# UNITED STATES SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

| FORM 8-K |
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## **CURRENT REPORT**

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

Date of Report (Date of earliest event reported): November 2, 2010

# BLACKBAUD, INC.

(Exact name of registrant as specified in its charter)

Delaware

(State or other jurisdiction of incorporation)

000-50600 (Commission File Number)

11-2617163 (IRS Employer ID Number)

2000 Daniel Island Drive, Charleston, South Carolina 29492 (Address of principal executive offices) (Zip Code)

Registrant's telephone number, including area code (843) 216-6200

| ck the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following isions: |
|--|
| Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)  |
| Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)   |
| Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))   |

Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

### Item 2.02. Results of Operations and Financial Condition.

On November 2, 2010, Blackbaud, Inc. issued a press release reporting unaudited financial results for the quarter ended September 30, 2010. A copy of this press release is attached hereto as Exhibit 99.1.

The information in this Form 8-K (including Exhibit 99.1) shall not be deemed "filed" for purposes of Section 18 of the Securities Exchange Act of 1934 (the "Exchange Act") or otherwise subject to the liabilities of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933 or the Exchange Act, except as expressly set forth by specific reference in such a filing.

#### Item 9.01. Financial Statements and Exhibits.

(d) Exhibits

99.1

Exhibit No. Description

Press release dated November 2, 2010 reporting unaudited financial results for the quarter ended September 30, 2010.

## **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.

BLACKBAUD, INC.

Date: November 2, 2010 /s/ Timothy V. Williams

Timothy V. Williams,

Senior Vice President and Chief Financial Officer

#### Blackbaud, Inc. Announces Third Quarter 2010 Results

Announces Fourth Quarter 2010 Dividend

**CHARLESTON, S.C. – November 2, 2010** – Blackbaud, Inc. (Nasdaq: BLKB), the leading provider of software and related services designed specifically for nonprofit organizations, today announced financial results for its third quarter ended September 30, 2010.

Marc Chardon, Chief Executive Officer of Blackbaud, stated, "We are pleased with Blackbaud's financial results for the third quarter, which were highlighted by revenue and profitability in the upper half of our expectations. While the pace of economic recovery remains uncertain, overall customer interest levels remain high and we are encouraged that our North American business units delivered another solid performance. We believe that Blackbaud is continuing to benefit from our initiatives to improve our go-to-market execution, including the introduction of new solutions and product packaging."

Chardon added, "Nonprofit organizations are looking for solutions that will help them optimize their fundraising efforts across a growing number of marketing channels. Blackbaud is highly differentiated by its industry leading domain expertise and product breadth and depth. This differentiation spans multiple application categories across both traditional and emerging channels, such as online fundraising and social networking, as well as a focus on all segments of the market, from the smallest to the largest nonprofits in the world. We believe we are well positioned to continue growing in the current economic environment, and to thrive as IT spending among nonprofits increases."

Blackbaud reported total revenue of \$83.2 million for the quarter ended September 30, 2010, an increase of approximately 5% compared to \$79.2 million for the third quarter of 2009. Income from operations and net income, determined in accordance with GAAP, were \$13.1 million and \$8.5 million, respectively, compared with \$13.9 million and \$9.8 million, respectively, for the third quarter of 2009. Diluted earnings per share were \$0.20 for the quarter ended September 30, 2010, compared with \$0.22 in the same period last year.

Non-GAAP income from operations, which excludes stock-based compensation expense and amortization of intangibles arising from business combinations, was \$18.0 million, representing a non-GAAP operating margin of approximately 22% and compared with \$18.9 million in the same period last year.

Non-GAAP net income was \$11.0 million for the quarter ended September 30, 2010, compared with \$11.6 million in the same period last year. Non-GAAP diluted earnings per share were \$0.25 for the quarter ended September 30, 2010, at the high-end of the Company's guidance range and compared with \$0.26 in the same period last year.

A reconciliation of GAAP to non-GAAP results has been provided in the financial statement tables included in this press release. An explanation of these measures is also included below under the heading "Non-GAAP Financial Measures."

