

Q2

1st Quarter 2026 Results

April 29, 2026

Q2

Safe Harbor Statement

This presentation and the accompanying oral presentation contain forward-looking statements and information that are based on our management's beliefs and assumptions and on information currently available to our management. The statements and information contained in this presentation that are not purely historical are forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements include statements about: continued execution across our key priorities; continued strength in our subscription model; continued demand for our solutions across our product areas; progress in our A.I. journey; bookings momentum; impacts and benefits of mergers and acquisitions among financial institutions; the competitive differentiation of our platform; the evolution and growth of fraud and resulting customer investments; alignment of our product portfolio with financial institution priorities; increases in contract terms; the ability of our products to deliver A.I. innovation and digital transformation for our customers; the advantages afforded by our solutions with increasing reliance on A.I.; the benefits and capabilities of our solutions, including Q2 Code and our fraud solutions; shifts in our revenue mix towards higher margin revenue; confidence in our financial projections; continued execution on our profitable growth strategy; our ability to sustain durable subscription revenue growth, drive operating leverage and prioritize effective capital allocation; expansion opportunities with our customer base; our strong pipeline, durable business model and clear strategy; our ability to invest in areas that matter most to our customers; and our quarterly and annual financial guidance and outlook.

Forward-looking statements include all statements that are not historical facts and can be identified by terms such as "anticipates," "believes," "could," "seeks," "estimates," "expects," "intends," "may," "plans," "potential," "predicts," "projects," "should," "will," "would," "strategy," "future," "likely" or similar expressions and the negatives of those terms. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. Forward-looking statements represent our management's beliefs and assumptions only as of the date of this presentation. These statements are not guarantees of future performance or development and involve known and unknown risks, uncertainties and other factors that are in some cases beyond our control. Factors that may cause such differences include, but are not limited to, the risks described in our earnings press release for the period ending March 31, 2026 and under "Risk Factors" in our Annual Report on Form 10-K for the year ended December 31, 2025 filed with the SEC on February 11, 2026, and those discussed in other documents we file and furnish with the SEC. Except as required by law, we assume no obligation to update these forward-looking statements publicly, or to update the reasons actual results could differ materially from those anticipated in the forward-looking statements, even if new information becomes available in the future.

This presentation includes references to adjusted EBITDA, which is a non-GAAP financial measure under SEC rules. We define adjusted EBITDA as net income before stock-based compensation, transaction-related costs, depreciation, amortization, lease and other restructuring charges, non-recurring legal settlements not in our ordinary course of business, provision for income taxes and interest and other (income) expense, net. This presentation also references non-GAAP gross margin and non-GAAP gross profit, which adjusts gross profit and gross margin for stock-based compensation, amortization of acquired technology, transaction-related costs, lease and other restructuring charges. This presentation also references free cash flow, which adjusts net cash provided by (used in) operating activities for purchases of property and equipment and capitalized software development costs. This presentation also references adjusted EBITDA margin, which is determined by dividing adjusted EBITDA by revenue. This presentation also references non-GAAP operating income and non-GAAP net income, which adjusts operating income, for stock-based compensation, transaction-related costs, amortization of acquired technology, amortization of acquired intangibles, lease and other restructuring charges and non-recurring legal settlements not in our ordinary course of business, and with respect to non-GAAP net income, is additionally adjusted for amortization of debt issuance costs and the related tax effects of the adjustments above. The tax effect of non-GAAP adjustments is calculated based on the tax laws and statutory income tax rates applicable in the tax jurisdiction(s) of the underlying non-GAAP adjustment and considers the current and deferred tax impact of those adjustments. The Company is in a cumulative income position on a non-GAAP basis and has not recorded a valuation allowance against deferred tax assets in the non-GAAP tax provision. As a result, the non-GAAP tax expense may differ significantly from the GAAP tax expense. This presentation also references non-GAAP net income per common share, diluted, which divides non-GAAP net income by the diluted weighted average common shares outstanding. Management believes that these non-GAAP measures are useful measures of operating performance because they exclude items that we do not consider indicative of our core performance. However, these non-GAAP financial measures should be considered in addition to, not as a substitute for or superior to, the most directly comparable GAAP measure, or other financial measures prepared in accordance with GAAP. Our management uses these non-GAAP financial measures as a measure of operating performance; to prepare our annual operating budget; to allocate resources to enhance the financial performance of our business; to evaluate the effectiveness of our business strategies; to provide consistency and comparability with past financial performance; to facilitate a comparison of our results with those of other companies, many of which use similar non-GAAP financial measures to supplement their GAAP results; and in communication with our board of directors concerning our financial performance. A reconciliation to the closest GAAP measures of these non-GAAP measures is contained in tabular form at the end of this presentation. A reconciliation of forward-looking adjusted EBITDA guidance used in this presentation to GAAP net income is not available without unreasonable effort due to the uncertainty regarding, and the potential variability of, certain of the adjustments required to calculate adjusted EBITDA that may be incurred in the future.

