,553	\$ (17,751)	\$ 20,021	\$ (26,107)
Interest income, net	(521)	(585)	(622)	(1,088)
Provision for income taxes	1,936	601	2,970	1,290
Depreciation and amortization of intangible assets (1)	2,063	1,516	4,145	2,835
Long-term incentive compensation (2)	1,994	4,571	3,615	8,494
Restructuring and other related charges (3)	3,218	5,846	4,734	6,552
Other non-recurring items (4)	906	1,974	1,077	2,559
Adjusted EBITDA	\$ 16,149	\$ (3,828)	\$ 35,940	\$ (5,465)

(1) Includes cost of sales depreciation and amortization expense directly related to delivering cloud subscription revenue of \$0.9 million and \$1.7 million for the three and six months ended June 30, 2024, respectively, and \$0.2 million and \$0.3 million for the three and six months ended June 30, 2023, respectively. Costs are recorded in "Services and other cost of goods sold" on the condensed consolidated statements of operations.

(2) Long-term incentive compensation includes stock-based compensation and cash incentive grants awarded to employees located in jurisdictions where we do not issue stock-based compensation due to tax, regulatory or similar reasons. The immaterial expense associated with these cash incentive grants was \$0.1 million for both the three months ended June 30, 2024 and 2023 and \$0.2 million for both the six months ended June 30, 2024 and 2023.

(3) Includes write-offs of intangible assets and property and equipment, net of \$0.8 million and \$1.0 million, respectively, for the three and six months ended June 30, 2024 and \$0 for both the three and six months ended June 30, 2023. Costs are recorded in "Services and other cost of goods sold" and "Restructuring and other related charges," respectively, on the condensed consolidated statements of operations.

Includes immaterial restructuring and other related charges of less than \$0.1 million for both the three and six months ended June 30, 2024 and \$0 for both the three and six months ended June 30, 2023. These charges are recorded in "Services and other cost of goods sold" on the condensed consolidated statements of operations.

(4) For the three months ended June 30, 2024, other non-recurring items consist of \$0.9 million of fees related to non-recurring projects.

For the three months ended June 30, 2023, other non-recurring items consist of \$1.6 million of inventory impairment charges and \$0.4 million of fees related to non-recurring projects.

For the six months ended June 30, 2024, other non-recurring items consist of \$1.1 million of fees related to non-recurring projects.

For the six months ended June 30, 2023, other non-recurring items consist of \$1.6 million of inventory impairment charges and \$1.0 million of fees related to non-recurring projects and our acquisition of ProvenDB.

**Non-GAAP Net Income (Loss) and Non-GAAP Net Income (Loss) Per Diluted Share**

We define Non-GAAP Net Income (Loss) and Non-GAAP Net Income (Loss) Per Diluted Share as net income (loss) or net income (loss) per diluted share, as applicable, before the consideration of long-term incentive compensation expenses, the amortization of intangible assets, restructuring costs, and certain other non-recurring items. We use these measures to assess the impact of our performance excluding items that can significantly impact the comparison of our results between periods and the comparison to competitor results.

We exclude long-term incentive compensation expense because our long-term incentives generally reflect the use of restricted stock unit grants or cash incentive grants, including incentives directly tied to the performance of the business, while other companies may use different forms of incentives that have different cost impacts, which makes comparison difficult. We exclude amortization of intangible assets as we believe the amount of such expense in any given period may not be correlated directly to the performance of the business operations and that such expenses can vary significantly between periods as a result of new acquisitions, the full amortization of previously acquired intangible assets, or the write down of such assets due to an impairment event. However, intangible assets contribute to current and future revenue, and related amortization expense will recur in future periods until expired or written down.

We also exclude certain non-recurring items including one-time strategic action costs and non-recurring shareholder matters, as these items are unrelated to the operations of our core business. By excluding these items, we are better able to compare the operating results of our underlying core business from one reporting period to the next.

We make a tax adjustment based on the above adjustments resulting in an effective tax rate on a Non-GAAP basis, which may differ from the GAAP tax rate. We believe the effective tax rates we use in the adjustment are reasonable estimates of the overall tax rates for the Company under its global operating structure.

**Reconciliation of Net Income (Loss) to Non-GAAP Net Income (Loss)**  
(in thousands, except per share data)  
(unaudited)

	Three Months Ended June 30,		Six Months Ended June 30,	
	2024	2023	2024	2023
Net income (loss)	\$ 6,553	\$ (17,751)	\$ 20,021	\$ (26,107)
Amortization of intangible assets (1)	666	704	1,381	1,327
Long-term incentive compensation (2)	1,994	4,571	3,615	8,494
Restructuring and other related charges (3)	3,218	5,846	4,734	6,552
Other non-recurring items (4)	906	1,974	1,077	2,559
Tax impact of adjustments (5)	(1,357)	(2,619)	(2,161)	(3,786)
Non-GAAP net income (loss)	\$ 11,980	\$ (7,275)	\$ 28,667	\$ (10,961)
Non-GAAP net income (loss) per share	\$ 0.31	\$ (0.18)	\$ 0.74	\$ (0.27)
Shares	39,007	40,399	38,680	40,435

(1) Includes cost of sales amortization expense directly related to delivering cloud subscription revenue of \$0.1 million and \$0.2 million for the three and six months ended June 30, 2024, respectively, and \$0.1 million and \$0.2 million for the three and six months ended June 30, 2023, respectively. Costs are recorded in "Services and other cost of goods sold" on the condensed consolidated statements of operations.

(2) Long-term incentive compensation includes stock-based compensation and cash incentive grants awarded to employees located in jurisdictions where we do not issue stock-based compensation due to tax, regulatory or similar reasons. The immaterial expense associated with these cash incentive grants was \$0.1 million for both the three months ended June 30, 2024 and 2023 and \$0.2 million for both the six months ended June 30, 2024 and 2023.

(3) Includes write-offs of intangible assets and property and equipment, net of \$0.8 million and \$1.0 million, respectively, for the three and six months ended June 30, 2024 and \$0 for both the three and six months ended June 30, 2023. Costs are recorded in "Services and other cost of goods sold" and "Restructuring and other related charges," respectively, on the condensed consolidated statements of operations.

Includes immaterial restructuring and other related charges of less than \$0.1 million for both the three and six months ended June 30, 2024, and \$0 for both the three and six months ended June 30, 2023. These charges are recorded in "Services and other cost of goods sold" on the condensed consolidated statements of operations.

(4) See the footnotes to the Reconciliation of Net Income (Loss) to Adjusted EBITDA for a description of the components of other non-recurring items for each period presented.

*(5) The tax impact of adjustments is calculated as 20% of the adjustments in all periods.*

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