The Company ended the third quarter with \$26.3 million in cash, compared to \$13.3 million at the end of the previous quarter. The Company generated \$24.2 million in cash flow from operations during the third quarter.

Timothy V. Williams, Chief Financial Officer of Blackbaud, stated, "During the third quarter we saw a continuation in customers' growing preference for subscription-based solutions. Blackbaud is well positioned to capitalize on this demand as a result of our broad and expanding suite of subscription-based solutions." Williams added, "We believe the natural leverage associated with our growing subscription-based business will be a key factor enabling Blackbaud to return to its long-term operating model over the next several years."

### Fourth Quarter 2010 Dividend and Share Repurchase Program

Blackbaud announced today that its Board of Directors has declared a fourth quarter dividend of \$0.11 per share payable on December 15, 2010, to stockholders of record on November 26, 2010.

Additionally, in the third quarter, the company repurchased approximately 50,000 shares of its stock for \$1.1 million under its share repurchase program that expired July 31, 2010. The amount remaining under the Company's current share repurchase program, which became effective on August 1, 2010, is \$50.0 million.

#### **Conference Call Details**

Blackbaud will host a conference call today, November 2, 2010, at 5:00 p.m. (Eastern Time) to discuss the Company's financial results, operations and related matters. To access this call, dial 800-967-7134 (domestic) or 719-457-2635 (international). A replay of this conference call will be available through November 9, 2010, at 877-870-5176 (domestic) or 858-384-5517 (international). The replay passcode is 1715420. A live webcast of this conference call will be available on the "Investor Relations" page of the Company's website at <a href="https://www.blackbaud.com/investorrelations">www.blackbaud.com/investorrelations</a>, and a replay will be archived on the website as well.

#### **About Blackbaud**

Blackbaud is the leading global provider of software and services designed specifically for nonprofit organizations, enabling them to improve operational efficiency, build strong relationships, and raise more money to support their missions. Approximately 24,000 organizations — including University of Arizona Foundation, American Red Cross, Cancer Research UK, The Taft School, Lincoln Center, Tulsa Community Foundation, Ursinus College, Earthjustice, International Fund for Animal Welfare, and the WGBH Educational Foundation — use one or more Blackbaud products and services for fundraising, constituent relationship management, financial management, website management, direct marketing, education administration, ticketing, business intelligence, prospect research, consulting, and analytics. Since 1981, Blackbaud's sole focus and expertise has been partnering with nonprofits and providing them the solutions they need to make a difference in their local communities and worldwide. Headquartered in the United States, Blackbaud also has operations in Australia, Canada, Hong Kong, the Netherlands, and the United Kingdom. For more information, visit <a href="https://www.blackbaud.com">www.blackbaud.com</a>.

All Blackbaud product names appearing herein are trademarks or registered trademarks of Blackbaud, Inc.

#### Forward-looking Statements

Except for historical information, all of the statements, expectations, and assumptions contained in this news release are forward-looking statements that involve a number of risks and uncertainties. Although Blackbaud attempts to be accurate in making these forward-looking statements, it is possible that future circumstances might differ from the assumptions on which such statements are based. In addition, other important factors that could cause results to differ materially include the following: general economic risks; uncertainty regarding increased business and renewals from existing customers; continued success in sales growth; management of integration of acquired companies and other risks associated with acquisitions; risks associated with successful implementation of multiple integrated software products; the ability to attract and retain key personnel; risks related to our dividend policy and share repurchase program, including potential limitations on our ability to grow and the possibility that we might discontinue payment of dividends; risks relating to restrictions imposed by the credit facility; risks associated with management of growth; lengthy sales and implementation cycles, particularly in larger organizations; technological changes that make our products and services less competitive; and the other risk factors set forth from time to time in the SEC filings for Blackbaud, copies of which are available free of charge at the SEC's website at <a href="https://www.sec.gov">www.sec.gov</a> or upon request from Blackbaud's investor relations department.