1st Quarter 2026 Review

\$802M

Subscription Annualized
Recurring Revenue¹

\$379M

End of Quarter balance of cash,
cash equivalents + investments³

\$2.7B

Ending backlog as of March
31, 2026

\$216.5M¹

REVENUE

\$60.0M

Adjusted EBITDA¹

9

Tier 1 + Enterprise Wins²

27.7%

Adjusted EBITDA margin¹

¹For the first quarter ended March 31, 2026. ²Number of contracts signed with customers above \$5 billion in assets (Tier 1) and \$50B in assets (Enterprise), throughout the first quarter 2026. ³As of March 31, 2026, excluding restricted cash from the calculation.

1st Quarter 2026 Results

		1Q26		1Q25
		Totals	Y/Y Change	Totals
GAAP	Revenue	\$216.5	14%	\$189.7
	Gross Profit	\$127.9	27%	\$101.0
	Net Income	\$26.6	NM	\$4.8
Non-GAAP	Gross Profit	\$134.5	22%	\$109.9
	Adj EBITDA	\$60.0	47%	\$40.7

\$ in millions

We delivered a strong start to 2026, with performance reflecting continued execution across our key priorities and the durability of our model.

We saw record bookings for a first quarter, highlighted by strength at the high end of the market and a balanced mix of net new and expansion activity. We also saw continued momentum across our digital banking platform and risk and fraud solutions, which remain critical areas of investment for our customers.

With a strong pipeline and continued innovation across areas like AI, we remain confident in our ability to execute and deliver long-term value.

Matt Flake

Chairman, President & CEO



1st Quarter 2026 Highlights

New Customer Wins & Expansion Opportunities

9 Tier 1 +
Enterprise Wins

- Signed nine Tier 1 + Enterprise contracts in the quarter highlighted by:
 - A significant expansion agreement through the merger of Synovus and Pinnacle Financial Partners with the combined entity utilizing our commercial digital banking and commercial fraud management solutions.
 - The largest fraud deal signed in company history with an Enterprise bank.
 - Additionally, net new and expansion agreements with two other Enterprise banks to utilize our fraud solutions.

Subscription ARR

\$802 million

Subscription Annualized
Recurring Revenue

+14% Y/Y

From \$702 million in 1Q25

- Subscription Annualized Recurring Revenue increased to \$802 million, up 14 percent year-over-year from \$702 million at the end of the first quarter of 2025.

