



Preface



- In June 2020, Insight surveyed the CFOs of its portfolio companies.
- Most of the questions in the survey were questions that the CFOs of Insight's portfolio companies have asked.
- Roughly 85% (175) of the CFOs participated in the survey.
- We have summarized the responses in the attached presentation for the benefit of the CFOs of our portfolio companies.
- We are proud that Insight's portfolio companies are among the solutions used to address company operations. We have highlighted Insight's companies on the applicable pages and are happy to make an introduction if you are interested in their services.

Contents



01 Respondent Characteristics

Financial Management, Pricing and Governance

Software - Accounting & Financial Activities

Employee Compensation/Human Resources

Software – Sales Cycle and Customer Engagement

O7 Cyber Security, Disaster Recovery and Insurance Coverage

04 Audit, Tax and Valuation

OB CFO Responsibilities and Resources

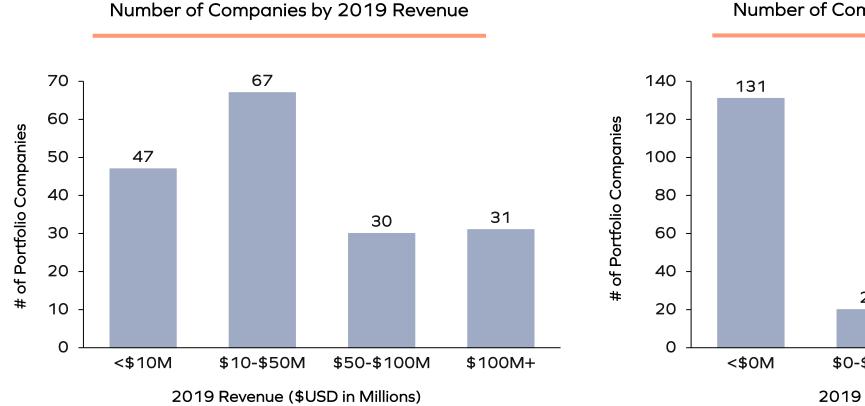
Respondent Characteristics

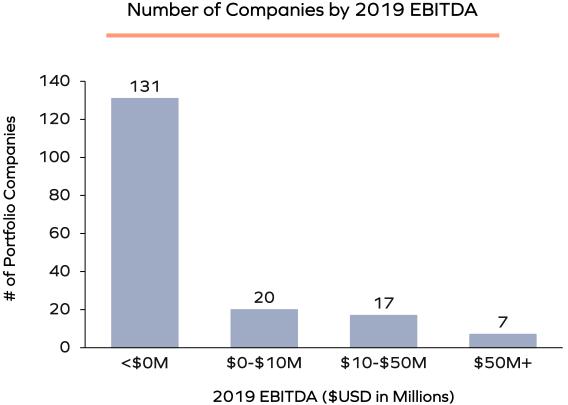
Survey Respondent Characteristics: Size and Profitability





175 CFOs responded to Insight's survey, of which 65% had less than \$50M in revenue in 2019 and 25% were profitable



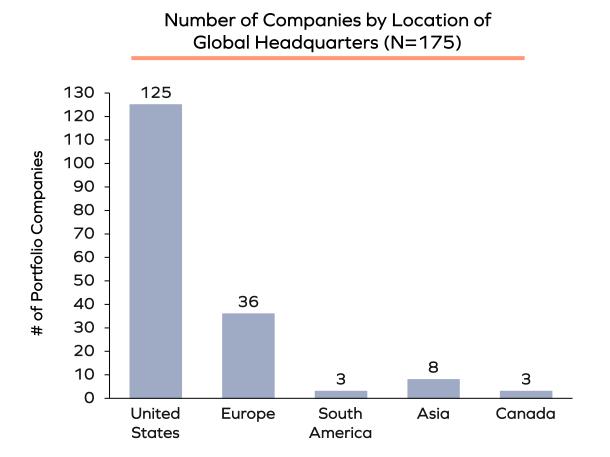


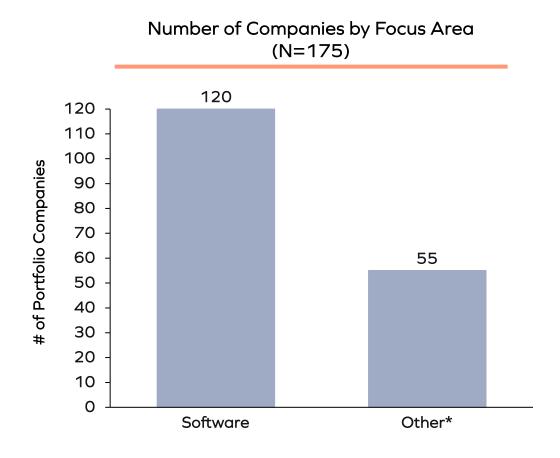
Survey Respondent Characteristics: Global Headquarters and Focus Area INSIGHT





71% of the portfolio companies that responded to Insight's survey are headquartered in the United States and 69% sell software





*Primarily E-Commerce and Internet Services/Marketplace

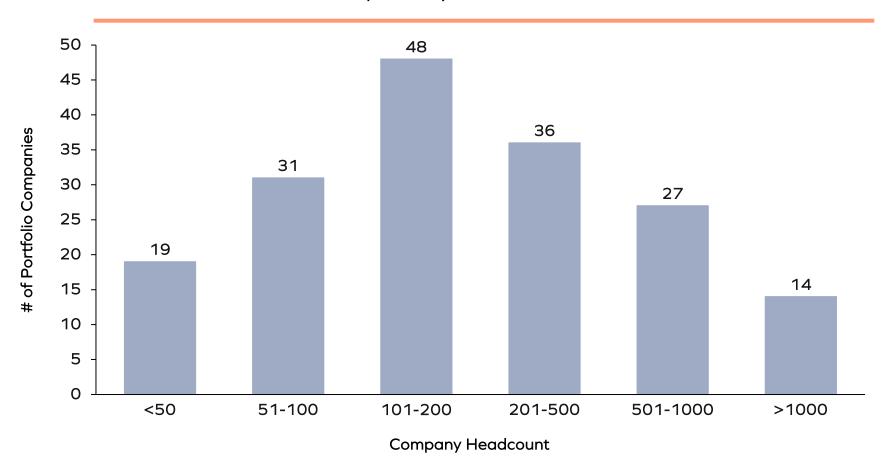
Survey Respondent Characteristics: Headcount





48% of portfolio companies who responded to the survey have between 100 and 500 FTE's

Number of Companies by 2019 Total Headcount (N=175)

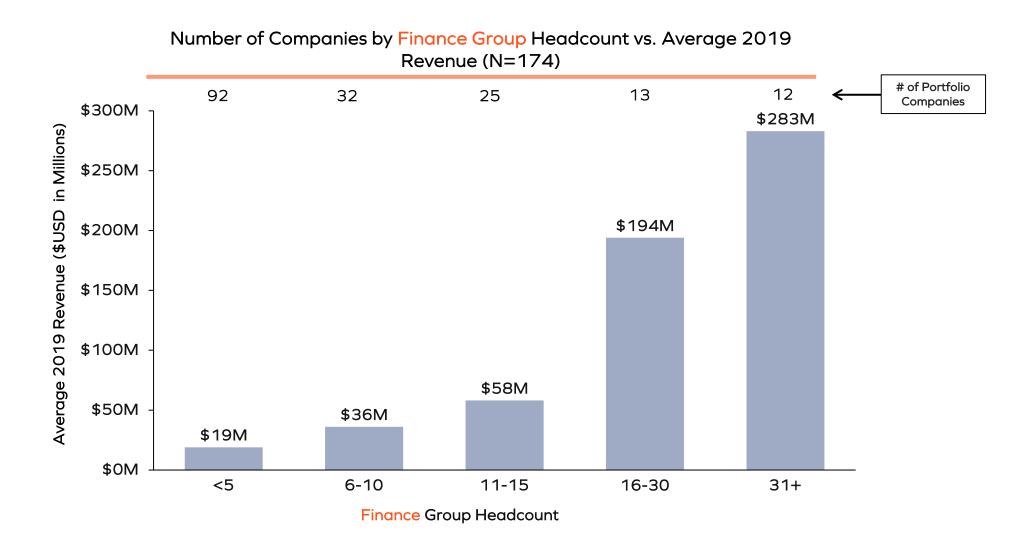


Survey Respondent Characteristics: Size of Finance Group





71% of the companies who responded have 10 or fewer employees in the finance group

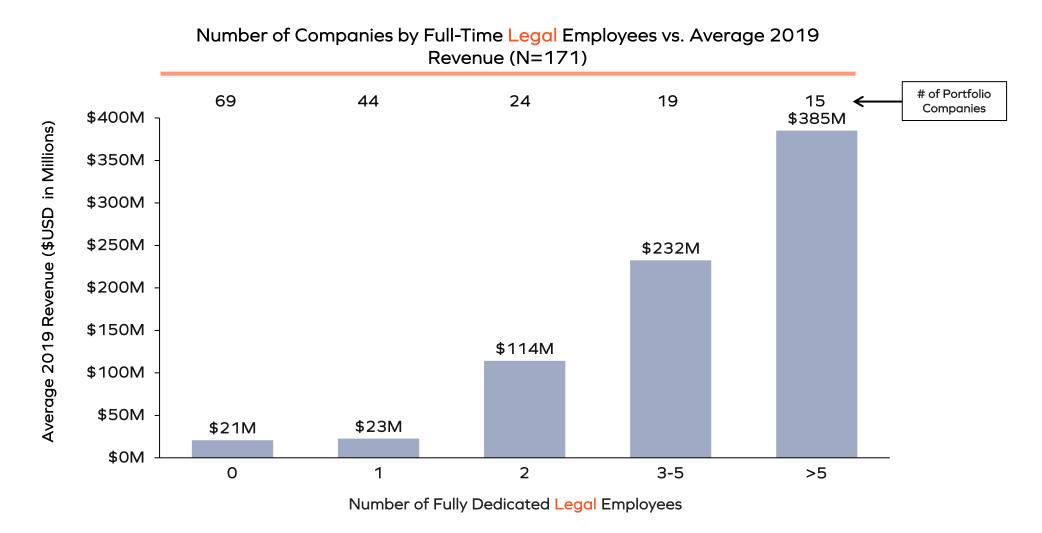


Survey Respondent Characteristics: Size of Legal Team





Portfolio companies generally do not have at least one dedicated legal staff member until they have \$23M (on average) in annual revenue



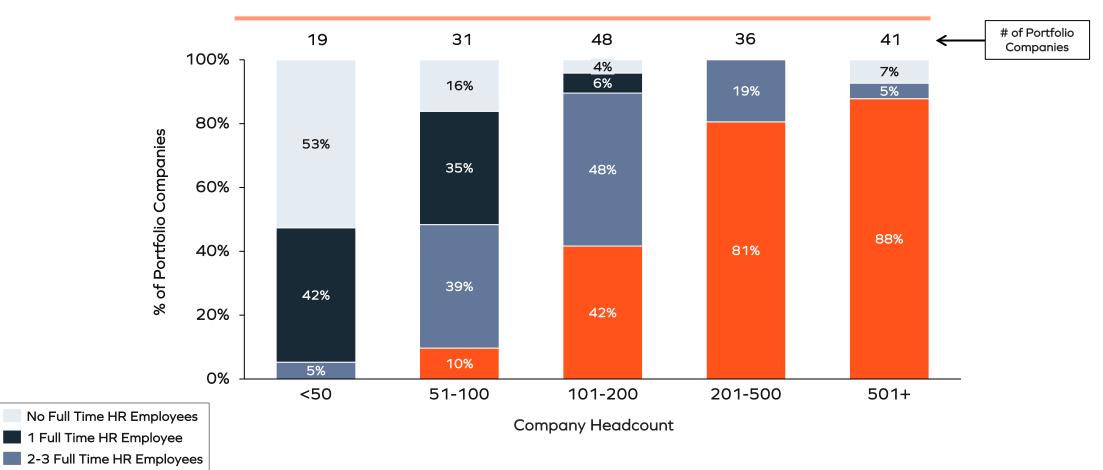
Survey Respondent Characteristics: Presence of Full-Time HR Employee





Once companies have >200 employees, it is highly likely that they have 4 or more full-time HR employees

Full-Time HR Employee (N=175)



