UNITED STATES SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 8-K

CURRENT REPORT

Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

Date of Report (Date of earliest event reported): June 2, 2025

Sprinklr, Inc.

(Exact name of registrant as specified in its charter) 001-40528

(Commission File Number)

Delaware

(State or other jurisdiction

of incorporation)

45-4771485

(IRS Employer

Identification No.)

| 441 9th Avenue | | |
|--|---|--|
| 12th Floor | | |
| New York, New York | | 10001 |
| (Address of principal executive offices) | | (Zip Code) |
| Registrant's Tel | lephone Number, Including Area Code: (| 917) 933-7800 |
| (Former N | Not Applicable lame or Former Address, if Changed Since Last | Report) |
| Check the appropriate box below if the Form 8-K is intended to simulations. | ultaneously satisfy the filing obligation of t | the registrant under any of the following provisions: |
| ☐ Written communications pursuant to Rule 425 under the Secu | urities Act (17 CFR 230.425) | |
| ☐ Soliciting material pursuant to Rule 14a-12 under the Exchan | nge Act (17 CFR 240.14a-12) | |
| ☐ Pre-commencement communications pursuant to Rule 14d-2 | (b) under the Exchange Act (17 CFR 240.1 | 4d-2(b)) |
| ☐ Pre-commencement communications pursuant to Rule 13e-4 | (c) under the Exchange Act (17 CFR 240.1 | 3e-4(c)) |
| Securities registered pursuant to Section 12(b) of the Act: | | |
| Title of each class | Trading Symbol | Name of each exchange on which registered |
| Class A Common stock, par value \$0.00003 per share | CXM | The New York Stock Exchange |
| Indicate by check mark whether the registrant is an emerging growth the Securities Exchange Act of 1934 (§ 240.12b-2 of this chapter). | h company as defined in Rule 405 of the Se | ecurities Act of 1933 (§ 230.405 of this chapter) or Rule 12b-2 of |
| Emerging growth company \square | | |
| If an emerging growth company, indicate by check mark if the regis accounting standards provided pursuant to Section 13(a) of the Exch | | insition period for complying with any new or revised financial |
| | | |
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| | | |
| | | |

Item 2.02 Results of Operations and Financial Condition.

On June 4, 2025, Sprinklr, Inc. (the "Company") issued a press release announcing its financial results for the first quarter ended April 30, 2025. A copy of the press release is furnished herewith as Exhibit 99.1 and incorporated herein by reference.

The information contained in this report, including Exhibit 99.1 attached hereto, is furnished and shall not be deemed "filed" for purposes of Section 18 of the Securities Exchange Act of 1934, as amended (the "Exchange Act"), or subject to the liabilities of that section. The information shall not be deemed incorporated by reference into any other filing with the Securities and Exchange Commission (the "SEC") made by the Company regardless of any general incorporation language in such filing, except as shall be expressly set forth by specific reference in such filing.

Item 8.01 Other Events.

On June 2, 2025, the Board of Directors of the Company authorized and approved a plan to repurchase up to \$150 million of shares of the Company's outstanding Class A common stock (the "Stock Repurchase Program"). Under the Stock Repurchase Program, the Company intends to repurchase shares through open market purchases at prevailing market prices or in negotiated transactions off the market, including, without limitation, accelerated share repurchase transactions, collared accelerated share repurchase transactions, volume weighted average purchase prepaid share forward transactions and similar arrangements, in accordance with applicable federal securities laws, including Rule 10b-18 of the Exchange Act. The Company intends to complete the Stock Repurchase Program by June 30, 2026, dependent on market conditions.

Repurchases of the Company's outstanding Class A common stock under the Stock Repurchase Program shall be effected pursuant to a written trading plan under Rule 10b5-1 of the Exchange Act. Adopting a trading plan that satisfies the conditions of Rule 10b5-1 will allow the Company to repurchase its shares at times when it might otherwise be prevented from doing so due to self-imposed trading blackout periods or pursuant to insider trading laws. Under any Rule 10b5-1 trading plan, the Company's third-party broker would have authority to purchase the Company's Class A common stock in accordance with the terms of the plan, subject to SEC regulations regarding certain price, market, volume and timing constraints.