Backlog

\$2.7 billion

Total Committed Backlog

+19% Y/Y

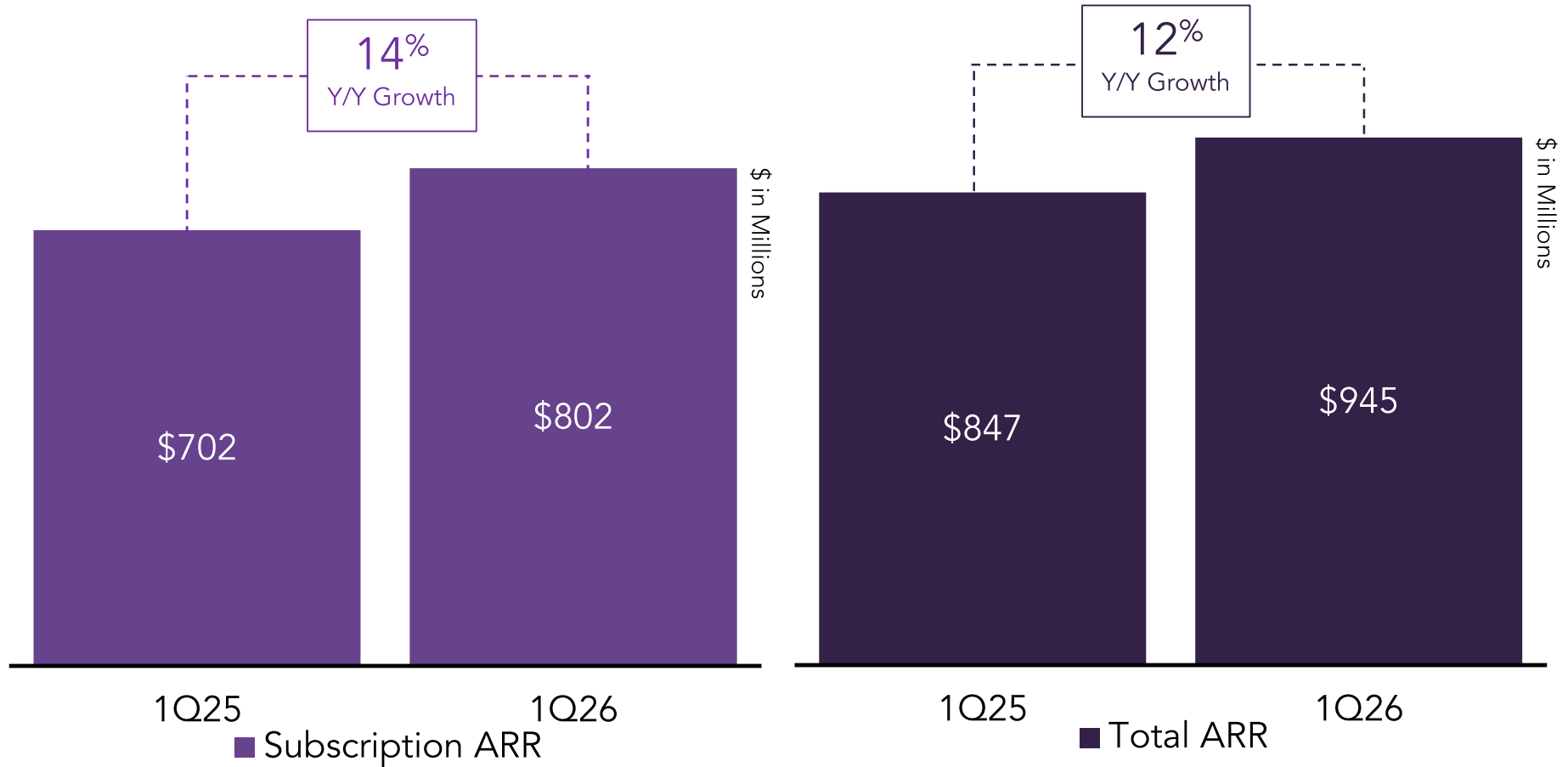
Compared to 1Q25

- Remaining Performance Obligation total, or Backlog, increased by \$46 million sequentially, resulting in total committed Backlog of approximately \$2.7 billion at quarter-end, representing 2 percent sequential growth and 19 percent year-over-year growth.

See the "Customer Tiering" and Subscription Annualized Recurring Revenue (Subscription ARR) definitions in the Appendix to this presentation.

Annualized Recurring Revenue

Subscription ARR growth of 14%; Total ARR growth continues to be impacted by declines in non-Subscription ARR



Subscription Annualized Recurring Revenue and Total Annualized Recurring Revenue (ARR) are defined in the appendix of this presentation.

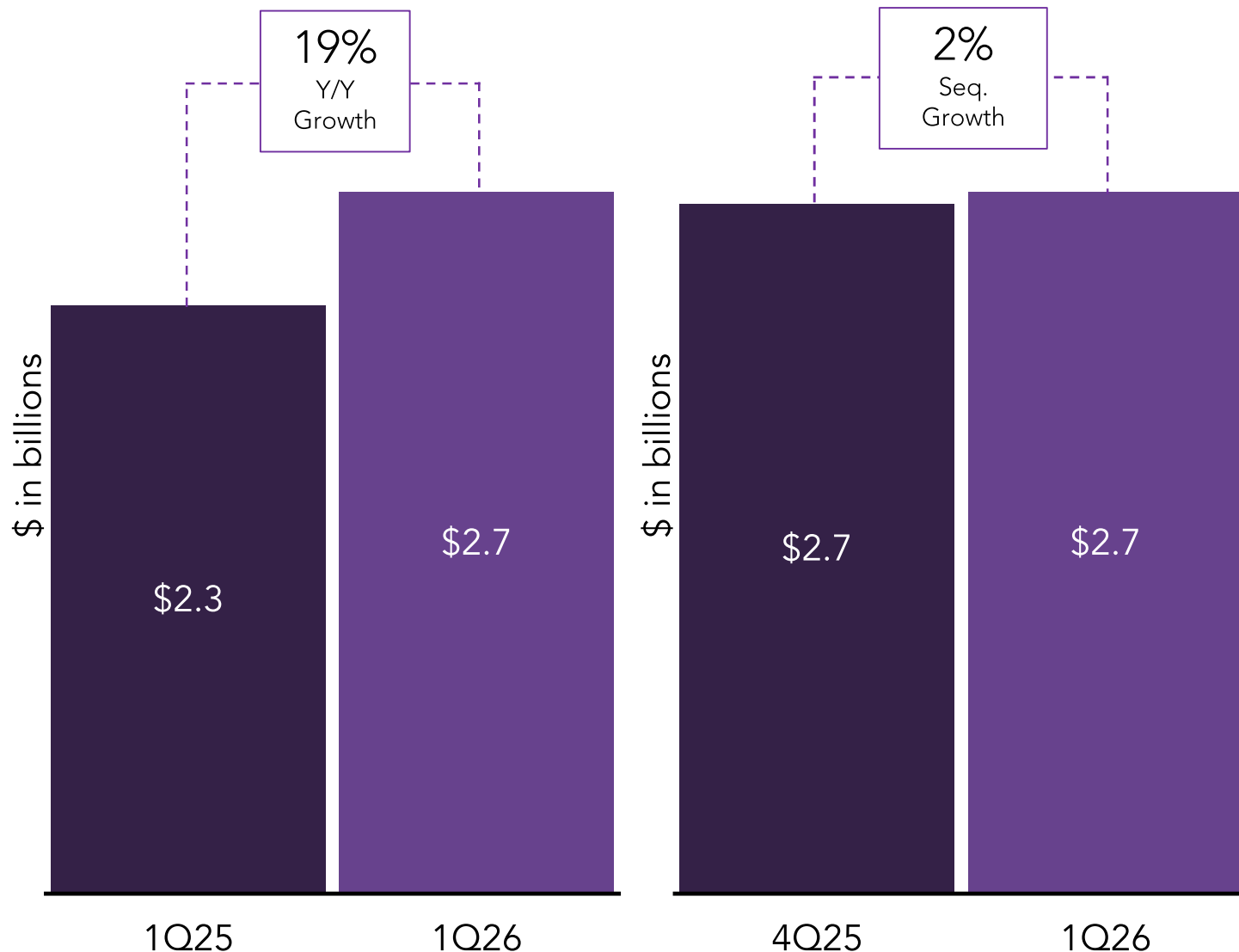
Remaining Performance Obligations (RPO, Backlog)