4+ Full Time HR Employees

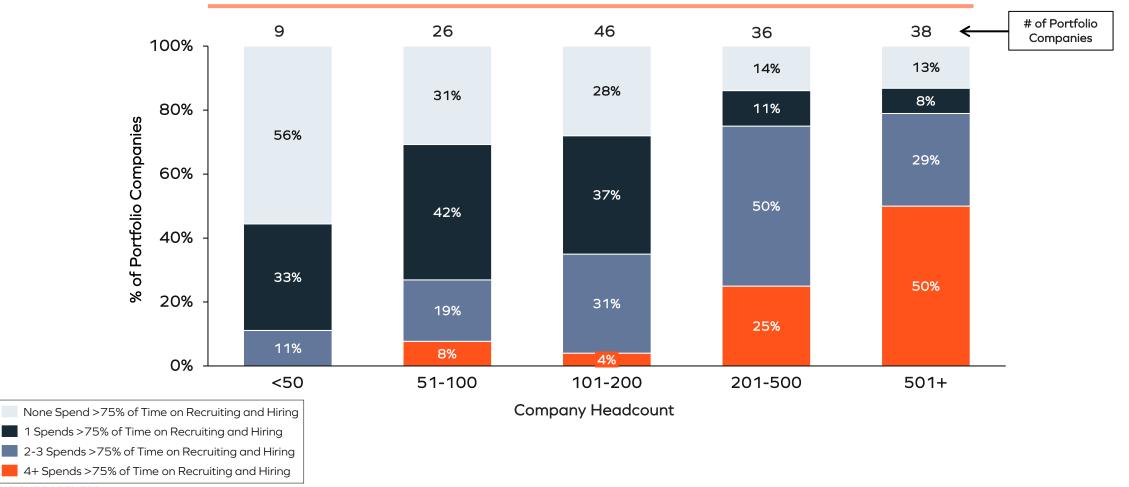
Survey Respondent Characteristics: HR focus on Recruiting





Of the 155 portfolio companies who have a full-time HR employee, it is likely that once the company reaches >500 employees, 4 or more HR members dedicate most of their time to hiring and recruiting new talent

Full-Time HR Employee Dedicating >75% of Time to Hiring and Recruiting (N=155)



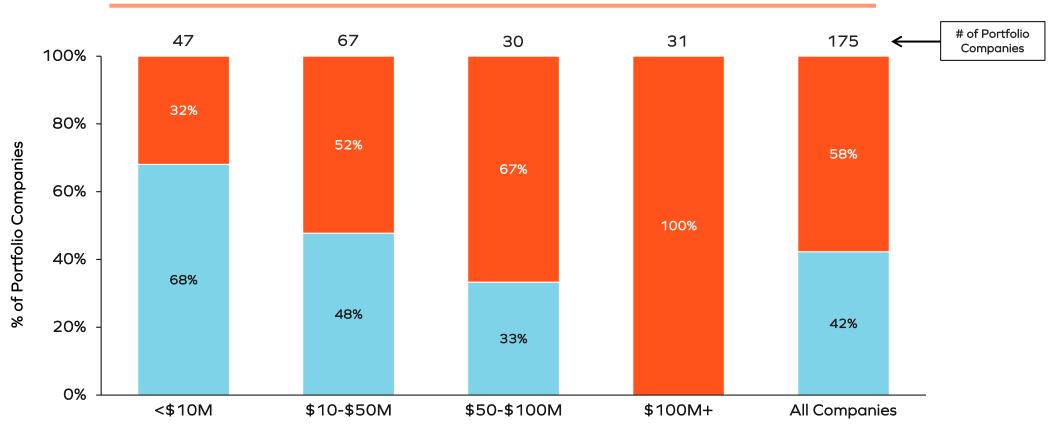
Survey Respondent Characteristics: Presence of FP&A Member





Once companies have >\$10M in revenue, it is likely that they have a fully-dedicated FP&A employee

Fully-Dedicated Financial Planning & Analysis (FP&A) Member on the Finance Team (N=175)



2019 Revenue (\$USD in Millions)

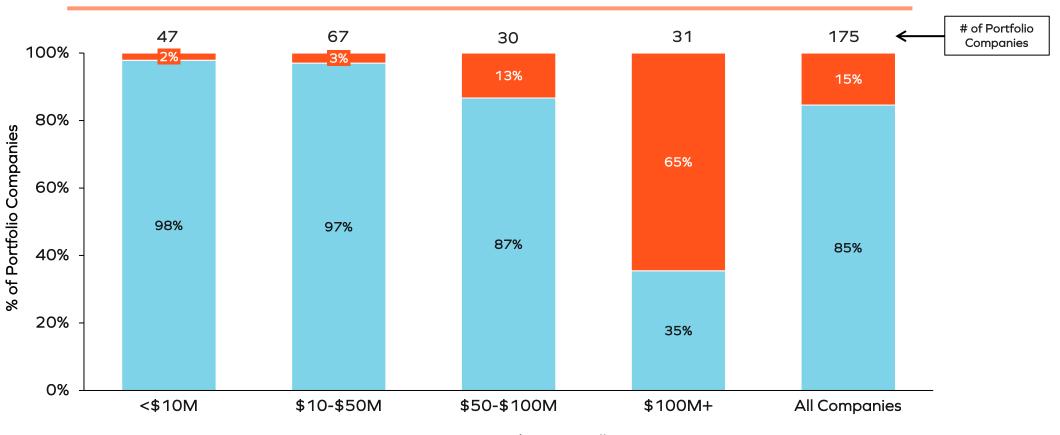
Survey Respondent Characteristics: Presence of Tax Employee





Portfolio companies are unlikely to have a fully-dedicated tax member on the finance team until they have at least \$100M in revenue

Fully-Dedicated Tax Employee on Finance Team (N=175)



2019 Revenue (\$USD in Millions)

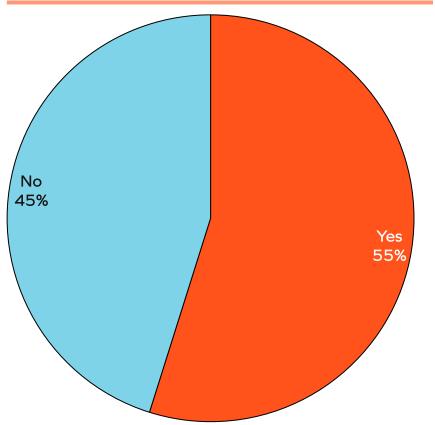
Outsourced Accounting Staff

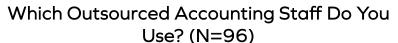


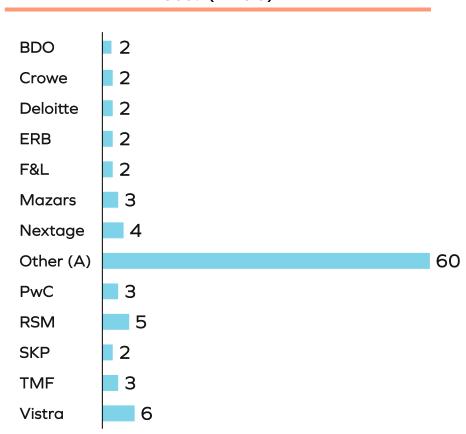


55% of portfolio companies that responded to the survey use outsourced accounting staff

Do You Use Outsourced Accounting Staff? (N=175)







Software – Accounting & Financial Activities

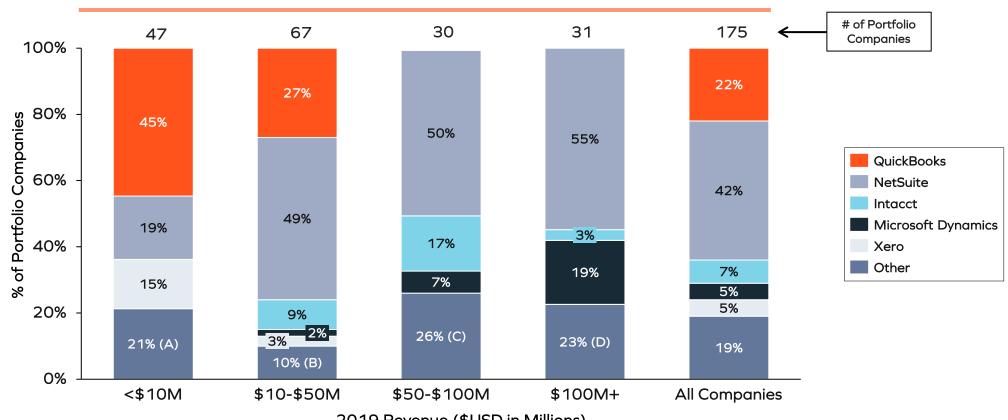
Accounting Software Usage (by Revenue)





QuickBooks is a popular accounting software among smaller companies (less than \$10M) in revenue, while larger businesses prefer to use NetSuite

Accounting Software Usage by Portfolio Company Size (N=175)



²⁰¹⁹ Revenue (\$USD in Millions)

⁽A) Includes Priority (5), DATEV (1), Exact Online (1), BMD (1), Tally (1), SaasOptic (1)

⁽B) Includes Sage (1), Other (1)

⁽C) Includes DATEV (3), Priority (1), Sage (2), Microsoft Navision (1), MXM (1), Oracle Fusion (1), GIT (1)

⁽D) Includes Workday (3), Sage (3), SAP (2), MXM (1), Diamant (1)

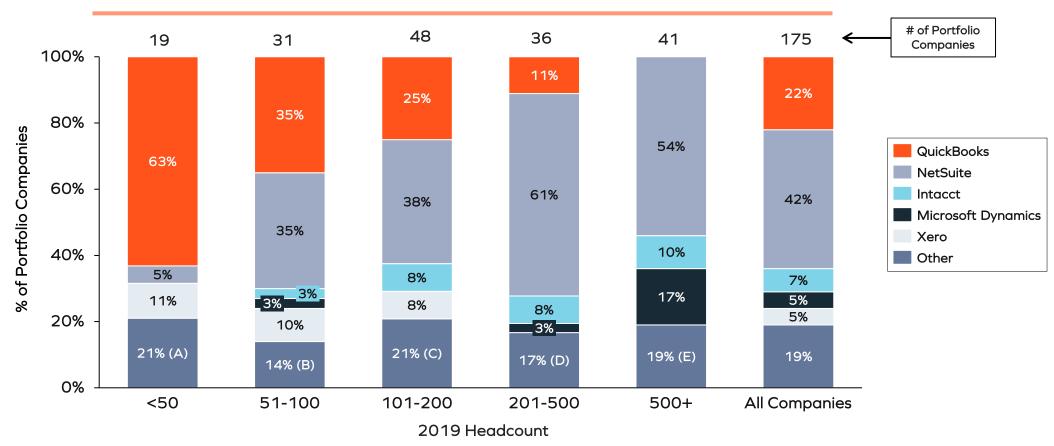
Accounting Software Usage (by Headcount)





Companies with fewer employees prefer QuickBooks while companies with >200 employees prefer to use NetSuite

Accounting Software Usage by Portfolio Company Headcount (N=175)



⁽A) Includes Priority (3), Oracle Fusion (1)

⁽B) Includes DATEV (1), Priority (1), BMD (1), SaasOptics (1)

⁽C) Includes DATEV (2), Priority (2), Sage (2), MXM (1), Exact Online (1), GIT (1), Other (1)

⁽D) Includes Sage (2), DATEV (1), Microsoft Navision (1), Tally (1), Workday (1)

⁽E) Includes Sage (2), SAP (2), Workday (2), MXM (1), Diamant (1)

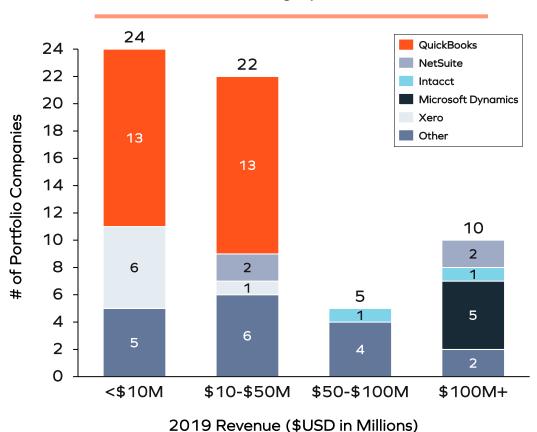
Satisfaction with Accounting Software



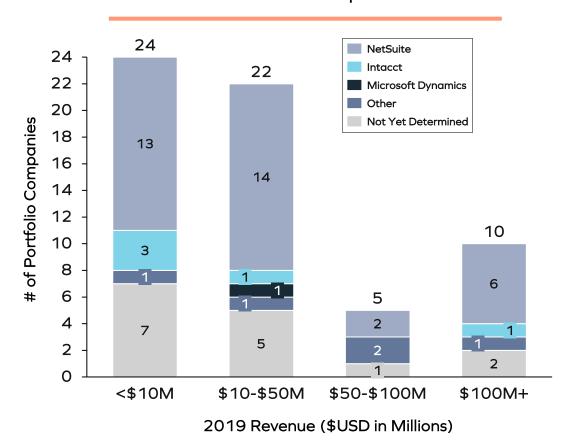


In total, 61 out of 175 portfolio companies (35%) felt that their current accounting system was not sufficient to handle the company's expected growth and 57% of those portfolio companies (35 out of 61) plan to replace their current system with NetSuite