The Company cannot predict when or if it will repurchase any shares of its outstanding Class A common stock, as its use of the Stock Repurchase Program will depend on a number of factors, including constraints specified in any Rule 10b5-1 trading plans, price, general business and market conditions, and alternative investment opportunities. Information regarding share repurchases will be available in the Company's future periodic reports on Forms 10-Q and 10-K filed with the SEC as required by the applicable rules of the Exchange Act.

This report contains forward-looking information, as that term is defined under the Exchange Act, including information regarding purchases by the Company of its Class A common stock pursuant to any Rule 10b5-1 trading plans. By their nature, forward-looking information and statements are subject to risks, uncertainties, and contingencies, including changes in price and volume and the volatility of the Company's Class A common stock; adverse developments affecting either or both of prices and trading of exchange-traded securities, including securities listed on the New York Stock Exchange; and unexpected or otherwise unplanned or alternative requirements with respect to the capital investments of the Company. The Company does not undertake to update any forward-looking statements or information, including those contained in this report.

Item 9.01 Financial Statements and Exhibits.

(d) Exhibits.

| Exhibit No. | Description of Exhibits |
|-------------|---|
| 99.1 | Press Release dated June 4, 2025. |
| 104 | Cover Page Interactive Data File (embedded within the Inline XBRL document) |
| | |

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

Date: June 4, 2025 Sprinklr, Inc.

By: /s/ Manish Sarin

Manish Sarin

Chief Financial Officer

Sprinklr Announces First Quarter Fiscal 2026 Results

- Q1 Total Revenue of \$205.5 million, up 5% year-over-year
- Q1 Subscription Revenue of \$184.1 million, up 4% year-over-year
- Q1 net cash provided by operating activities of \$83.8 million and free cash flow* of \$80.7 million
- RPO and cRPO up 2% and 5% year-over-year, respectively
- 146 \$1 million customers, up 6% year-over-year
- In June 2025, the Board of Directors authorized a new \$150 million stock buyback program, which reflects the strength of the company's balance sheet and free cash flow generation as additional ways to create stockholder value

NEW YORK, New York--June 4, 2025--Sprinklr (NYSE: CXM), the unified customer experience management (Unified-CXM) platform for modern enterprises, today reported financial results for its first fiscal quarter ended April 30, 2025.

"Our Q1 results reflect solid progress in our transformation to better serve our customers and partners. We are deeply focused on improving our execution and delivering business value to the brands we serve with our AI-native CXM platform. We also generated record free cash flow in the quarter," said Rory Read, Sprinklr President and CEO. Read continued, "While we recognize FY 26 is a transitional year with important work still ahead to set up FY 27 and beyond, we believe we are well positioned to execute against our strategy and to make every customer experience extraordinary."

First Quarter Fiscal 2026 Financial Highlights

- Revenue: Total revenue for the first quarter was \$205.5 million, up from \$196.0 million one year ago, an increase of 5% year-over-year. Subscription revenue for the first quarter was \$184.1 million, up from \$177.4 million one year ago, an increase of 4% year-over-year.
- Operating (Loss) Income and Margin*: First quarter GAAP operating loss was \$1.8 million, compared to operating income of \$5.7 million one year ago. Non-GAAP operating income was \$36.7 million, compared to non-GAAP operating income of \$20.9 million one year ago. For the first quarter, GAAP operating margin was (1)% and non-GAAP operating margin was 18% compared to GAAP operating margin of 3% and non-GAAP operating margin of 11% in the first quarter of fiscal year 2025.
- Net (Loss) Income Per Share*: First quarter GAAP net loss per share, diluted was \$(0.01), compared to net income per share, diluted of \$0.04 in the first quarter of fiscal year 2025. Non-GAAP net income per share, diluted for the first quarter was \$0.12, compared to non-GAAP net income per share, diluted of \$0.09 in the first quarter of fiscal year 2025.
- Cash, Cash Equivalents and Marketable Securities: Total cash, cash equivalents and marketable securities as of April 30, 2025 were\$570.2 million.
- * Free cash flow, non-GAAP operating income, non-GAAP operating margin and non-GAAP net income per share are non-GAAP financial measures defined under "Non-GAAP Financial Measures," and are reconciled to net cash provided by operating activities, operating (loss) income, net (loss) income or net (loss) income per share, as applicable, the closest comparable GAAP measure, at the end of this release.