#### **Non-GAAP Financial Measures**

Blackbaud has provided in this release financial information that has not been prepared in accordance with GAAP. This information includes non-GAAP income from operations and

margin, non-GAAP net income and non-GAAP diluted earnings per share. Blackbaud uses these non-GAAP financial measures internally in analyzing its financial results and believes they are useful to investors, as a supplement to GAAP measures, in evaluating Blackbaud's ongoing operational performance. Blackbaud believes that the use of these non-GAAP financial measures provides an additional tool for investors to use in evaluating ongoing operating results and trends and in comparing its financial results with other companies in Blackbaud's industry, many of which present similar non-GAAP financial measures to investors. As noted, the non-GAAP financial results discussed above exclude stock-based compensation expense and costs associated with amortization of intangibles arising from business combinations.

Non-GAAP financial measures should not be considered in isolation from, or as a substitute for, financial information prepared in accordance with GAAP. Investors are encouraged to review the reconciliation of these non-GAAP measures to their most directly comparable GAAP financial measure below. As previously mentioned, a reconciliation of our non-GAAP financial measures to their most directly comparable GAAP measures has been provided in the financial statement tables included below in this press release.

#### **Investor Contact:**

Tim Dolan ICR timothy.dolan@icrinc.com 617-956-6727

#### **Media Contact:**

**Melanie Mathos** 

Blackbaud, Inc. <u>melanie.mathos@blackbaud.com</u> 843-216-6200 x3307

SOURCE: Blackbaud, Inc.

## Blackbaud, Inc. Consolidated balance sheets (Unaudited)

| (in thousands, except share amounts)  |    | ember 30,<br>2010 | Dece | mber 31,<br>2009 |
|---|----|-------------------|------|------------------|
| Assets  |    |                   |      |                  |
| Current assets:   |    |                   |      |                  |
| Cash and cash equivalents   | \$ | 26,253            | \$   | 22,769           |
| Donor restricted cash   |    | 18,905            |      | 12,874           |
| Accounts receivable, net of allowance of \$3,068 and \$3,559 at September 30, 2010 and December   |    |                   |      |                  |
| 31, 2009, respectively  |    | 55,969            |      | 50,220           |
| Prepaid expenses and other current assets   |    | 19,988            |      | 18,155           |
| Deferred tax asset, current portion   |    | 5,728             |      | 5,728            |
| Total current assets  |    | 126,843           |      | 109,746          |
| Property and equipment, net   |    | 22,622            |      | 22,507           |
| Deferred tax asset  |    | 52,099            |      | 55,570           |
| Goodwill  |    | 73,804            |      | 73,919           |
| Intangible assets, net  |    | 37,472            |      | 42,019           |
| Other assets  |    | 2,543             |      | 468              |
| Total assets  | \$ | 315,383           | \$   | 304,229          |
| Liabilities and stockholders' equity  |    |                   |      |                  |
| Current liabilities:  |    |                   |      |                  |
| Trade accounts payable  | \$ | 6,266             | \$   | 10,683           |
| Accrued expenses and other current liabilities  |    | 23,371            |      | 25,974           |
| Donations payable   |    | 18,905            |      | 12,874           |
| Debt, current portion   |    | 420               |      | 1,288            |
| Deferred revenue  |    | 143,086           |      | 129,412          |
| Total current liabilities   |    | 192,048           |      | 180,231          |
| Deferred revenue, noncurrent  |    | 7,077             |      | 6,172            |
| Other noncurrent liabilities  |    | 1,612             |      | 1,720            |
| Total liabilities   |    | 200,737           |      | 188,123          |
| Commitments and contingencies   |    |                   |      |                  |
| Stockholders' equity:   |    |                   |      |                  |
| Preferred stock; 20,000,000 shares authorized, none outstanding   |    | -                 |      | -                |
| Common stock, \$0.001 par value; 180,000,000 shares authorized, 52,591,454 and 52,214,606 shares issued at September 30, 2010 and December 31, 2009, respectively |    | 53                |      | 52               |
| Additional paid-in capital  |    | 149,770           |      | 134,726          |
| Treasury stock, at cost; 8,703,005 and 7,677,341 shares at September 30, 2010 and December 31,  |    | 145,770           |      | 134,720          |
| 2009, respectively  |    | (157,455)         |      | (134,382)        |
| Accumulated other comprehensive loss  |    | (337)             |      | (201)            |
| Retained earnings   |    | 122,615           |      | 115,911          |
| Total stockholders' equity  |    | 114,646           |      | 116,106          |
|   |    |                   |      |                  |
| Total liabilities and stockholders' equity  | \$ | 315,383           | \$   | 304,229          |