Current Accounting System Insufficient



Software Planned to Replace Current



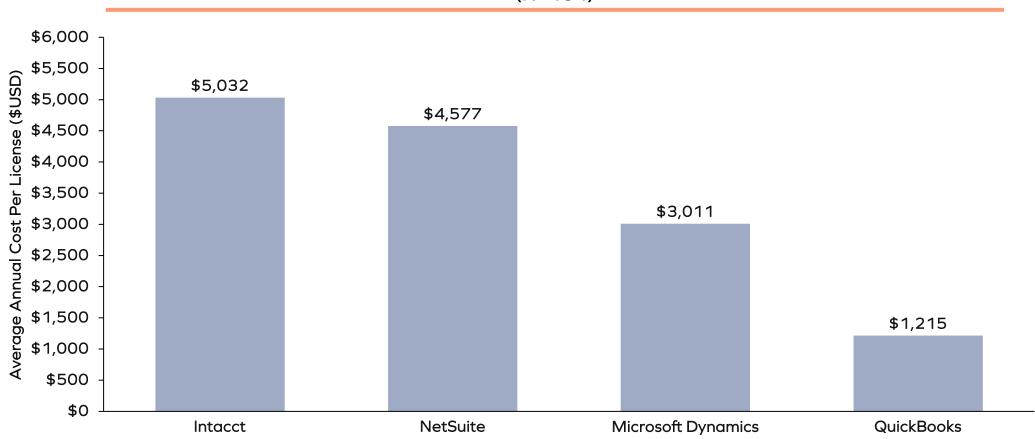
Average Annual Cost for Accounting Software Licenses





Intacct and NetSuite have comparable annual fees per license

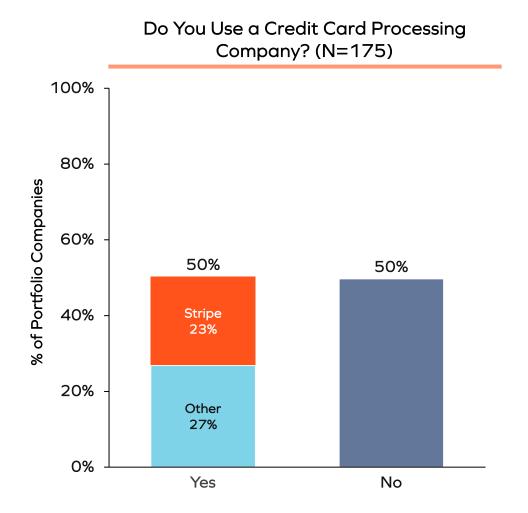
Average Annual Cost per Accounting Software Licenses (N=134)

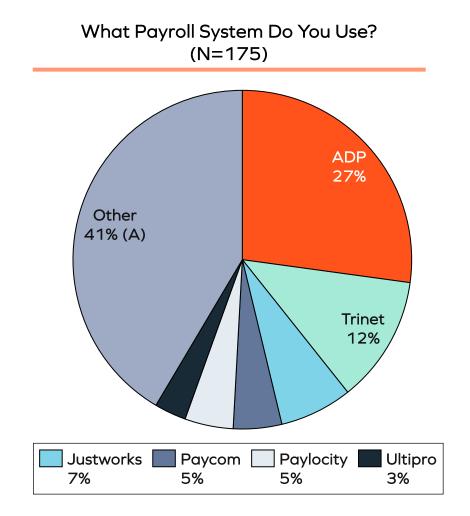






Stripe is the most used credit card processing company among survey respondents



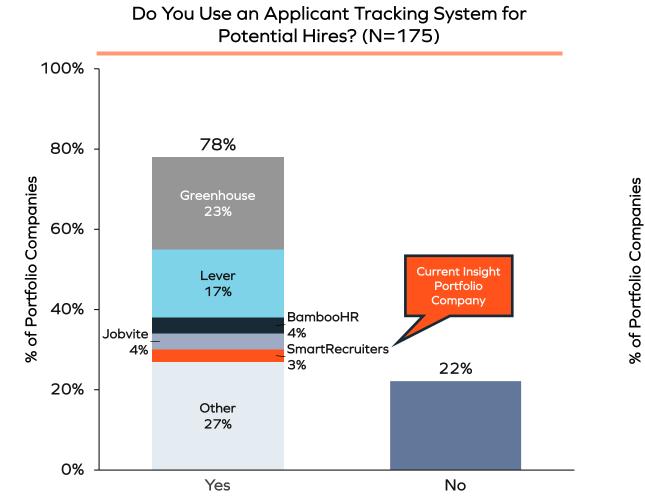


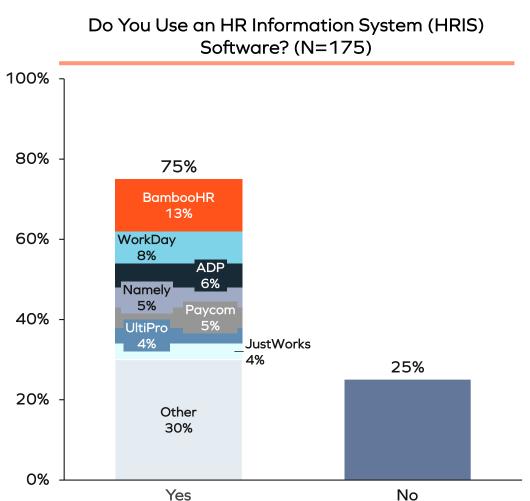
(A) 73 responses comprised of 40 distinct payroll systems





- Most firms use an applicant tracking system for potential hires with Greenhouse being the most used
- Very fragmented market for HRIS systems

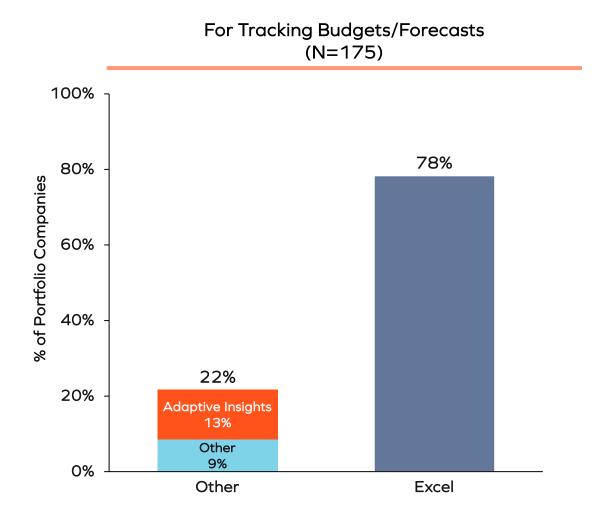


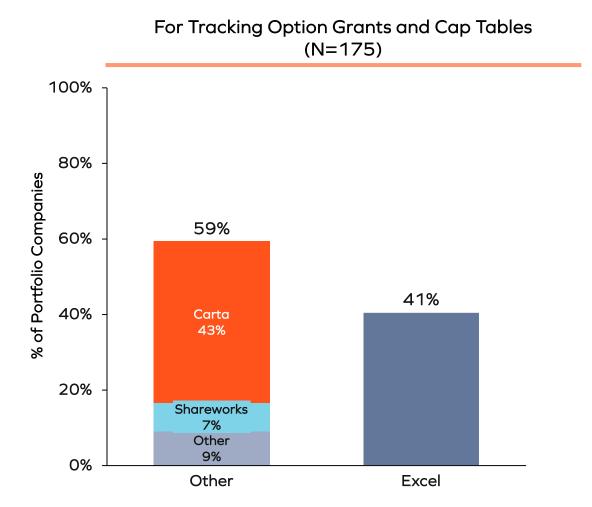






Most companies still use Excel for budgeting/forecasts, but have shifted away from Excel for tracking option grants and maintaining their cap table, with Carta being the most used provider for those services



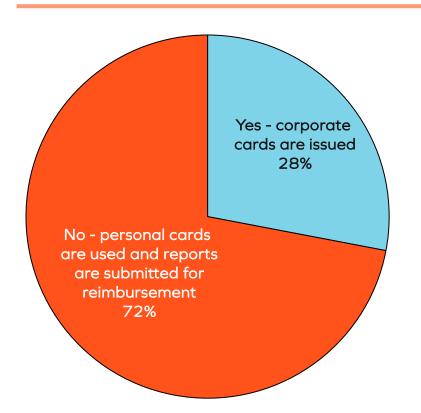




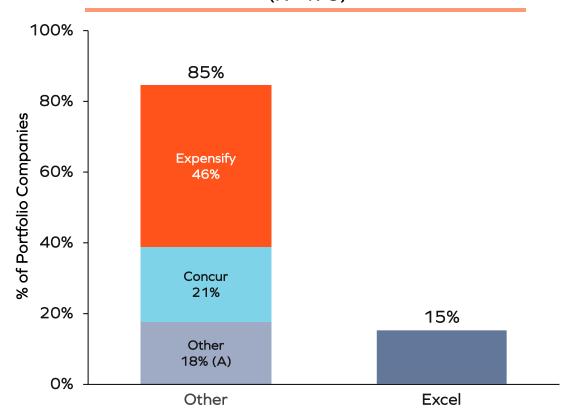


Only 28% of respondents issued corporate credit cards, but a large majority (85%) of firms use software for expense report submissions with Expensify as the predominant provider

Do Employees Who Incur Business Expenses Receive a Company Issued Credit Card? (N=175)



Do You Use Software (Other Than Excel) to Submit Expense Reports? (N=175)

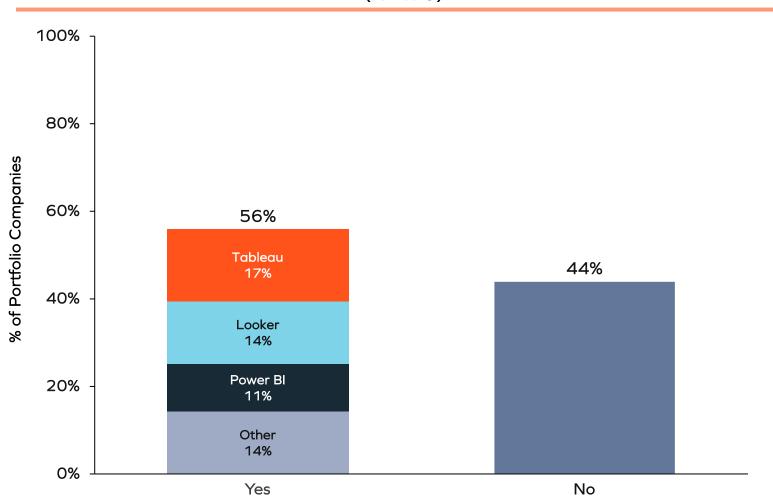






Most respondents use a business intelligence software, with Tableau being the most popular

Which Business Intelligence Software Do You Use? (N=175)



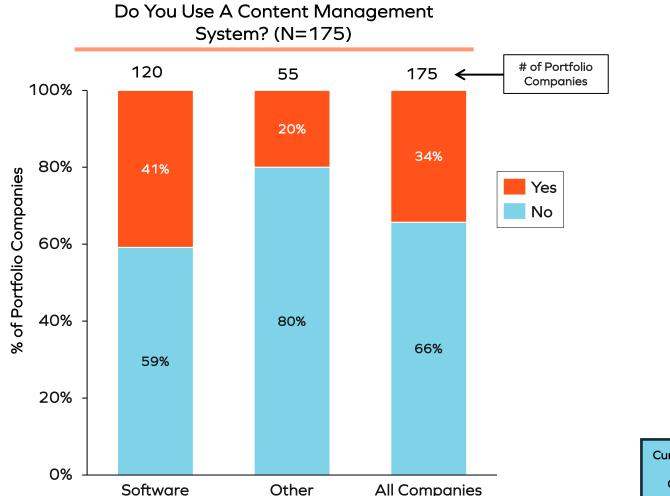
Software – Sales Cycle and Customer Engagement

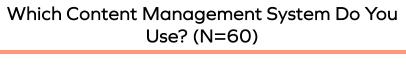
Use of 3rd Party Software for Sales Cycle - Content Management

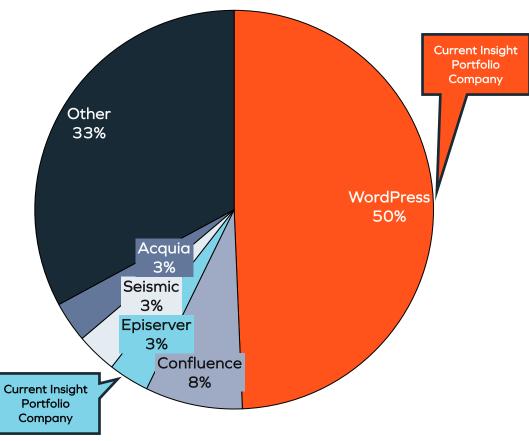




41% of portfolio companies that sell software use a content management solution, with WordPress being the most popular solution