Financial Outlook

Sprinklr is providing the following guidance for the second fiscal quarter ending July 31, 2025:

- Subscription revenue between \$184 million and \$185 million.
- Total revenue between \$205 million and \$206 million.
- Non-GAAP operating income between \$33.5 million and \$34.5 million.
- Non-GAAP net income per share of approximately \$0.10 assuming 270 million diluted weighted-average shares outstanding.

Sprinklr is providing the following guidance for the full fiscal year ending January 31, 2026:

- Subscription revenue between \$741 million and \$743 million.
- Total revenue between \$825 million and \$827 million.
- Non-GAAP operating income between \$129 million and \$131 million.
- · Non-GAAP net income per share between \$0.39 and \$0.40, assuming 277 million diluted weighted-average shares outstanding.

Non-GAAP Financial Measures

In addition to our results determined in accordance with U.S. GAAP, we believe that the following non-GAAP financial measures associated with our condensed consolidated statements of operations are useful in evaluating our operating performance:

- Non-GAAP gross profit and non-GAAP gross margin;
- · Non-GAAP operating income and non-GAAP operating margin; and
- Non-GAAP net income and non-GAAP net income per share.

We define these non-GAAP financial measures as the respective U.S. GAAP measures, excluding, as applicable, stock-based compensation expense and related charges, amortization of stock-based compensation expense associated with capitalized internal use software, amortization of acquired intangible assets, release of U.S. federal and state valuation allowances, and the estimated tax effect related to the non-GAAP items, as well as other one-time charges, such as restructuring charges, costs associated with acquisitions, non-recurring litigation costs and facility exit costs. We believe that it is useful to exclude these items in order to better understand the long-term performance of our core business and to facilitate comparison of our results to those of peer companies over multiple periods.

In addition, we believe that free cash flow is also a useful non-GAAP financial measure. Free cash flow is defined as net cash provided by operating activities less cash used for purchases of property and equipment and capitalized internal-use software. We believe that free cash flow is a useful indicator of liquidity as it measures our ability to generate cash, or our need to access additional sources of cash, to fund operations and investments. We expect our free cash flow to fluctuate in future periods with changes in our operating expenses and as we continue to invest in our growth. We typically experience higher billings in the fourth quarter compared to other quarters and experience higher collections of accounts receivable in the first half of the year, which results in a decrease in accounts receivable in the first half of the year.

However, non-GAAP financial measures have limitations in their usefulness to investors because they have no standardized meaning prescribed by U.S. GAAP and are not prepared under any comprehensive set of accounting rules or principles. In addition, other companies, including companies in our industry, may calculate similarly titled non-GAAP financial measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. As a result, our non-GAAP financial measures are presented for supplemental informational purposes only and should not be considered in isolation or as a substitute for our condensed consolidated financial statements presented in accordance with U.S. GAAP.

Sprinklr has not reconciled its financial outlook expectations as to non-GAAP operating income, or as to non-GAAP net income per share, to their respective most directly comparable U.S. GAAP measures as a result of the high variability, complexity and low visibility with respect to the charges excluded from these non-GAAP measures, in particular, the measures and effects of stock-based compensation expense specific to equity compensation awards that are directly impacted by unpredictable fluctuations in our stock price. We expect the variability of the above charges to have a significant, and potentially unpredictable, impact on our future U.S. GAAP financial results. Accordingly, reconciliation is not available without unreasonable effort, although it is important to note that these factors could be material to Sprinklr's results computed in accordance with U.S. GAAP.

Conference Call Information

Sprinklr will host a conference call today, June 4, 2025, to discuss first quarter fiscal 2026 financial results, as well as the second quarter and full year fiscal 2026 outlook, at 8:30 a.m. Eastern Time, 5:30 a.m. Pacific Time. Investors are invited to join the webcast by visiting: https://investors.sprinklr.com/. To access the call by phone, dial 877-459-3955 (domestic) or 201-689-8588 (international). The conference ID number is 13753882. The webcast will be available live, and a replay will be available following completion of the live broadcast for approximately 90 days.

About Sprinklr, Inc.