Continued solid year-over-year growth driven by new & expansion bookings

\$2.7B

RPO Balance as of March 31, 2026

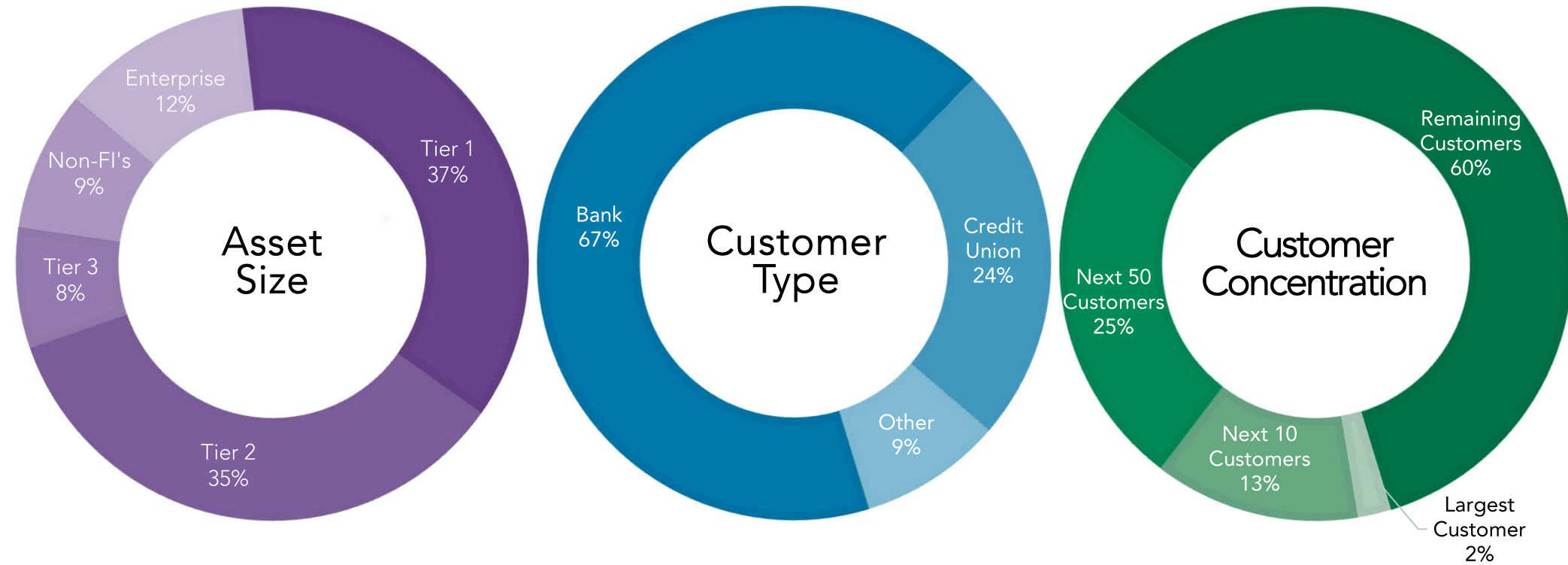
RPO Expected to be Recognized in the Next:	% of Total RPO Amount
24 months	53%
25-48 months	34%



Remaining Performance Obligations, or "Backlog", represents contracted revenue minimums that have not yet been recognized, including amounts that are contracted to be invoiced and recognized as revenue in future periods.

Revenue Breakout

Diverse base of customers across asset size and customer type



Note: Data as of three months ended March 31, 2026. See "Customer Tiering" in the Appendix to this presentation for further information on how we define the various Tiers of our customers.

Financial Guidance

Represents 10% to 11% full-year revenue growth and full-year adjusted EBITDA margin of approximately 27%

2Q 2026

	Low	High
Revenue	\$214.0	\$218.0
Adj EBITDA	\$57.5	\$60.5

\$ In Millions

Full-Year 2026

	Low	High
Revenue	\$875.0	\$882.0
Adj EBITDA	\$237.0	\$242.0

\$ In Millions

As of April 29, 2026, Q2 Holdings is providing guidance for its second quarter of 2026 and full-year 2026, which represents Q2 Holdings' current estimates on Q2 Holdings' operations and financial results. The financial information above represents forward-looking, non-GAAP estimates of adjusted EBITDA financial information. GAAP net income is the most comparable GAAP measure to adjusted EBITDA. Adjusted EBITDA differs from GAAP net income in that it excludes items such as stock-based compensation, transaction-related costs, depreciation, amortization, lease and other restructuring charges, non-recurring legal settlements not in our ordinary course of business, provision for income taxes and interest and other (income) expense, net. Q2 Holdings is unable to predict with reasonable certainty the ultimate outcome of these exclusions without unreasonable effort. Therefore, Q2 Holdings has not provided guidance for GAAP net income or a reconciliation of the foregoing forward-looking adjusted EBITDA guidance to GAAP net income. However, it is important to note that these excluded items could be material to our results computed in accordance with GAAP in future periods.