# Blackbaud, Inc. Consolidated statements of operations (Unaudited)

|  | Three months ended September 30, |            |    | I          | Nine months ended September 30, |            |    |            |  |
|--|----------------------------------|------------|----|------------|---------------------------------|------------|----|------------|--|
| (in thousands, except share and per share amounts) | 2010                             |            |    | 2009       |                                 | 2010       |    | 2009       |  |
| Revenue  |                                  |            |    |            |                                 |            |    |            |  |
| License fees                                       | \$                               | 5,070      | \$ | 5,919      | \$                              | 17,209     | \$ | 19,123     |  |
| Services   |                                  | 23,992     |    | 22,818     |                                 | 64,967     |    | 66,412     |  |
| Maintenance  |                                  | 31,416     |    | 29,742     |                                 | 92,970     |    | 86,574     |  |
| Subscriptions                                      |                                  | 21,235     |    | 19,190     |                                 | 60,797     |    | 53,686     |  |
| Other revenue                                      |                                  | 1,513      |    | 1,536      |                                 | 4,193      |    | 4,566      |  |
| Total revenue                                      |                                  | 83,226     |    | 79,205     |                                 | 240,136    |    | 230,361    |  |
| Cost of revenue                                    |                                  |            |    |            |                                 |            |    |            |  |
| Cost of license fees                               |                                  | 626        |    | 987        |                                 | 2,218      |    | 2,871      |  |
| Cost of services                                   |                                  | 17,008     |    | 15,269     |                                 | 48,761     |    | 46,990     |  |
| Cost of maintenance                                |                                  | 6,310      |    | 5,498      |                                 | 18,005     |    | 16,078     |  |
| Cost of subscriptions                              |                                  | 7,950      |    | 7,462      |                                 | 22,792     |    | 21,240     |  |
| Cost of other revenue                              | <u> </u>                         | 1,381      |    | 1,325      |                                 | 3,831      |    | 4,136      |  |
| Total cost of revenue                              |                                  | 33,275     |    | 30,541     |                                 | 95,607     |    | 91,315     |  |
| Gross profit                                       |                                  | 49,951     |    | 48,664     |                                 | 144,529    |    | 139,046    |  |
| Operating expenses                                 |                                  |            |    |            |                                 |            |    |            |  |
| Sales and marketing                                |                                  | 16,953     |    | 15,778     |                                 | 52,399     |    | 46,965     |  |
| Research and development                           |                                  | 11,776     |    | 11,389     |                                 | 34,395     |    | 34,151     |  |
| General and administrative                         |                                  | 7,901      |    | 7,420      |                                 | 23,199     |    | 24,872     |  |
| Amortization                                       |                                  | 195        |    | 194        |                                 | 587        |    | 572        |  |
| Total operating expenses                           |                                  | 36,825     |    | 34,781     |                                 | 110,580    |    | 106,560    |  |
| Income from operations                             |                                  | 13,126     |    | 13,883     |                                 | 33,949     |    | 32,486     |  |
| Interest income                                    |                                  | 21         |    | 32         |                                 | 64         |    | 131        |  |
| Interest expense                                   |                                  | (45)       |    | (181)      |                                 | (170)      |    | (876)      |  |
| Other income (expense), net                        |                                  | 53         |    | 226        |                                 | (129)      |    | 96         |  |
| Income before provision for income taxes           |                                  | 13,155     |    | 13,960     |                                 | 33,714     |    | 31,837     |  |
| Income tax provision                               |                                  | 4,636      |    | 4,132      |                                 | 12,453     |    | 11,349     |  |
| Net income   | \$                               | 8,519      | \$ | 9,828      | \$                              | 21,261     | \$ | 20,488     |  |
| Earnings per share                                 |                                  |            |    |            |                                 |            |    |            |  |
| Basic  |                                  | \$ 0.20    |    | \$ 0.23    |                                 | \$ 0.49    |    | \$ 0.48    |  |
| Diluted  |                                  | \$ 0.20    |    | \$ 0.22    |                                 | \$ 0.48    |    | \$ 0.47    |  |
| Common shares and equivalents outstanding          |                                  |            |    |            |                                 |            |    |            |  |
| Basic weighted average shares                      | 2                                | 12,747,209 |    | 42,781,072 |                                 | 43,145,289 | 4  | 42,805,498 |  |
| Diluted weighted average shares                    | 4                                | 13,472,822 |    | 43,826,550 |                                 | 43,880,554 | 4  | 43,493,362 |  |
| Dividends per share                                |                                  | \$ 0.11    |    | \$ 0.10    |                                 | \$ 0.33    |    | \$ 0.30    |  |