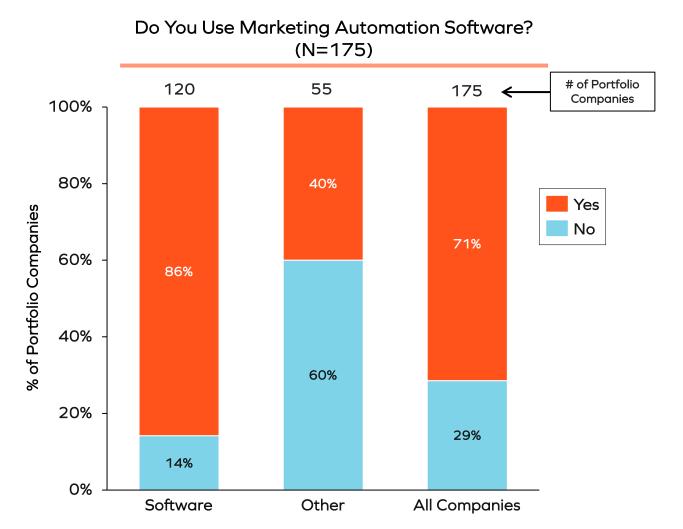


Use of 3rd Party Software for Sales Cycle - Marketing Automation

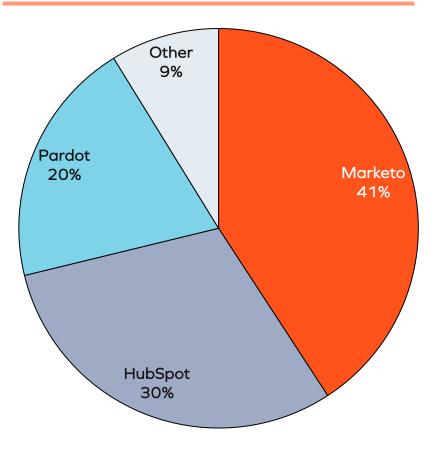




Portfolio companies that sell software overwhelmingly responded that they use marketing automation software, with Marketo being the most popular



Which Marketing Automation Software Do You Use? (N=125)

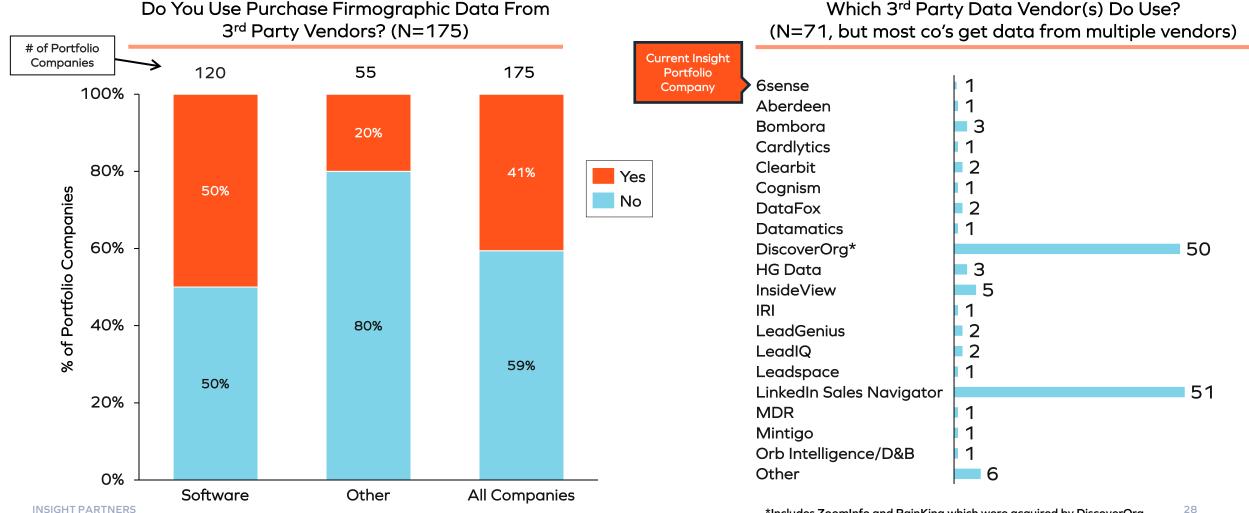


Use of 3rd Party Software for Sales Cycle - Firmographic Data





50% of companies that sell software purchase account, contract, firmographic, technographic or intent data from 3rd party vendors, most commonly DiscoverOrg* and LinkedIn Sales Navigator

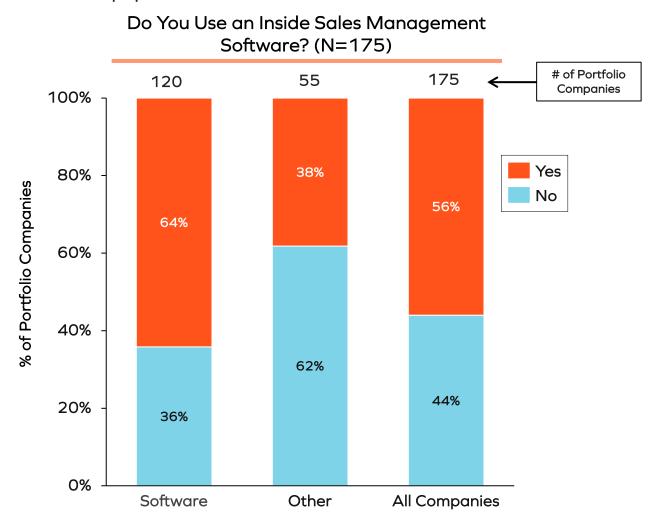


Use of 3rd Party Software for Sales Cycle – Inside Sales Management

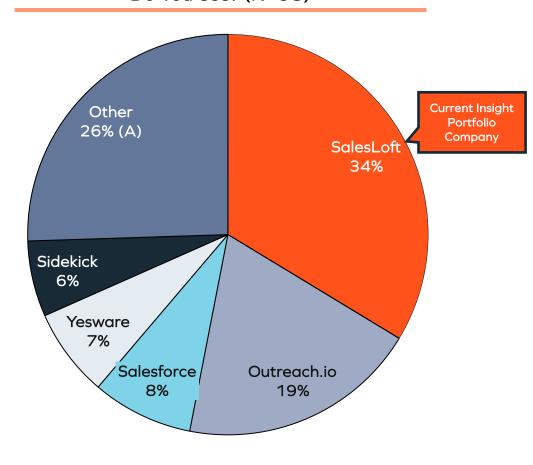




64% of portfolio companies that sell software use an inside sales management solution, with SalesLoft being the most popular solution



Which Inside Sales Management Software Do You Use? (N=98)



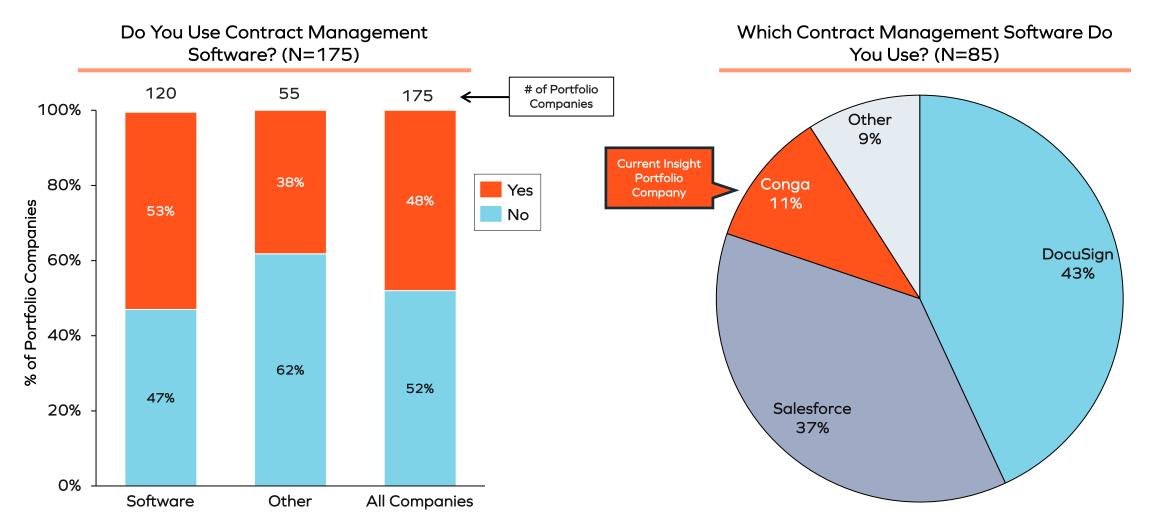
(A) Represents 16 responses comprised of 15 inside sales management solutions

Use of 3rd Party Software for Sales Cycle - Contract Management





53% of portfolio companies that sell software use a contract management solution, with DocuSign being the most popular solution

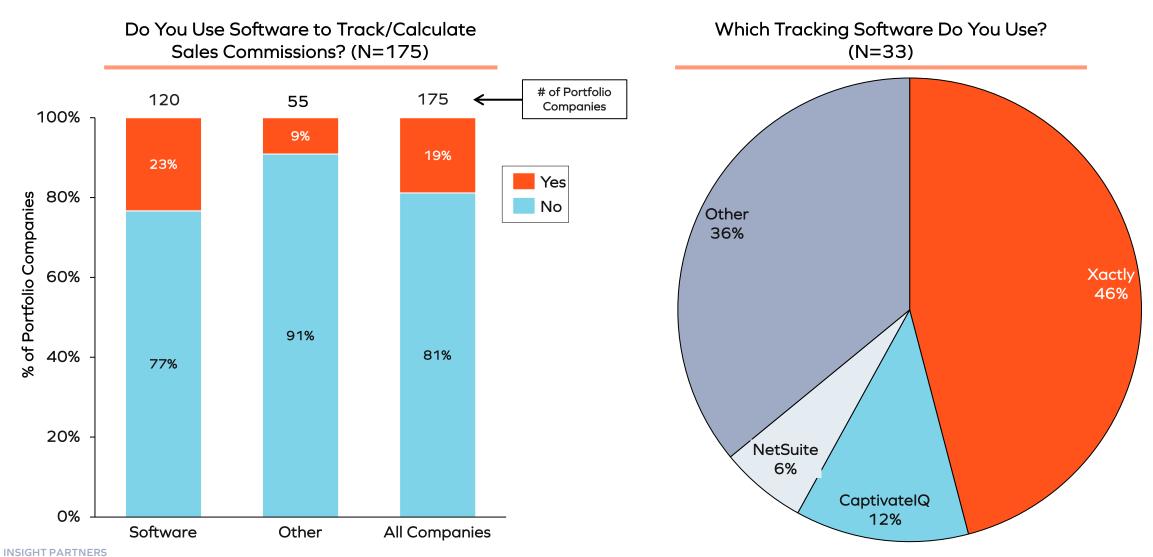


Use of 3rd Party Software for Sales Cycle – Tracking Sales Commissions





Most companies do not use software to track/calculate sales commissions

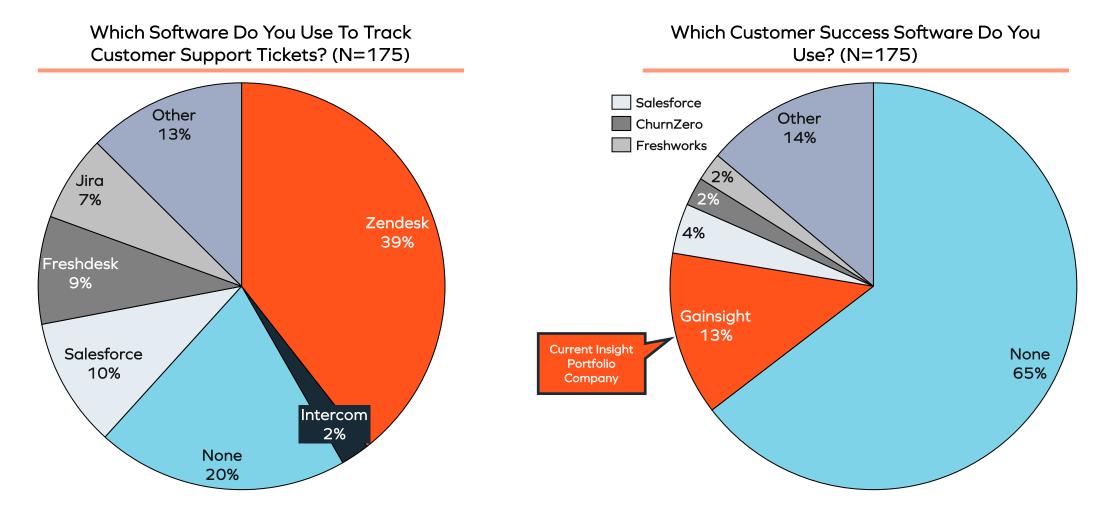


Use of 3rd Party Software for Sales Cycle - Customer Support/Success





- 80% of respondents use software to track customer support tickets with Zendesk being most popular
- Only 35% of respondents use customer success software with Gainsight being most popular among users