Financial Outlook

	FY'24A	FY'25A	FY'26	Financial Framework ²	
			<i>Current Outlook¹</i>		
Non-GAAP	Subscription Revenue Growth	16.2%	17.2%	>14%	FY'27: 12.5% - 13% Subscription Revenue Growth
	Gross Margin	56.0%	58.0%	>60%	FY'30: ~65% Non-GAAP Gross Margin
	Adj EBITDA Margin	18.0%	23.5%	~27%	FY'27: 150 - 200bps Adj EBITDA Margin Expansion
	Free Cash Flow Conversion	85.1%	93.0%	>90%	FY'30: ~35% Adj EBITDA Margin

¹FY'26 current outlook reflects the Company's expectations for the full fiscal year 2026, including at least 14% subscription revenue growth, at least 60% gross margin, and adjusted EBITDA margin of approximately 27%, which represents the midpoint of the Company's FY'26 adjusted EBITDA guidance provided on April 29, 2026. ²Financial framework represents directional financial objectives and does not constitute guidance. FY'27 subscription revenue growth and adjusted EBITDA margin expansion represent preliminary objectives the Company targets to achieve for the full-year 2027. Gross and adjusted EBITDA margins represent annual performance objectives the Company is targeting to achieve by the end of FY'30. Forward-looking statements are subject to risks and uncertainties, and actual results may differ materially.

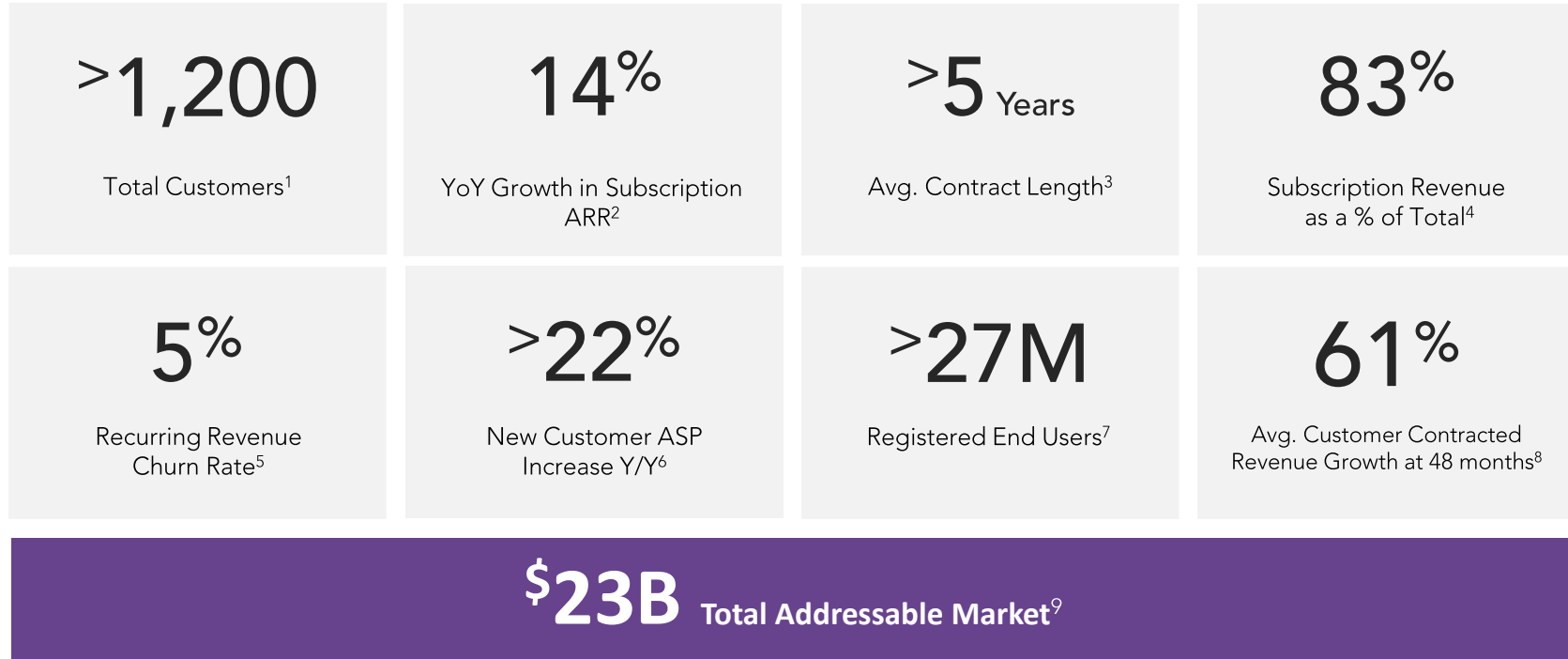
Appendix



Q2

Strong Visibility, Increasing Profitability, Expanding Opportunity

Long Runway to Sustain High Growth and Margin Expansion



¹Total numbers of customers signed as of December 31, 2025. ²Subscription Annualized Recurring Revenue (ARR) growth as measured from the total balance of Subscription ARR on March 31, 2026 compared to the total balance of Subscription ARR on March 31, 2025. ³For digital banking platform customers as of December 31, 2025. ⁴Subscription revenue as a percentage of total company revenue for the first quarter ended March 31, 2026. ⁵Recurring revenue churn for the full year 2025 as discussed in our 10-K filed on February 11, 2026. ⁶Average Selling Price (ASP) is derived by assessing new Digital Banking Platform deals sold in full year 2025 compared to 2024. ⁷Registered end users on our digital banking platform, as of March 31, 2026. ⁸Based on digital banking platform customers that went live from 2013-2025. Growth of contracted recurring revenue by Q2 platform customers 48 months after implementation. ⁹We believe our expanded solution offerings and the continued growth of our customer base and market opportunity have increased the addressable market for our solutions to greater than \$23 billion as discussed in our annual report on 10-K filed on February 11, 2026. These forward-looking figures represent Q2's financial targets, may prove to be inaccurate, and do not constitute guidance.