# Blackbaud, Inc. Consolidated statements of cash flows (Unaudited)

|   | Nine months ended September 30, |           |  |  |
|---|---------------------------------|-----------|--|--|
| (in thousands)  | 2010                            | 2009      |  |  |
| Cash flows from operating activities  |                                 |           |  |  |
| Net income  | \$ 21,261                       | \$ 20,488 |  |  |
| Adjustments to reconcile net income to net cash provided by operating activities: |                                 |           |  |  |
| Depreciation and amortization   | 11,955                          | 11,563    |  |  |
| Provision for doubtful accounts and sales returns                                 | 1,960                           | 2,082     |  |  |
| Stock-based compensation expense  | 9,240                           | 9,062     |  |  |
| Excess tax benefits from stock based compensation                                 | (1,161)                         | (4,806)   |  |  |
| Deferred taxes  | 3,480                           | 5,896     |  |  |
| Other non-cash adjustments  | (114)                           | 94        |  |  |
| Changes in assets and liabilities, net of acquisition of businesses:              |                                 |           |  |  |
| Accounts receivable   | (7,549)                         | 1,389     |  |  |
| Prepaid expenses and other assets   | (779)                           | 447       |  |  |
| Trade accounts payable  | (771)                           | (198)     |  |  |
| Accrued expenses and other current liabilities                                    | (2,800)                         | 2,625     |  |  |
| Donor restricted cash   | (6,020)                         | (4,129)   |  |  |
| Donations payable   | 6,020                           | 4,129     |  |  |
| Deferred revenue  | 14,141                          | 11,713    |  |  |
| Net cash provided by operating activities   | 48,863                          | 60,355    |  |  |
| Cash flows from investing activities  |                                 |           |  |  |
| Purchase of property and equipment  | (10,597)                        | (3,865)   |  |  |
| Purchase of net assets of acquired companies, net of cash acquired                | (390)                           | (2,258)   |  |  |
| Purchase of intangible assets   | (130)                           | -         |  |  |
| Purchase of investment  | (2,000)                         | -         |  |  |
| Net cash used in investing activities   | (13,117)                        | (6,123)   |  |  |
| Cash flows from financing activities  |                                 |           |  |  |
| Proceeds from issuance of debt  | 4,000                           | -         |  |  |
| Proceeds from exercise of stock options   | 4,695                           | 2,127     |  |  |
| Excess tax benefits from stock based compensation                                 | 1,161                           | 4,806     |  |  |
| Payments on debt  | (4,868)                         | (42,275)  |  |  |
| Payments on capital lease obligations   | (135)                           | (300)     |  |  |
| Purchase of treasury stock  | (22,613)                        | -         |  |  |
| Dividend payments to stockholders   | (14,609)                        | (13,206)  |  |  |
| Net cash used in financing activities   | (32,369)                        | (48,848)  |  |  |
| Effect of exchange rate on cash and cash equivalents                              | 107                             | 493       |  |  |
| Net increase in cash and cash equivalents   | 3,484                           | 5,877     |  |  |
| Cash and cash equivalents, beginning of period                                    | 22,769                          | 16,361    |  |  |
| Cash and cash equivalents, end of period  | \$ 26,253                       | \$ 22,238 |  |  |
| •   |                                 |           |  |  |