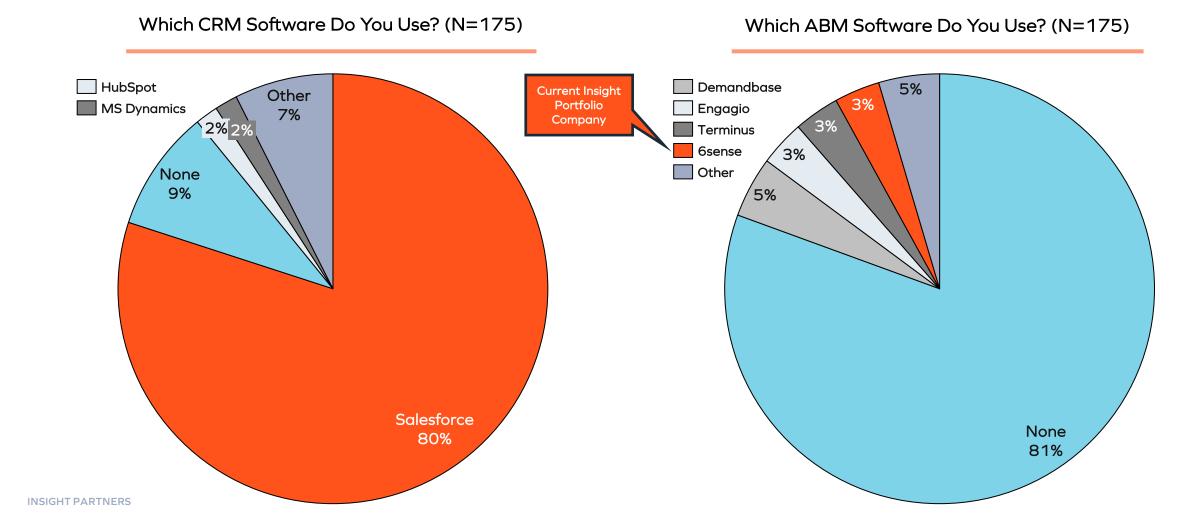


Use of 3rd Party Software for Sales Cycle - CRM & ABM





- 80% of respondents use Salesforce for customer relationship management (CRM)
- Only 19% of respondents use an account-based marketing (ABM) software



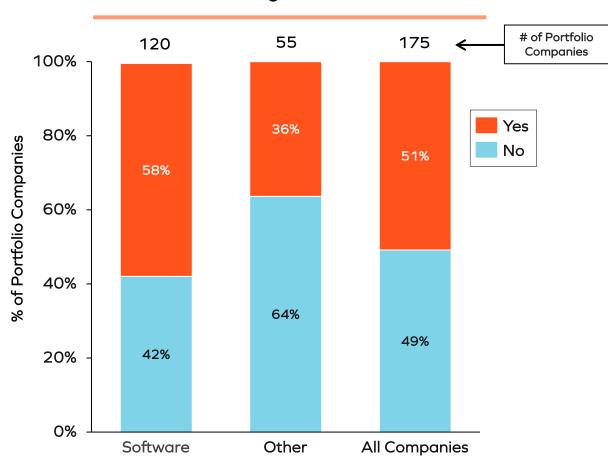
Use of 3rd Party Software for Sales Cycle - Billing



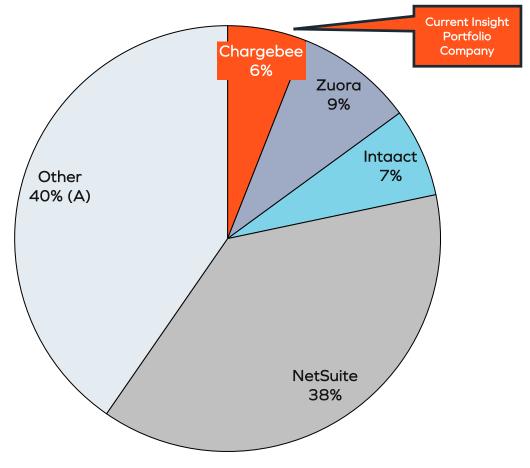


58% of portfolio companies that sell software use a billing solution, with NetSuite being the most popular solution

Do You Use Billing Software? (N=175)



Which Billing Software Do You Use? (N=89)



Audit, Tax and Valuation

Who is Your Company's Auditor?





- The "Big Four" audit 58% of the survey respondents, with BDO at 6% being the most used firm in the next tier
- Most respondents with 2019 revenue >\$50M used a "Big Four" auditing firm

Distribution of 2019 Auditors (N=124*)**Ernst & Young** 20% Other 34% **RSM** 3% **BDO** 6% **KPMG** 10% Deloitte **PwC** 17% 10%

*Number of respondents that provided 2019 audit firm and pricing information

% of Respondents Who Use A "Big Four" Audit Firm For 2019 Audit (By 2019 Revenue) (N=124)



Do Not Use A "Big Four" Firm

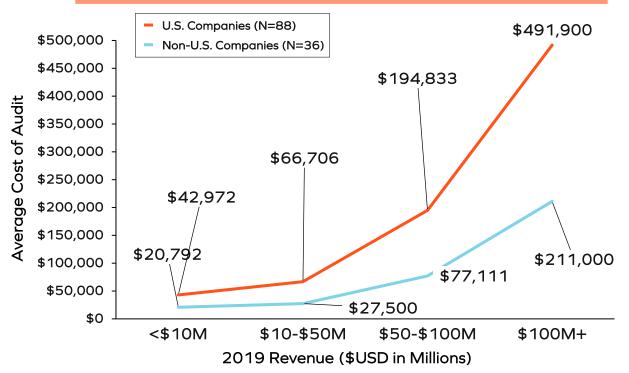
2019 Audit Cost





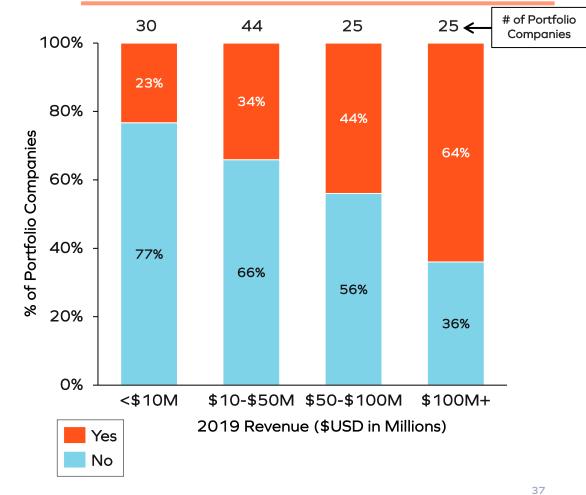
Audit fees are highly correlated with location of headquarters and total revenue, and are occasionally impacted by one-time activity (mergers, acquisitions, etc.)

Average Cost of 2019 Audit by 2019 Revenue (N=124)



2019 Revenue	Median Cost – U.S.	Median Cost – Non-U.S.
<\$10M	\$38,500 (N=18)	\$19,000 (N=12)
\$10-\$50M	\$63,500 (N=34)	\$19,000 (N=10)
\$50-\$100M	\$170,000 (N=16)	\$65,000 (N=9)
\$100M+	\$334,000 (N=20)	\$150,000 (N=5)

Is the Cost of 2019 Audit Significantly Impacted by a One-Time Activity? (N=124)

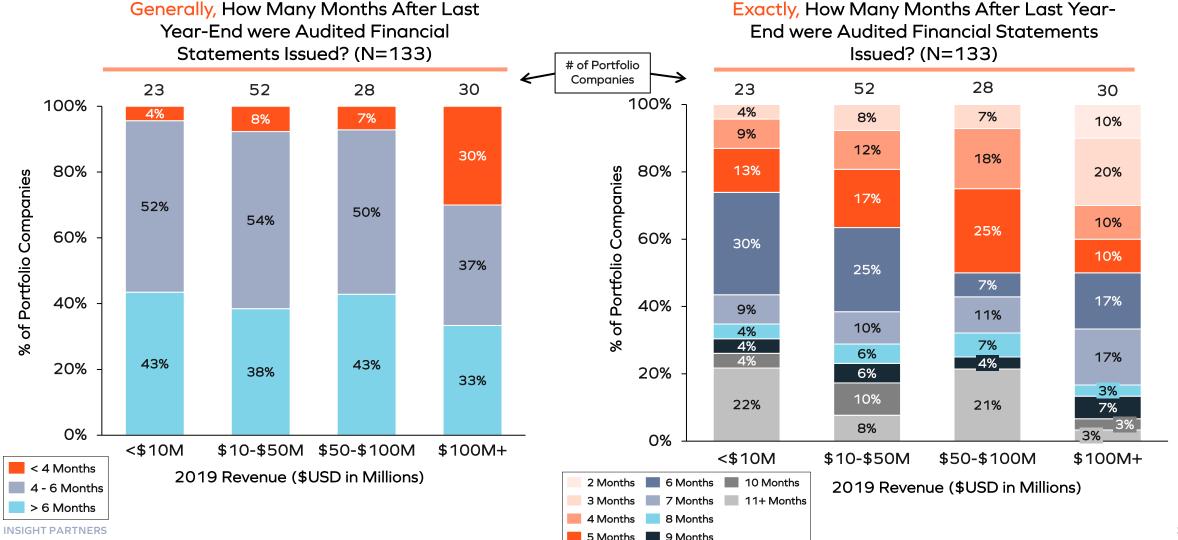


Timeliness of Audits





61% of the companies that responded to the survey issued audited financial statements within six months of last year-end

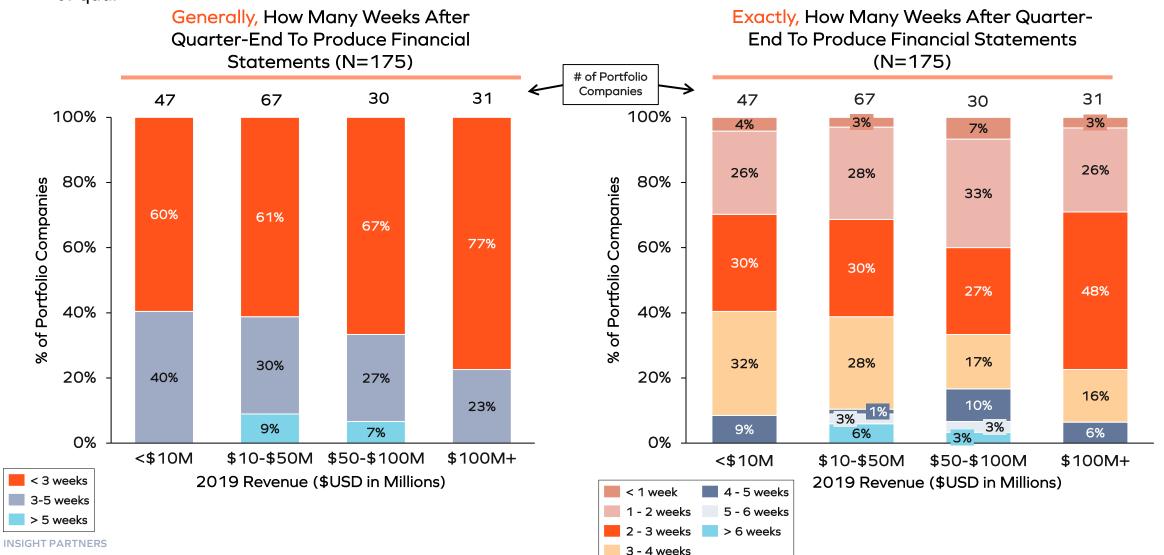


Timeliness of Quarterly Reporting





65% of the companies that responded to the survey can produce financial statements within three weeks of quarter-end



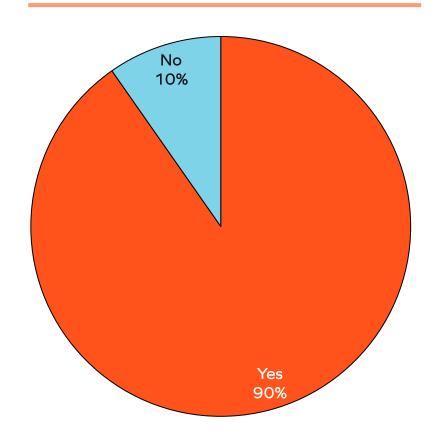
Who is Your Company's Tax Preparer?