Sprinklr is a leading enterprise software company for all customer-facing functions. With advanced AI, Sprinklr's unified customer experience management (Unified-CXM) platform helps companies deliver human experiences to every customer, every time, across any modern channel. Headquartered in New York City with employees around the world, Sprinklr works with more than 1,900 valuable enterprises — global brands like Microsoft, P&G, Samsung and 60% of the Fortune 100. Sprinklr is redefining the world's ability to make every customer experience extraordinary.

Forward-Looking Statements

This press release contains express and implied "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our financial outlook for the second quarter and full year fiscal 2026 and the impact of, and our ability to execute, our corporate strategies and business initiatives. In some cases, you can identify forward-looking statements by terms such as "anticipate," "estimate," "expect," "intend," "may," "might," "plan," "project," "will," "would," "should," "could," "can," "predict," "potential," "target," "explore," "continue," or the negative of these terms, and similar expressions intended to identify forwardlooking statements. By their nature, these statements are subject to numerous uncertainties and risks, including factors beyond our control, that could cause actual results, performance, or achievement to differ materially and adversely from those anticipated or implied in the statements, including: our rapid growth may not be indicative of our future growth; our revenue growth rate has fluctuated in prior periods; our ability to achieve or maintain profitability; we derive the substantial majority of our revenue from subscriptions to our Unified-CXM platform; our ability to manage our growth and organizational change; the market for Unified-CXM solutions is rapidly evolving; our ability to attract new customers in a manner that is cost-effective and assures customer success; our ability to attract and retain customers to use our products; our ability to drive customer subscription renewals and expand our sales to existing customers; our ability to effectively develop platform enhancements, introduce new products or keep pace with technological developments; the market in which we participate is new and rapidly evolving and our ability to compete effectively; our business and growth depend in part on the success of our strategic relationships with third parties; our ability to develop and maintain successful relationships with partners who provide access to data that enhances our Unified-CXM platform's artificial intelligence capabilities; the majority of our customer base consists of large enterprises, and we currently generate a significant portion of our revenue from a relatively small number of enterprises; our investments in research and development; our ability to expand our sales and marketing capabilities; our sales cycle with enterprise and international clients can be long and unpredictable; certain of our results of operations and financial metrics may be difficult to predict; our ability to maintain data privacy and data security; we rely on third-party data centers and cloud computing providers; the sufficiency of our cash and cash equivalents to meet our liquidity needs; our ability to comply with modified or new laws and regulations applying to our business; our ability to successfully enter into new markets and manage our international expansion; the attraction and retention of qualified employees and key personnel; our ability to effectively manage our growth and future expenses and maintain our corporate culture; our ability to maintain, protect, and enhance our intellectual property rights; unstable economic, political and market conditions, including as a result of public heath crises, fluctuations in inflation and interest rates, the imposition of tariffs in the U.S. and abroad, or geopolitical actions, such as war and terrorism or the perception that such hostilities may be imminent; and our ability to successfully defend litigation brought against us. Additional risks and uncertainties that could cause actual outcomes and results to differ materially from those contemplated by the forward-looking statements are or will be discussed in our Annual Report on Form 10-K for the fiscal year ended January 31, 2025, filed with the SEC on March 21, 2025, under the caption "Risk Factors," and in other filings that we make from time to time with the SEC. Forward-looking statements speak only as of the date the statements are made and are based on information available to Sprinklr at the time those statements are made and/or management's good faith belief as of that time with respect to future events. Sprinklr assumes no obligation to update forward-looking statements to reflect events or circumstances after the date they were made, except as required by law.

Key Business Metrics

RPO. RPO, or remaining performance obligations, represents contracted revenues that have not yet been recognized, and include deferred revenue and amounts that will be invoiced and recognized in future periods.

cRPO. cRPO, or current RPO, represents contracted revenues that have not yet been recognized, and include deferred revenue and amounts that will be invoiced and recognized in the next 12 months.