Consolidated Balance Sheets

Q2 Holdings, Inc.
Condensed Consolidated Balance Sheets
(in thousands)
(unaudited)

	<u>March 31, 2026</u>	<u>December 31, 2025</u>
Assets		
Current assets:		
Cash and cash equivalents	\$ 342,332	\$ 367,631
Restricted cash	2,057	1,672
Investments	36,559	65,064
Accounts receivable, net	74,196	51,716
Contract assets, current portion, net	7,356	8,596
Prepaid expenses and other current assets	21,963	28,234
Deferred solution and other costs, current portion	29,535	22,631
Deferred implementation costs, current portion	10,575	10,508
Total current assets	<u>524,573</u>	<u>556,052</u>
Property and equipment, net	27,933	27,783
Right of use assets	25,768	27,188
Deferred solution and other costs, net of current portion	29,961	27,827
Deferred implementation costs, net of current portion	31,235	28,929
Intangible assets, net	75,781	78,377
Goodwill	512,869	512,869
Contract assets, net of current portion and allowance	15,138	14,103
Other long-term assets	3,089	3,149
Total assets	<u>\$ 1,246,347</u>	<u>\$ 1,276,277</u>
Liabilities and stockholders' equity		
Current liabilities:		
Accounts payable and accrued liabilities	\$ 53,416	\$ 76,799
Convertible notes, current portion	303,682	303,368
Deferred revenues, current portion	196,762	155,003
Lease liabilities, current portion	8,628	8,915
Total current liabilities	<u>562,488</u>	<u>544,085</u>
Deferred revenues, net of current portion	30,557	26,826
Lease liabilities, net of current portion	31,592	33,832
Other long-term liabilities	10,034	9,723
Total liabilities	<u>634,671</u>	<u>614,466</u>
Stockholders' equity:		
Common stock	6	6
Additional paid-in capital	1,199,888	1,275,980
Accumulated other comprehensive loss	(2,635)	(1,953)
Accumulated deficit	(585,583)	(612,222)
Total stockholders' equity	<u>611,676</u>	<u>661,811</u>
Total liabilities and stockholders' equity	<u>\$ 1,246,347</u>	<u>\$ 1,276,277</u>

Consolidated Statements of Comprehensive Income

Q2 Holdings, Inc.
Condensed Consolidated Statements of Comprehensive Income
(in thousands, except per share data)
(unaudited)

	Three Months Ended March 31,	
	2026	2025
Revenues ⁽¹⁾	\$ 216,506	\$ 189,735
Cost of revenues ⁽²⁾	88,592	88,745
Gross profit	127,914	100,990
Operating expenses:		
Sales and marketing	25,720	26,527
Research and development	41,880	37,853
General and administrative	32,187	32,322
Transaction-related costs	250	-
Amortization of acquired intangibles	-	93
Lease and other restructuring charges	188	2,006
Total operating expenses	100,225	98,801
Income from operations	27,689	2,189
Total other income, net	2,064	3,051
Income before income taxes	29,753	5,240
Provision for income taxes	(3,114)	(487)
Net income	\$ 26,639	\$ 4,753
Other comprehensive income:		
Unrealized loss on available-for-sale investments	(60)	(24)
Foreign currency translation adjustment	(622)	177
Comprehensive income	\$ 25,957	\$ 4,906
Net income per common share:		
Basic	\$ 0.43	\$ 0.08
Diluted	\$ 0.40	\$ 0.07
Weighted average common shares outstanding		
Basic	62,338	61,222
Diluted	67,647	64,820

⁽¹⁾ The following table disaggregates the Company's revenue by major source:

	Three Months Ended March 31,	
	2026	2025
Subscription	\$ 179,886	\$ 154,289
Transactional	17,808	18,617
Services and Other	18,812	16,829
Total Revenues	\$ 216,506	\$ 189,735

⁽²⁾ Includes amortization of acquired technology of \$4.3 million and \$5.5 million for the three months ended March 31, 2026 and 2025, respectively.

Consolidated Statements of Cash Flows

Q2 Holdings, Inc.
Condensed Consolidated Statements of Cash Flows
(in thousands)
(unaudited)