# Blackbaud, Inc. Reconciliation of GAAP to Non-GAAP financial measures (Unaudited)

|   |                                       | Three months ended September 30, |    |              | Nine months ended September 3 |         |    |                |
|---|---------------------------------------|----------------------------------|----|--------------|-------------------------------|---------|----|----------------|
| (in thousands, except per share amounts)  | -                                     | 2010                             |    | 2009         |                               | 2010    |    | 2009           |
| GAAP revenue  | \$                                    | 83,226                           | \$ | 79,205       | \$                            | 240,136 | \$ | 230,361        |
| Non-GAAP adjustments:   |                                       | ,                                |    | ,            |                               | ĺ       |    |                |
| Add back: Kintera deferred revenue writedown  |                                       | _                                |    | 452          |                               | _       |    | 2,493          |
| Non-GAAP revenue  | \$                                    | 83,226                           | \$ | 79,657       | \$                            | 240,136 | \$ | 232,854        |
| Non-GAAI Tevenue  | <u> </u>                              | 03,220                           | ψ  | 73,037       |                               | 240,130 | Ψ  | 232,034        |
| GAAP gross profit   | \$                                    | 49,951                           | \$ | 48,664       | \$                            | 144,529 | \$ | 139,046        |
| Non-GAAP adjustments:   |                                       |                                  |    |              |                               |         |    |                |
| Add back: Kintera deferred revenue writedown  |                                       | _                                |    | 452          |                               | _       |    | 2,493          |
| Add back: Stock-based compensation expense (see table below)  |                                       | 711                              |    | 685          |                               | 2,083   |    | 1,969          |
| Add back: Amortization of intangibles from business combinations (see table below)  |                                       | 1,548                            |    | 1,583        |                               | 4,594   |    | 4,736          |
| Total Non-GAAP adjustments  | · · · · · · · · · · · · · · · · · · · | 2,259                            |    | 2,720        |                               | 6,677   |    | 9,198          |
| Non-GAAP gross profit   | \$                                    | 52,210                           | \$ | 51,384       | \$                            | 151,206 | \$ | 148,244        |
| 9-100 B-100 F-100   |                                       |                                  |    |              |                               |         |    |                |
| Non-GAAP gross margin   |                                       | 63%                              |    | 65%          |                               | 63%     |    | 64%            |
|   | ====                                  |                                  |    |              | <del></del>                   |         |    |                |
| GAAP income from operations   | \$                                    | 13,126                           | \$ | 13,883       | \$                            | 33,949  | \$ | 32,486         |
| •   |                                       | -0,0                             | *  | 20,000       | -                             | 00,010  | -  | 02,100         |
| Non-GAAP adjustments:   |                                       |                                  |    | 450          |                               |         |    | 2,402          |
| Add back: Kintera deferred revenue writedown  |                                       | 3,180                            |    | 452<br>2,817 |                               | 9,240   |    | 2,493<br>9,062 |
| Add back: Stock-based compensation expense (see table below) Add back: Amortization of intangibles from business combinations (see table below) |                                       | 1,743                            |    | 1,777        |                               | 5,181   |    | 5,308          |
|   |                                       | 4,923                            |    | 5,046        |                               | 14,421  |    | 16,863         |
| Total Non-GAAP adjustments  |                                       |                                  |    |              |                               |         |    |                |
| Non-GAAP income from operations   | \$                                    | 18,049                           | \$ | 18,929       | \$                            | 48,370  | \$ | 49,349         |
| Non-GAAP operating margin   |                                       | 22%                              |    | 24%          |                               | 20%     |    | 21%            |
| Non-GAAF operating margin   |                                       | 2270                             |    | 2470         |                               | 2070    |    |                |
| GAAP net income   | \$                                    | 8,519                            | \$ | 9,828        | \$                            | 21,261  | \$ | 20,488         |
| Non-CAAD adjustments  |                                       | ,                                |    | ,            |                               | ĺ       |    |                |