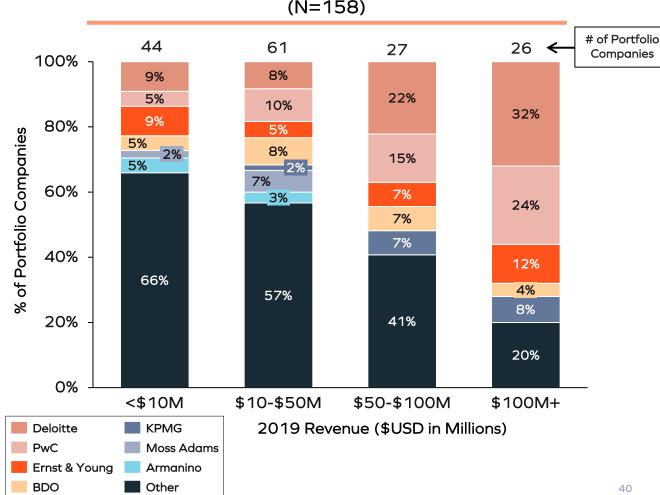


90% of the companies that responded to the survey use an accounting firm to prepare their tax filings

Do You Use An Accounting Firm To Prepare Your Company's Filings? (N=175)



Distribution of Tax Preparers (% of Total Respondents) (N=158)

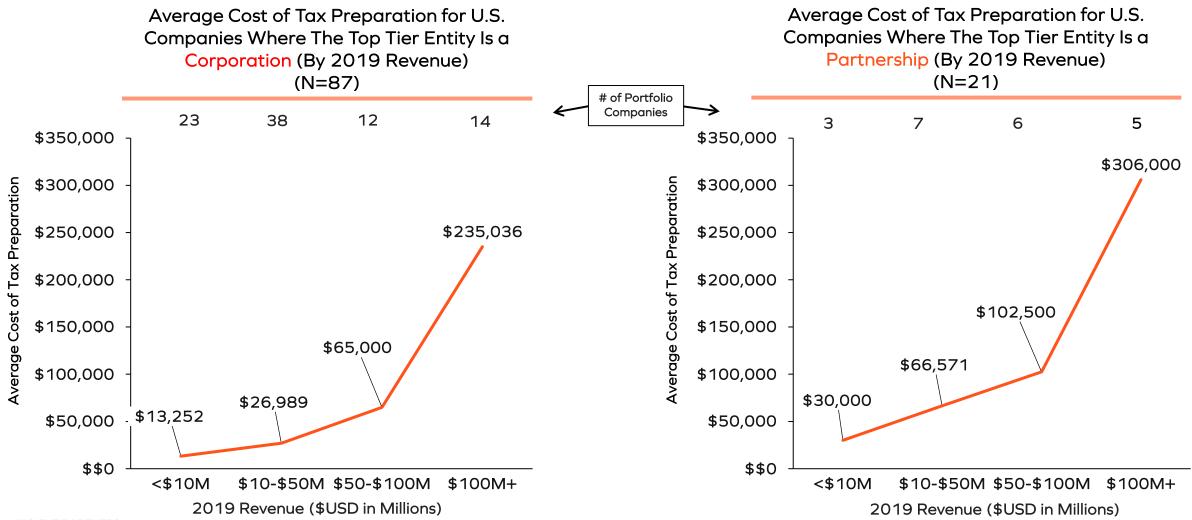


Tax Preparation Fees for Companies Headquartered in the U.S.





Tax preparation fees for portfolio companies that are headquartered in the United States are higher for companies where the top tier entity in the structure is a partnership

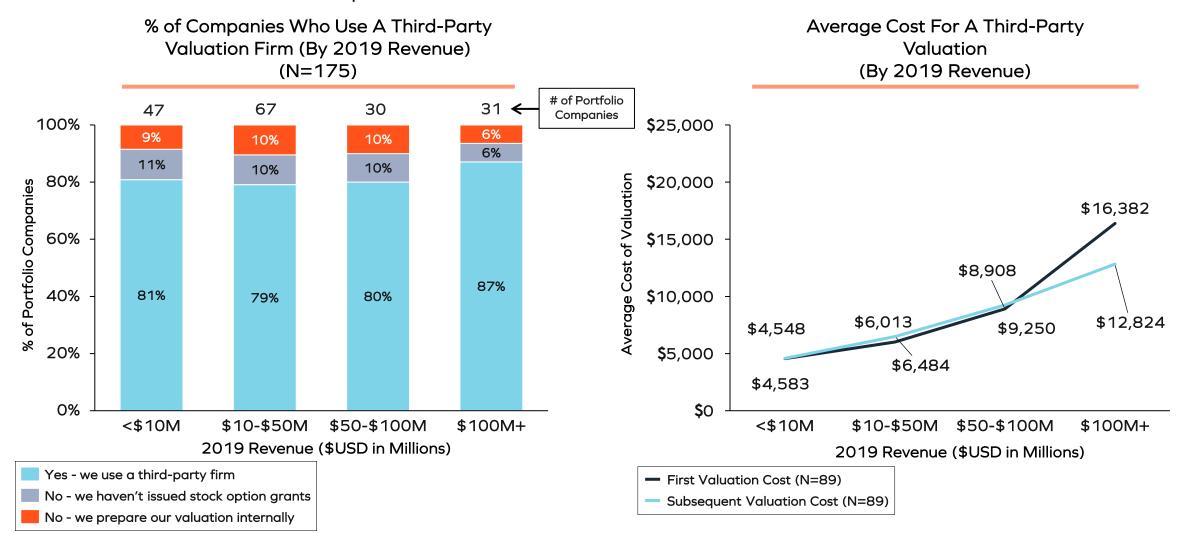


Company Valuation - Use of Outside Firms and Costs





- An overwhelming majority (81%) use a third-party valuation firm
- Price between first and subsequent valuations has narrowed

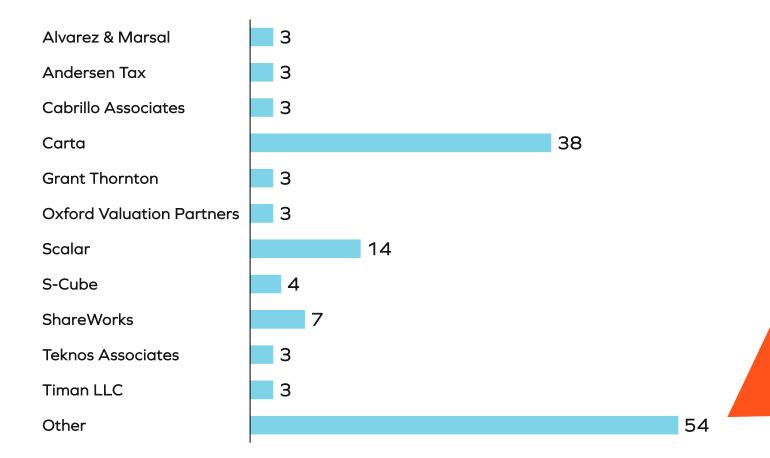


Third-Party Valuation Firms





A variety of valuation firms were used by Insight's portfolio companies, with 9% preparing valuations internally



Others:

- Altshuler Saham
- Anvil Advisors
- Apric
- Aranco
- Bay Valuations
- RDO
- CBI
- CF(
- Citizens Capital Markets
- Clarient Advisor
- Deloitte
- Duff & Phelps
- E
- FGMK
- Frank, Rimerman & Co
- Granite Valuations
- Hansar Advisory
- Houlihan Lokey
- IceGlen
- InSight Business Advisors
- KPMG
- LBMC
- Lincoln International
- Loan Peak Valuation Group
- Mercovus Valuations
- MFA
- Morrison Foerster
- Pluris
- Preferred Return
- Pulvarins
- PwC
- Redwood Valuation
- RSI
- Sagent Managemer
- Scott Valuation
- Sorbus Advisors
- Stout
- SVI
- The BVC Group
- The McLean Group
- Transcena
- Venture Consultants
- VPA
- V/PC
- Watkins Walsh Associates

Financial
Management,
Pricing and
Governance

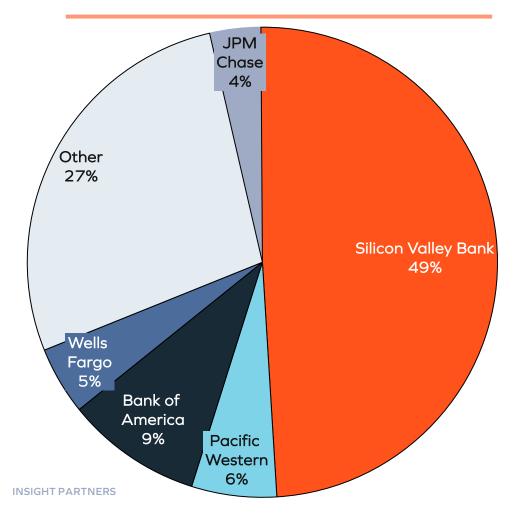
Financial Management: Who is Your Bank?



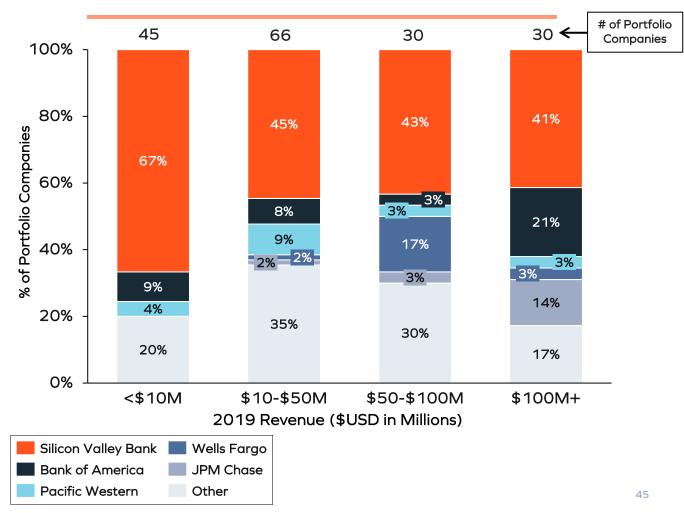


49% of the companies that responded to the survey bank with Silicon Valley Bank

With Which Bank Do You Conduct Significant Business? (% of Total Respondents) (N=171)



With Which Bank Do You Conduct Significant Business? (By 2019 Revenue) (N=171)



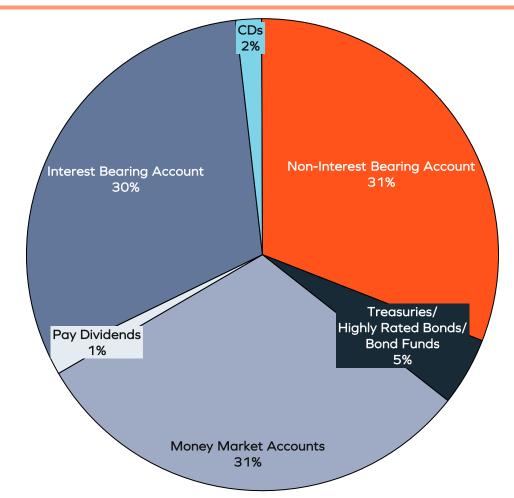
Financial Management: Use of Excess Cash





Most portfolio companies seek a low-risk way to earn income on excess cash while maintaining liquidity

What Does Your Company Do With Excess Cash? (N=171)

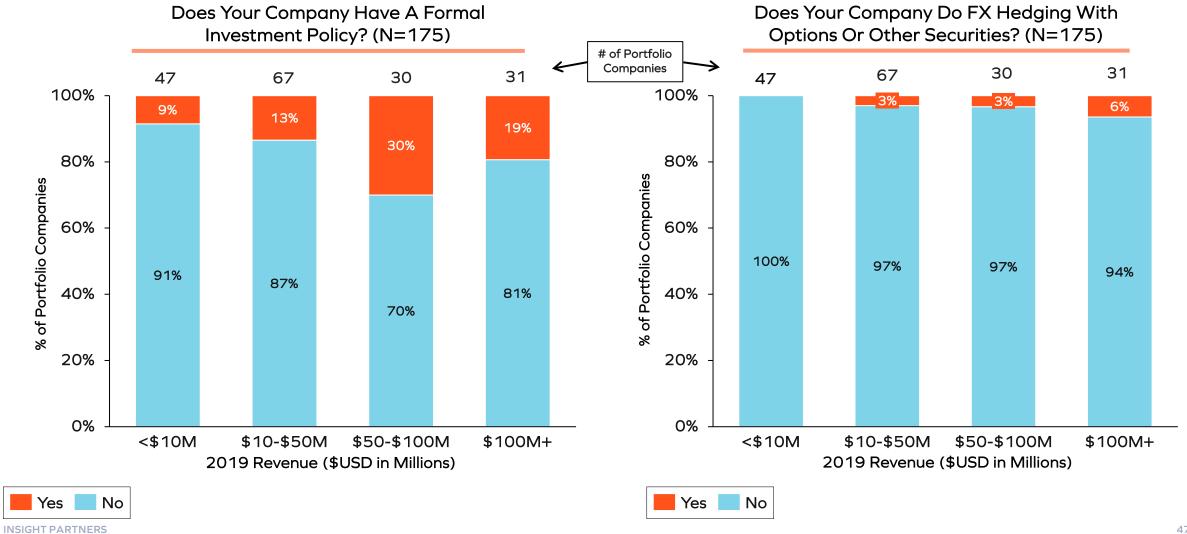


Formal Investment Policy & Use of Foreign Exchange Hedging





Very few companies have developed formal investment policies or engage in FX hedging (even though 53% of respondents price their products in two or more currencies - see next page)