	Three Months Ended March 31,	
	2026	2025
Cash flows from operating activities:		
Net income	\$ 26,639	\$ 4,753
Adjustments to reconcile net income to net cash from operating activities:		
Amortization of deferred implementation, solution and other costs	7,748	6,961
Depreciation and amortization	11,743	13,720
Amortization of debt issuance costs	360	543
Amortization of premiums and discounts on investments	(42)	(301)
Stock-based compensation expense	20,265	21,010
Deferred income taxes	343	(2,042)
Other non-cash items	261	465
Changes in operating assets and liabilities:	(10,996)	(1,578)
Net cash provided by operating activities	<u>56,321</u>	<u>43,531</u>
Cash flows from investing activities:		
Net maturities (purchases) of investments	28,487	(13,805)
Purchases of property and equipment	(6,597)	(785)
Capitalized software development costs	(5,514)	(4,914)
Net cash provided by (used in) investing activities	<u>16,376</u>	<u>(19,504)</u>
Cash flows from financing activities:		
Repurchases of common shares	(97,153)	-
Proceeds from exercise of stock options and ESPP	-	547
Net cash provided by (used in) financing activities	<u>(97,153)</u>	<u>547</u>
Effect of exchange rate changes on cash, cash equivalents and restricted cash	(458)	110
Net increase (decrease) in cash, cash equivalents and restricted cash	(24,914)	24,684
Cash, cash equivalents and restricted cash, beginning of period	369,303	360,793
Cash, cash equivalents and restricted cash, end of period	<u>\$ 344,389</u>	<u>\$ 385,477</u>

Reconciliation of GAAP to Non- GAAP Measures

Q2 Holdings, Inc.
Reconciliation of GAAP to Non-GAAP Measures
(in thousands)
(unaudited)

	Three Months Ended March 31,	
	2026	2025
GAAP gross profit	\$ 127,914	\$ 100,990
Stock-based compensation	2,187	3,218
Amortization of acquired technology	4,349	5,505
Lease and other restructuring charges	-	144
Non-GAAP gross profit	<u>\$ 134,450</u>	<u>\$ 109,857</u>
Revenues	\$ 216,506	\$ 189,735
GAAP gross margin	<u>59.1%</u>	<u>53.2%</u>
Non-GAAP gross margin	<u>62.1%</u>	<u>57.9%</u>
GAAP sales and marketing expense	\$ 25,720	\$ 26,527
Stock-based compensation	(2,544)	(3,452)
Non-GAAP sales and marketing expense	<u>\$ 23,176</u>	<u>\$ 23,075</u>
GAAP research and development expense	\$ 41,880	\$ 37,853
Stock-based compensation	(4,146)	(4,042)
Non-GAAP research and development expense	<u>\$ 37,734</u>	<u>\$ 33,811</u>
GAAP general and administrative expense	\$ 32,187	\$ 32,322
Stock-based compensation	(11,388)	(10,298)
Non-recurring legal settlements	-	(1,750)
Non-GAAP general and administrative expense	<u>\$ 20,799</u>	<u>\$ 20,274</u>
GAAP operating income	\$ 27,689	\$ 2,189
Stock-based compensation	20,265	21,010
Transaction-related costs	250	-
Amortization of acquired technology	4,349	5,505
Amortization of acquired intangibles	-	93
Lease and other restructuring charges	188	2,150
Non-recurring legal settlements	-	1,750
Non-GAAP operating income	<u>\$ 52,741</u>	<u>\$ 32,697</u>
GAAP net income	\$ 26,639	\$ 4,753
Stock-based compensation	20,265	21,010
Transaction-related costs	250	-
Amortization of acquired technology	4,349	5,505
Amortization of acquired intangibles	-	93
Lease and other restructuring charges	188	2,150
Non-recurring legal settlements	-	1,750
Amortization of debt issuance costs	360	683
Tax adjustment	(10,384)	(8,481)
Non-GAAP net income	<u>\$ 41,667</u>	<u>\$ 27,463</u>
Weighted average common shares outstanding, diluted	<u>67,647</u>	<u>64,820</u>
GAAP net income per common share, diluted	<u>\$ 0.40</u>	<u>\$ 0.07</u>
Non-GAAP, net income per common share, diluted	<u>\$ 0.63</u>	<u>\$ 0.42</u>
Reconciliation of GAAP net income to adjusted EBITDA:		
GAAP net income	\$ 26,639	\$ 4,753
Stock-based compensation	20,265	21,010
Transaction-related costs	250	-
Depreciation and amortization	11,743	13,720
Lease and other restructuring charges	188	2,150
Non-recurring legal settlements	-	1,750
Provision for income taxes	3,114	487
Interest and other income, net	(2,167)	(3,160)
Adjusted EBITDA	<u>\$ 60,032</u>	<u>\$ 40,710</u>
Adjusted EBITDA margin	<u>27.7%</u>	<u>21.5%</u>

Reconciliation of Free Cash Flow

Q2 Holdings, Inc.
Reconciliation of Free Cash Flow
(in thousands)
(unaudited)

	Three Months Ended March 31,	
	2026	2025
Net cash provided by operating activities	\$ 56,321	\$ 43,531
Purchases of property and equipment	(6,597)	(785)
Capitalized software development costs	(5,514)	(4,914)
Free cash flow	<u>\$ 44,210</u>	<u>\$ 37,832</u>

Definitions

Adjusted EBITDA: We define adjusted EBITDA as net income before stock-based compensation, transaction-related costs, depreciation, amortization, lease and other restructuring charges, non-recurring legal settlements not in our ordinary course of business, provision for income taxes and interest and other (income) expense, net. We believe that adjusted EBITDA provides useful information to investors and others in understanding and evaluating our operating results for the following reasons:

- adjusted EBITDA is widely used by investors and securities analysts to measure a company's operating performance with and without regard to items that can vary substantially from company to company depending upon their financing, capital structures and the method by which assets were acquired;
- our management uses adjusted EBITDA in conjunction with GAAP financial measures for planning purposes, in the preparation of our annual operating budget, as a measure of our operating performance, to assess the effectiveness of our business strategies and to communicate with our board of directors concerning our financial performance;
- adjusted EBITDA provides more consistency and comparability with our past financial performance, facilitates period-to-period comparisons of our operations and also facilitates comparisons with other companies, many of which use similar non-GAAP financial measures to supplement their GAAP results; and
- our investor and analyst presentations include adjusted EBITDA as a supplemental measure of our overall operating performance.