| Non-GAAP adjustments: Add back: Total Non-GAAP adjustments affecting income from operations   |                                       | 4,923                            |    | 5,046        |                               | 14,421  |    | 16,863         |
| Add back: Tax impact related to Non-GAAP adjustments  |                                       | (2,415)                          |    | (3,280)      |                               | (6,320) |    | (7,644)        |
|   |                                       |                                  |    |              |                               |         |    |                |
| Non-GAAP net income   |                                       | 11,027                           | \$ | 11,594       | \$                            | 29,362  | \$ | 29,707         |
|   |                                       | 40.450                           |    | 42.00=       |                               | 12.001  |    | 40.400         |
| Shares used in computing Non-GAAP diluted earnings per share  |                                       | 43,473                           |    | 43,827       |                               | 43,881  |    | 43,493         |
| Non-GAAP diluted earnings per share   | \$                                    | 0.25                             | \$ | 0.26         | \$                            | 0.67    | \$ | 0.68           |
| Detail of Non-CAAD adjustments.   |                                       |                                  |    |              |                               |         |    |                |
| Detail of Non-GAAP adjustments: Stock-based compensation expense:   |                                       |                                  |    |              |                               |         |    |                |
| Cost of revenue   |                                       |                                  |    |              |                               |         |    |                |
| Cost of services  | \$                                    | 380                              | \$ | 335          | \$                            | 1,230   | \$ | 1,072          |
| Cost of maintenance   | -                                     | 219                              | 4  | 230          | -                             | 574     | -  | 544            |
| Cost of subscriptions   |                                       | 112                              |    | 120          |                               | 279     |    | 353            |
| Subtotal  |                                       | 711                              |    | 685          | <u></u>                       | 2,083   |    | 1,969          |
| Operating expenses  |                                       |                                  |    |              |                               |         |    |                |
| Sales and marketing   |                                       | 272                              |    | 422          |                               | 977     |    | 1,093          |
| Research and development  |                                       | 715                              |    | 718          |                               | 2,130   |    | 2,115          |
| General and administrative  |                                       | 1,482                            |    | 992          |                               | 4,050   |    | 3,885          |
| Subtotal  |                                       | 2,469                            |    | 2,132        |                               | 7,157   |    | 7,093          |
| Total stock-based compensation expense  | \$                                    | 3,180                            | \$ | 2,817        | \$                            | 9,240   | \$ | 9,062          |
| Amortization of intangibles from business combinations:   |                                       |                                  |    |              |                               |         |    |                |
| Cost of revenue   |                                       |                                  |    |              |                               |         |    |                |
| Cost of license fees  | \$                                    | 116                              | \$ | 95           | \$                            | 325     | \$ | 266            |
| Cost of services  |                                       | 343                              |    | 336          |                               | 1,020   |    | 1,006          |
| Cost of maintenance   |                                       | 310                              |    | 326          |                               | 913     |    | 976            |
| Cost of subscriptions   |                                       | 760                              |    | 807          |                               | 2,280   |    | 2,432          |
| Cost of other revenue   |                                       | 19                               |    | 19           |                               | 56      |    | 56             |
| Subtotal  |                                       | 1,548                            |    | 1,583        |                               | 4,594   |    | 4,736          |
| Operating expenses  |                                       | 195                              |    | 194          |                               | 587     |    | 572            |
| Total amortization of intangibles from business combinations  | \$                                    | 1,743                            | \$ | 1,777        | \$                            | 5,181   | \$ | 5,308          |