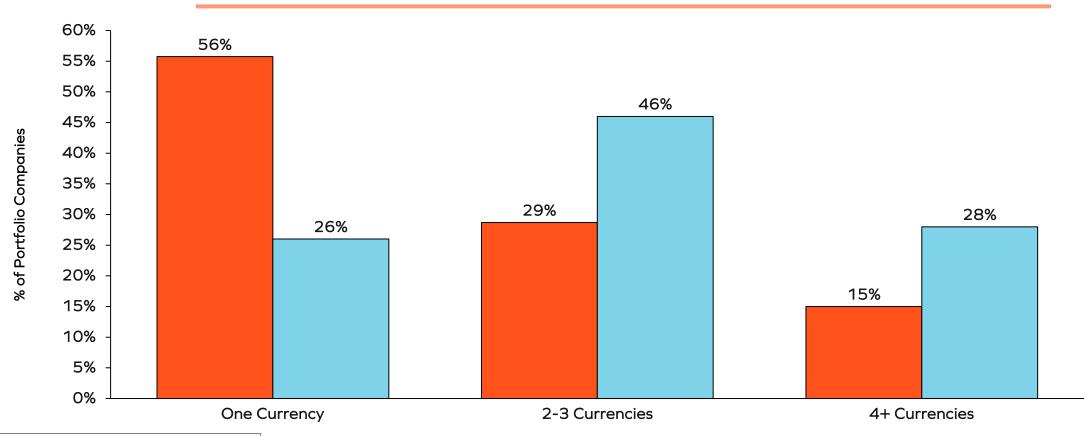
Product Pricing: Foreign Currencies





44% of U.S. based respondents and 74% of non-U.S. based respondents price in multiple currencies

Number of Currencies in Which Product is Priced (N=172)



U.S. Companies (122 Respondents)
Non-U.S. Companies (50 Respondents)

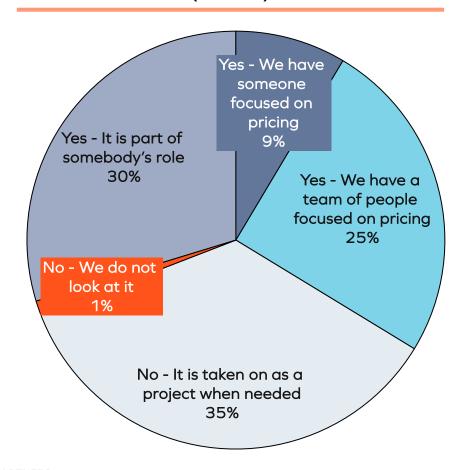
Product Pricing: Does Pricing Have a Dedicated Owner?



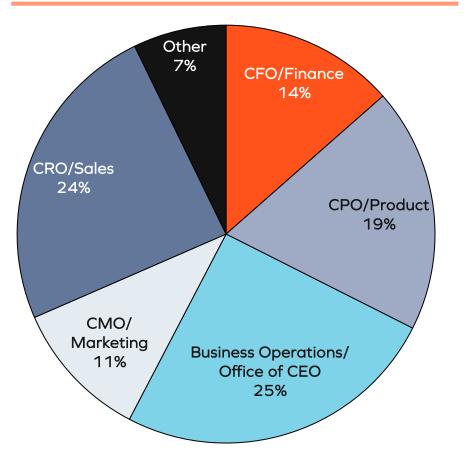


34% of portfolio companies who responded to the survey have either one person or a team of people focused solely on pricing

Does Pricing Have a Dedicated Owner? (N=175)



Who Owns Pricing Within Your Organization? (N=111)



Product Pricing: Annual Renewals and Price Metrics

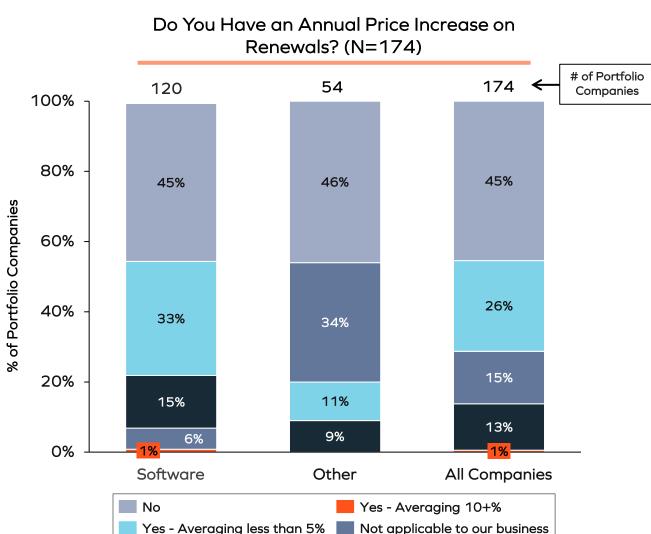




INSIGHT PARTNERS

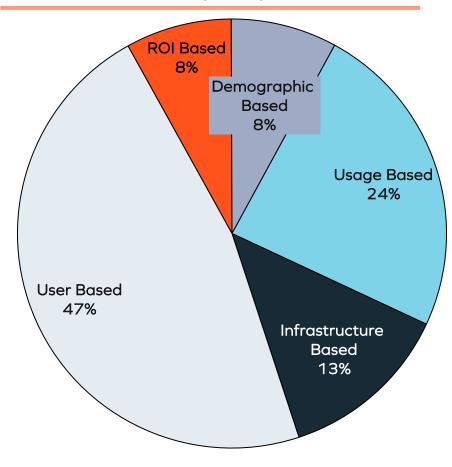
47% of portfolio companies have User Based pricing

Yes - Averaging 5 - 10%



For Software Companies Only

What is the Primary Price Metric That You Use? (N=99)

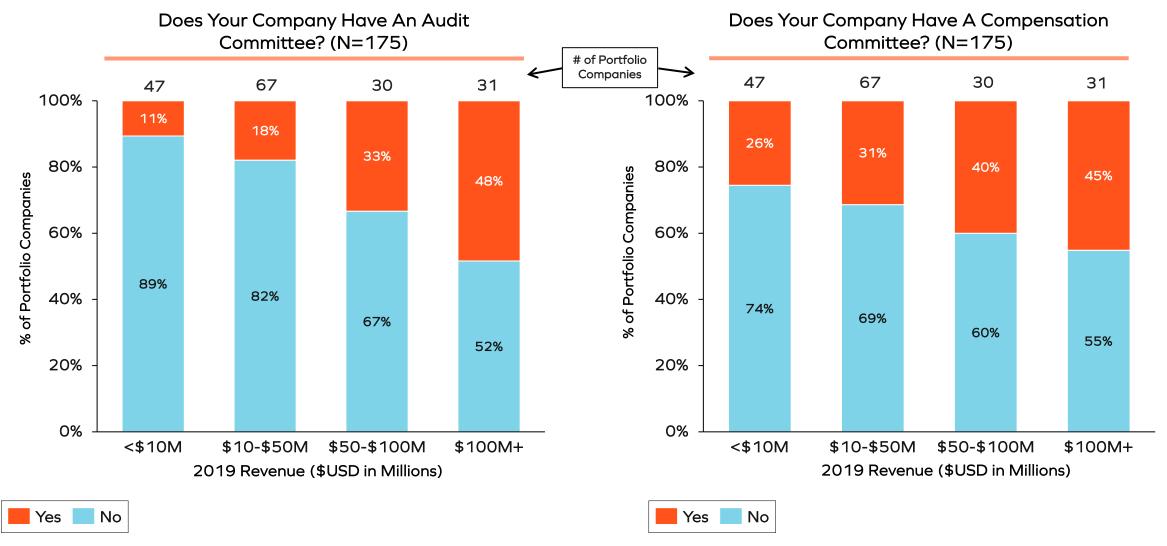


Governance: Audit Committee and Compensation Committee





Larger companies are more likely to have both an audit committee and compensation committee

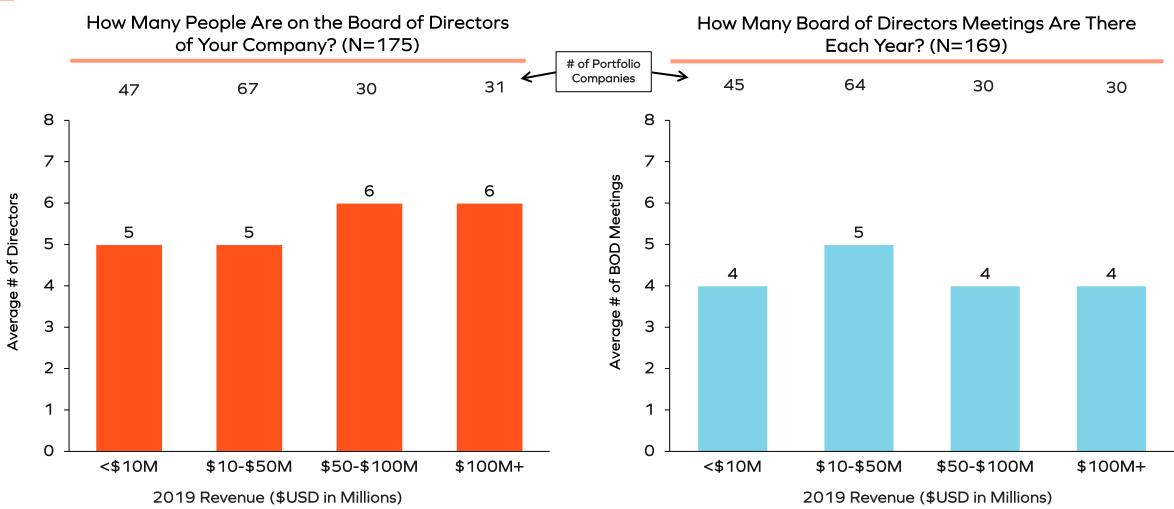


Governance: Members & Meetings of the Board of Directors





Larger companies, on average, have more people on their boards



Employee Compensation/ Human Resources

Compensation: Stock Grants and Average Raises

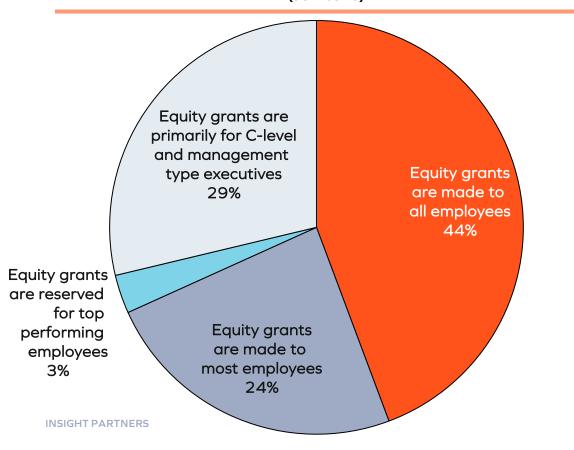




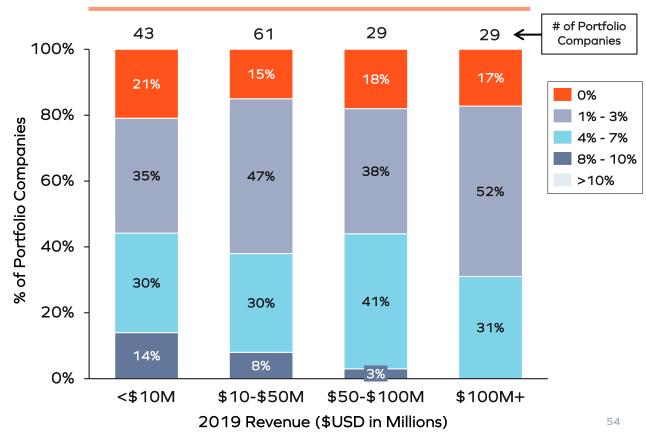
- 68% of survey respondents grant equity to most or all employees
- 40% of survey respondents had an average base salary raise of at least 4% in the prior year

Which Employees Receive Equity Grants (i.e. Stock Options, Restricted Stock, Stock Appreciation Rights, etc.)?