Investor Relations:

ir@sprinklr.com

Media & Press: pr@sprinklr.com

Sprinklr, Inc. Condensed Consolidated Balance Sheets (in thousands) (unaudited)

| | April 30, 2025 | | January 31, 2025 | | |
|--|-------------------|--------------|---------------------|--|--|
| Assets | | | | | |
| Current assets: | | | | | |
| Cash and cash equivalents | \$ | 126,421 \$ | 145,270 | | |
| Marketable securities | | 443,813 | 338,189 | | |
| Accounts receivable, net of allowance of \$9.7 million and \$8.1 million, respectively | | 202,788 | 285,656 | | |
| Prepaid expenses and other current assets | | 89,149 | 84,982 | | |
| Total current assets | | 862,171 | 854,097 | | |
| Property and equipment, net | | 30,823 | 31,591 | | |
| Goodwill and other intangible assets | | 50,144 | 49,957 | | |
| Operating lease right-of-use assets | | 46,846 | 44,626 | | |
| Deferred tax asset, non-current | | 87,727 | 90,369 | | |
| Other non-current assets | | 111,797 | 113,559 | | |
| Total assets | \$ | 1,189,508 \$ | 1,184,199 | | |
| Liabilities and stockholders' equity | | | | | |
| Liabilities | | | | | |
| Current liabilities: | | | | | |
| Accounts payable | \$ | 26,777 \$ | 27,353 | | |
| Accrued expenses and other current liabilities | | 56,467 | 79,285 | | |
| Operating lease liabilities, current | | 8,392 | 7,462 | | |
| Deferred revenue | | 403,849 | 403,483 | | |
| Total current liabilities | | 495,485 | 517,583 | | |
| Deferred revenue, non-current | | 4,719 | 6,276 | | |
| Operating lease liabilities, non-current | | 42,520 | 41,243 | | |
| Other liabilities, non-current | | 7,012 | 7,034 | | |
| Total liabilities | | 549,736 | 572,136 | | |
| Commitments and contingencies | | | | | |
| Stockholders' equity | | | | | |
| Class A common stock | | 4 | 4 | | |
| Class B common stock | | 4 | 4 | | |
| Treasury stock | | (23,831) | (23,831) | | |
| Additional paid-in capital | | 1,293,880 | 1,268,920 | | |
| Accumulated other comprehensive loss | | (2,652) | (6,969) | | |
| Accumulated deficit | | (627,633) | (626,065) | | |
| Total stockholders' equity | | 639,772 | 612,063 | | |
| Total liabilities and stockholders' equity | \$ | 1,189,508 \$ | 1,184,199 | | |

Sprinklr, Inc. Condensed Consolidated Statements of Operations (in thousands, except per share data) (unaudited)

| | T | Three Months Ended April 30, | | | |
|--|----|------------------------------|----------|--|--|
| | 20 | 025 | 2024 | | |
| Revenue: | | | | | |
| Subscription | \$ | 184,127 \$ | 177,363 | | |
| Professional services | | 21,373 | 18,595 | | |
| Total revenue | | 205,500 | 195,958 | | |
| Costs of revenue: | | | | | |
| Costs of subscription ⁽¹⁾ | | 42,186 | 32,570 | | |
| Costs of professional services (1) | | 20,445 | 18,555 | | |
| Total costs of revenue | | 62,631 | 51,125 | | |
| Gross profit | | 142,869 | 144,833 | | |
| Operating expense: | | | | | |
| Research and development ⁽¹⁾ | | 22,811 | 22,539 | | |
| Sales and marketing ⁽¹⁾ | | 71,071 | 87,484 | | |
| General and administrative ⁽¹⁾ | | 34,429 | 29,101 | | |
| Restructuring ⁽¹⁾ | | 16,313 | <u> </u> | | |
| Total operating expense | | 144,624 | 139,124 | | |
| Operating (loss) income | | (1,755) | 5,709 | | |
| Other income, net | | 6,930 | 7,500 | | |
| Income before provision for income taxes | | 5,175 | 13,209 | | |
| Provision for income taxes | | 6,743 | 2,575 | | |
| Net (loss) income | \$ | (1,568) \$ | 10,634 | | |
| Net (loss) income per share, basic | \$ | (0.01) \$ | 0.04 | | |
| Weighted average shares used in computing net (loss) income per share, basic | | 256,647 | 271,664 | | |
| Net (loss) income per share, diluted | \$ | (0.01) \$ | 0.04 | | |
| Weighted average shares used in computing net (loss) income per share, diluted | | 256,647 | 284,032 | | |