Contracted Revenue: We refer to contracted recurring revenue as being inclusive of all revenue recognized relating to contracted minimums in addition to variable revenue in excess of contracted amounts. Contracted revenue does not include revenue from professional services or other sources of revenue that are not deemed to be recurring in nature.

Customers: We define customers as individuals or entities that have purchased one or more of our products under a unique customer identification number since our inception and individuals or entities that are contracted for at least one of our products. Each unique customer identification number constitutes a separate customer regardless of the amount purchased.

Customer Tiering: For our financial institution customers, we may refer to their designated tiering, which we use to group customers based upon the total assets they report. We define "Enterprise" customers as having total assets equal to or greater than \$50 billion. We define "Tier 1" customers as having total assets equal to or greater than \$5 billion but less than \$50 billion. We define "Tier 2" customers as having total assets equal to or greater than \$1 billion but less than \$5 billion. We define "Tier 3" customers as having total assets less than \$1 billion. Total assets are reported by financial institutions to the FDIC or NCUA, as applicable, and are disclosed on a quarterly basis.

Definitions

Digital Banking Platform: Our digital banking platform allows financial institutions to offer a comprehensive and unified suite of digital banking services to their End Users. Our open platform architecture, deep integration with other systems and the multi-tenant aspects of our infrastructure, enable us to develop digital banking solutions that allow our customers to harness the power of the information within their other systems to gain greater insights and to improve the overall security of their End Users and themselves.

Digital Lending and Relationship Pricing Platforms: Refers to both our PrecisionLender and Symphonix platforms.

Free Cash Flow: In the case of free cash flow, we adjust net cash provided by (used in) operating activities for purchases of property and equipment and capitalized software development costs.

Customer Accounts: Customer Accounts represent an organization or business entity with a contractual commitment for a specific Q2 solution, whether or not that solution is live, as of the last day of the reporting period presented. Because many customers have contractual commitments for multiple solutions, a single customer may be represented across multiple offerings; as a result, Customer Accounts by solution overlap and do not represent unique customers when aggregated.

PrecisionLender Platform: Our PrecisionLender platform is a cloud-based, data-driven sales enablement, pricing and portfolio management solution that allows financial institutions globally to structure and negotiate commercial lending, deposits and fee-based business transactions more effectively.

Registered Users: We define a Registered User as an individual associated with an account holder of a customer with an active consumer digital banking solution who has registered to use one or more of our digital banking solutions and has current access to use those solutions as of the last day of the reporting period presented.

Definitions

Subscription Annualized Recurring Revenue: We calculate Subscription ARR as the annualized value of all recurring subscription revenue recognized in the last month of the reporting period, with the exception of variable revenue in excess of contracted amounts for which we instead take the average monthly run rate of the trailing three months within that reporting period. Our Subscription ARR also includes the contracted minimum subscription amounts associated with all contracts in place at the end of the quarter for which revenue recognition has not yet commenced. Subscription revenues are defined within "Critical Accounting Policies and Significant Judgements and Estimates" in our Form 10-K. Subscription ARR is not a forecast of future revenue, which can be impacted by contract start and end dates and renewal rates. Subscription ARR should be viewed independently of revenue and deferred revenue as Subscription ARR is an operating metric and are not intended to be combined with or replace these items. Our use of Subscription ARR has limitations as an analytical tool, and investors should not consider it in isolation. Other companies in our industry may calculate Subscription ARR differently, which reduces their usefulness as comparative measures.

Symphonix: This modular, end-to-end platform allows non-bank lenders to automate and digitize their lending activities, supporting cloud-based loan origination, loan servicing, collections and investor management applications globally, serving a wide range of industries.

Total Annualized Recurring Revenue: We calculate Total ARR as the annualized value of all recurring revenue recognized in the last month of the reporting period, with the exception of variable revenue in excess of contracted amounts for which we instead take the average monthly run rate of the trailing three months within that reporting period. Our Total ARR also includes the contracted minimums associated with all contracts in place at the end of the quarter for which revenue recognition has not yet commenced, and revenue generated from Integrated Services. Integrated Services revenue is generated from select established customer relationships where we have engaged with the customer for more tailored, premium professional services resulting in a deeper and ongoing level of engagement with them, which we deem to be recurring in nature. Total ARR does not include revenue from professional services or other sources of revenue that are not deemed to be recurring in nature. Total ARR is not a forecast of future revenue, which can be impacted by contract start and end dates and renewal rates. Total ARR should be viewed independently of revenue and deferred revenue as Total ARR is an operating metric and is not intended to be combined with or replace these items. Our use of Total ARR has limitations as an analytical tool, and investors should not consider it in isolation. Other companies in our industry may calculate Total ARR differently, which reduces their usefulness as comparative measures.