⁽¹⁾ Includes stock-based compensation expense, net of amounts capitalized, as follows:

| | Three Months Ended April 30, | | | | | | |
|--|------------------------------|--------|----|----------|--|--|--|
| (in thousands) | 2025 | | | 2024 | | | |
| Costs of subscription | \$ | 265 | \$ | 283 | | | |
| Costs of professional services | | 392 | | 317 | | | |
| Research and development | | 3,886 | | 2,574 | | | |
| Sales and marketing | | 6,295 | | 5,604 | | | |
| General and administrative | | 9,576 | | 5,077 | | | |
| Restructuring | | 866 | | <u> </u> | | | |
| Stock-based compensation expense, net of amounts capitalized | \$ | 21,280 | \$ | 13,855 | | | |

Sprinklr, Inc. Condensed Consolidated Statements of Cash Flows (in thousands) (unaudited)

| | Three Months Ended April 30, | | |
|--|------------------------------|-----------|--|
| | 2025 | 2024 | |
| Cash flow from operating activities: | | | |
| Net (loss) income | \$ (1,568) \$ | 10,634 | |
| Adjustments to reconcile net (loss) income to net cash provided by operating activities: | | | |
| Depreciation and amortization expense | 4,679 | 4,508 | |
| Provision for credit losses | 1,972 | 1,038 | |
| Stock-based compensation, net of amounts capitalized | 21,280 | 13,855 | |
| Non-cash lease expense | 1,912 | 1,949 | |
| Deferred income taxes | 2,839 | (339) | |
| Net amortization/accretion on marketable securities | (999) | (4,452) | |
| Other non-cash items, net | 7 | 79 | |
| Changes in operating assets and liabilities: | | | |
| Accounts receivable | 81,199 | 78,646 | |
| Prepaid expenses and other current assets | (4,155) | (15,824) | |
| Other non-current assets | 2,721 | 1,011 | |
| Accounts payable | (843) | (15,103) | |
| Operating lease liabilities | (1,945) | (1,557) | |
| Accrued expenses and other current liabilities | (21,284) | (29,125) | |
| Deferred revenue | (1,867) | (3,665) | |
| Other liabilities | (172) | 57 | |
| Net cash provided by operating activities | 83,776 | 41,712 | |
| Cash flow from investing activities: | | | |
| Purchases of marketable securities | (236,676) | (134,172) | |
| Proceeds from sales and maturities of marketable securities | 131,973 | 153,097 | |
| Purchases of property and equipment | (289) | (2,545) | |
| Capitalized internal-use software | (2,786) | (2,977) | |
| Purchases of intangibles | (262) | _ | |
| Net cash (used in) provided by investing activities | (108,040) | 13,403 | |
| Cash flow from financing activities: | | | |
| Proceeds from issuance of common stock upon exercise of stock options | 2,847 | 9,642 | |
| Payments for repurchase of Class A common shares | _ | (99,984) | |
| Net cash provided by (used in) financing activities | 2,847 | (90,342) | |
| Effect of exchange rate fluctuations on cash, cash equivalents and restricted cash | 2,985 | (1,231) | |
| Net change in cash, cash equivalents and restricted cash | (18,432) | (36,458) | |
| Cash, cash equivalents and restricted cash at beginning of period | 153,533 | 172,429 | |
| Cash, cash equivalents and restricted cash at end of period | \$ 135,101 \$ | 135,971 | |

Sprinklr, Inc. Reconciliation of Non-GAAP Measures (in thousands) (unaudited)

| | Three Months Ended April 30, | | | | |
|--|------------------------------|----|---------|--|--|
| | 2025 | | 2024 | | |
| Non-GAAP gross profit and non-GAAP gross margin: | | | | | |
| U.S. GAAP gross profit | \$ 142,869 | \$ | 144,833 | | |
| Stock-based compensation expense and related charges ⁽¹⁾ | 670 | | 607 | | |
| Amortization of stock-based compensation expense - capitalized internal-use software | 649 | | 492 | | |
| Non-GAAP gross profit | \$ 144,188 | \$ | 145,932 | | |
| Gross margin | 70 % | | 74 % | | |
| Non-GAAP gross margin | 70 % | | 74 % | | |
| Non-GAAP operating income: | | | | | |
| U.S. GAAP operating (loss) income | \$ (1,755) | \$ | 5,709 | | |
| Stock-based compensation expense and related charges ⁽²⁾ | 20,764 | | 14,624 | | |
| Amortization of acquired intangible assets | _ | | 50 | | |
| Amortization of stock-based compensation expense - capitalized internal-use software | 649 | | 492 | | |
| Non-recurring litigation costs ⁽³⁾ | 769 | | _ | | |
| Restructuring costs ⁽⁴⁾ | 16,313 | | _ | | |
| Non-GAAP operating income | \$ 36,740 | \$ | 20,875 | | |
| Operating margin | (1)% | | 3 % | | |
| Non-GAAP operating margin | 18 % | | 11 % | | |
| Free cash flow: | | | | | |
| Net cash provided by operating activities | \$ 83,776 | \$ | 41,712 | | |
| Purchase of property and equipment | (289) | | (2,545) | | |
| Capitalized internal-use software | (2,786) | | (2,977) | | |
| Free cash flow | \$ 80,701 | \$ | 36,190 | | |
| | | | | | |

⁽¹⁾ Employer payroll tax related to stock-based compensation for the periods ended April 30, 2025 and 2024 was immaterial as it relates to the impact to gross profit.

⁽²⁾ Includes \$0.4 million and \$0.8 million of employer payroll tax related to stock-based compensation expense for the three months ended April 30, 2025 and 2024, respectively.

 $^{^{(3)}}$ Relates to costs associated with litigation that arise outside of the ordinary course of business.

⁽⁴⁾ Includes \$0.7 million of employer payroll tax related to the February 2025 restructuring for the three months ended April 30, 2025.

Three Months Ended April 30,

| | | 2025 | | | | | 2024 | | | | | | | |
|--|----------------|---------|-----------------|---------|-----------------------|---------|----------------|--------|-----------------|---------|----|----------------------|--|--|
| | (in thousands) | | Per Share-Basic | | Per Share- Diluted | | (in thousands) | | Per Share-Basic | | P | er Share- Diluted | | |
| Non-GAAP net income reconciliation to net (loss) income | | | | | | | | | | | | | | |
| Net (loss) income | \$ | (1,568) | \$ | (0.01) | \$ | (0.01) | \$ | 10,634 | \$ | 0.04 | \$ | 0.04 | | |
| Add: | | | | | | | | | | | | | | |
| Stock-based compensation expense and related charges ⁽¹⁾ | | 20,764 | | 0.09 | | 0.08 | | 14,624 | | 0.05 | | 0.05 | | |
| Amortization of acquired intangible assets | | _ | | _ | | _ | | 50 | | _ | | _ | | |
| Amortization of stock-based compensation expense - capitalized internal-use software | | 649 | | _ | | _ | | 492 | | _ | | _ | | |
| Income tax expense ⁽²⁾ | | (4,611) | | (0.01) | | (0.01) | | _ | | _ | | _ | | |
| Non-recurring litigation costs ⁽³⁾ | | 769 | | _ | | _ | | _ | | _ | | _ | | |
| Restructuring costs ⁽⁴⁾ | | 16,313 | | 0.06 | | 0.06 | | _ | | _ | | _ | | |
| Total additions, net | | 33,884 | | 0.14 | | 0.13 | | 15,166 | | 0.05 | | 0.05 | | |
| Non-GAAP net income | \$ | 32,316 | \$ | 0.13 | \$ | 0.12 | \$ | 25,800 | \$ | 0.09 | \$ | 0.09 | | |
| Weighted-average shares outstanding | | | | 256,647 | | 267,528 | | | | 271,664 | | 284,032 | | |

⁽¹⁾ Includes \$0.4 million and \$0.8 million of employer payroll tax related to stock-based compensation expense for the three months ended April 30, 2025 and 2024, respectively.

⁽²⁾ Represents the Company's current and deferred income tax expense commensurate with the non-GAAP measure of profitability using a non-GAAP tax rate of 26% for the three months ended April 30, 2025. The Company uses an annual projected tax rate in its computation of the non-GAAP income tax provision, and excludes the direct impact of stock-based compensation, employer tax costs related to stock-based compensation, intangible amortization expense, amortization of stock-based compensation expense - capitalized internal-use software, non-recurring litigation costs and restructuring costs.

 $^{^{(3)}}$ Relates to costs associated with litigation that arise outside of the ordinary course of business.

 $^{^{(4)}}$ Includes \$0.7 million of employer payroll tax related to the February 2025 restructuring for the three months ended April 30, 2025.