(N=174)



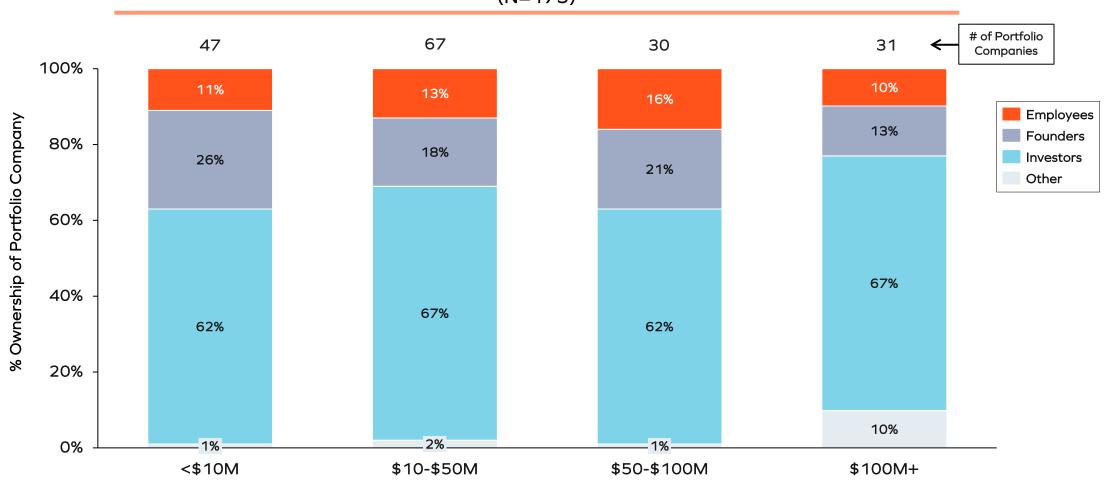
What Was The Average Base Salary Raise Given To All Employees (For The Total Company) In The Last Review Period? (N=162)



Capital Table Composition



Average Composition Of Fully Diluted Equity (N=175)



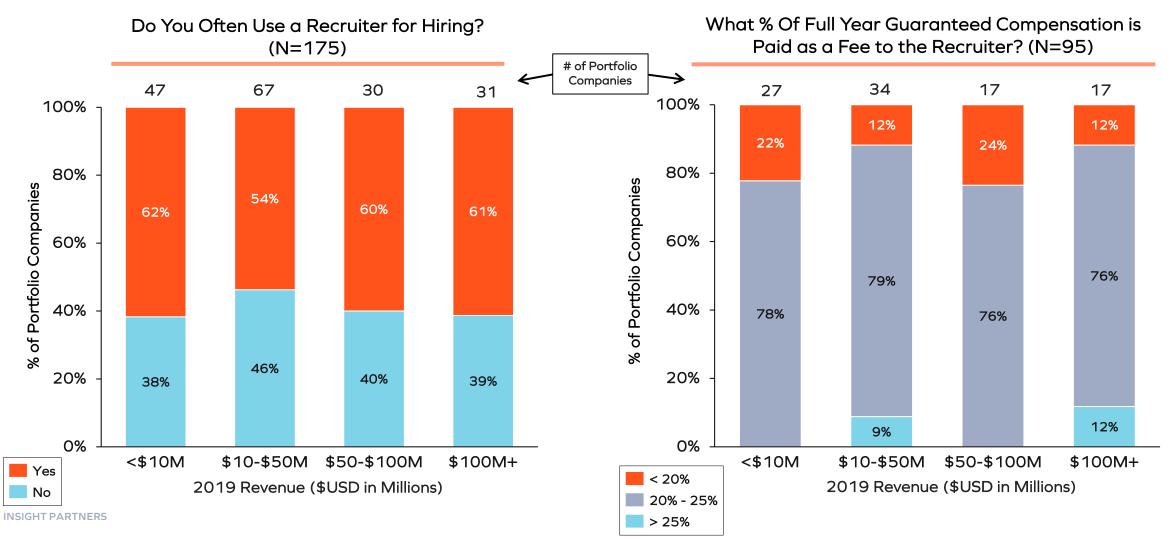
2019 Revenue (\$USD in Millions)

Use of Recruiters & The Associated Fees





- 58% of the companies that responded to the survey use recruiters for hiring
- 78% of the companies that used recruiters paid the recruiter a fee between 20-25% of full year guaranteed compensation

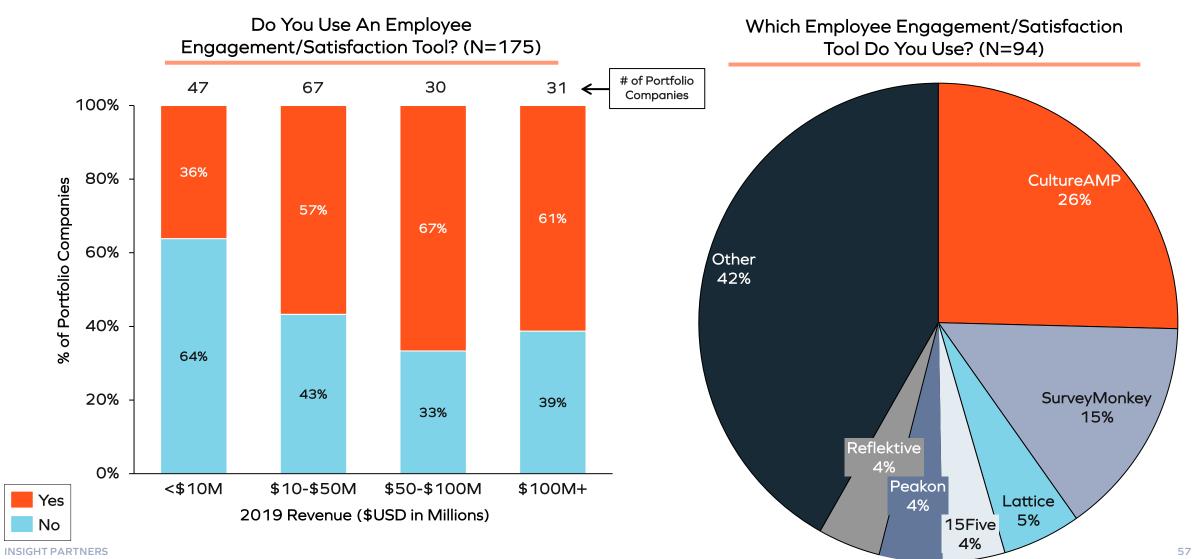


Employee Engagement/Satisfaction Tool





54% of survey respondents use an employee engagement/satisfaction tool



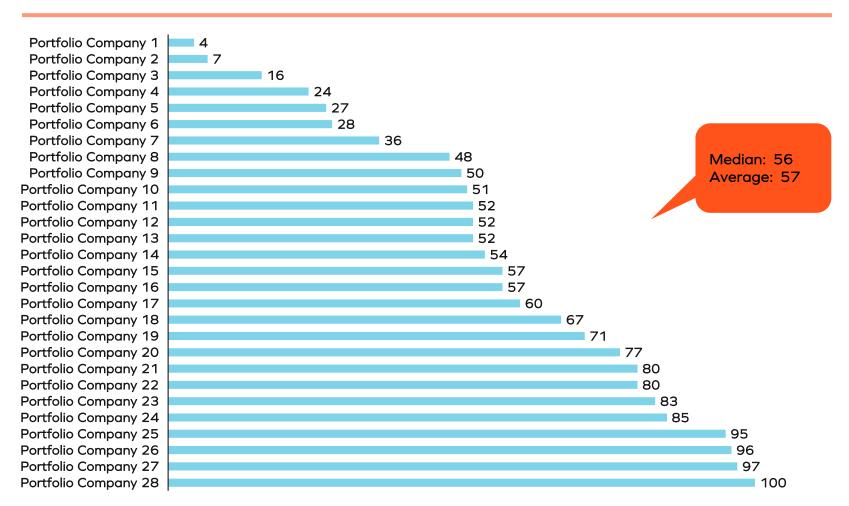
Employee Net Promoter Score ("eNPS")





16% (28 out of 175) of portfolio companies who responded to the survey provided their eNPS score

Employee Net Promoter Score

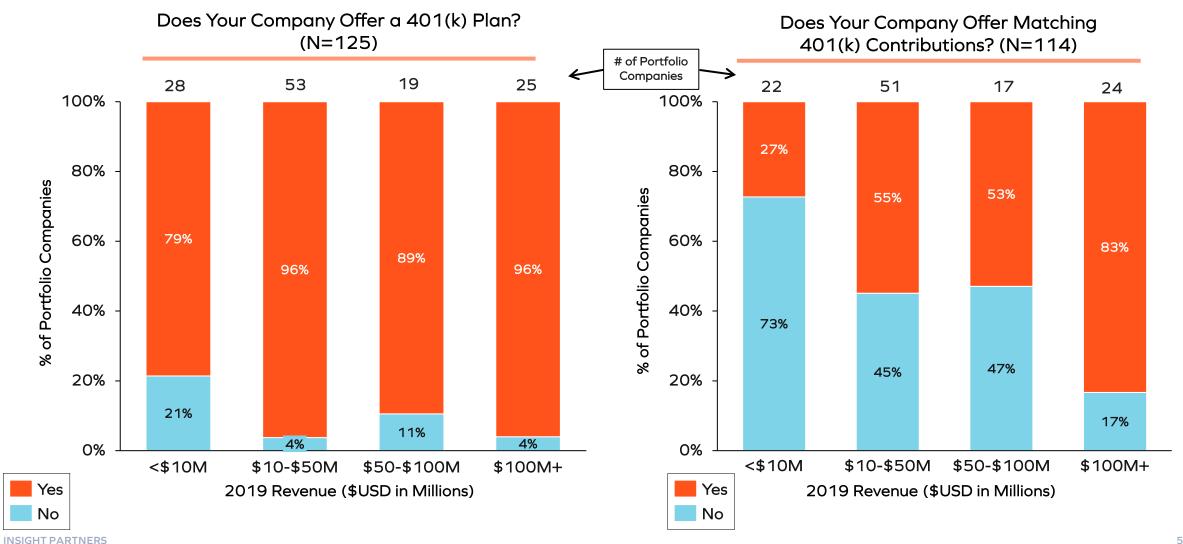


401(k) Plan (U.S. Based Companies Only)





91% of U.S. respondents offer a 401(k) plan and larger companies are more likely to have matching 401(k) contributions



401(k) Providers (U.S. Based Companies Only)

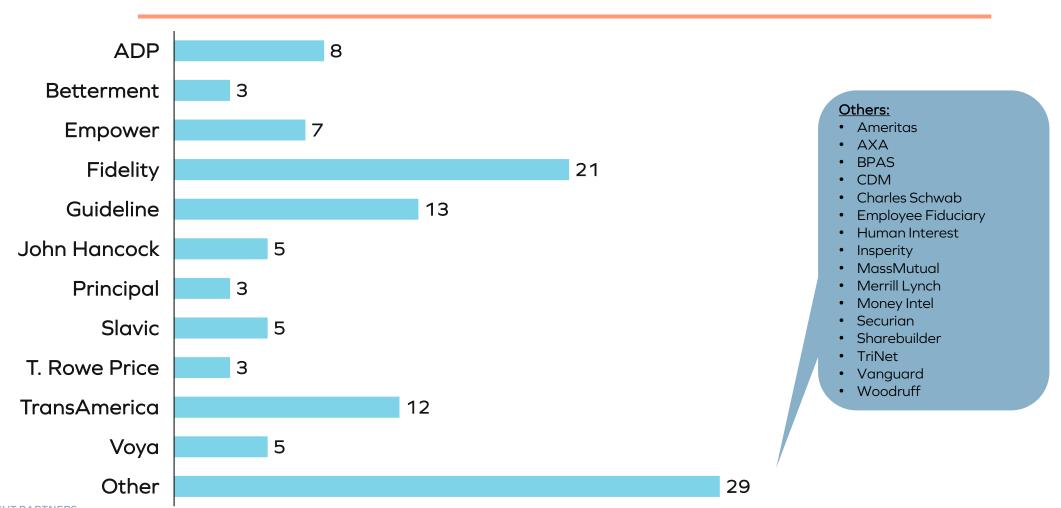


60



A variety of 401(k) providers are used by Insight's U.S. based portfolio companies - the most used provider is Fidelity

Number of Portfolio Companies Using Each 401(k) Provider (N=114)



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Medical Insurance Premiums (U.S. Based Companies Only)



Average Monthly Medical Insurance Premium U.S. Companies (N=96)





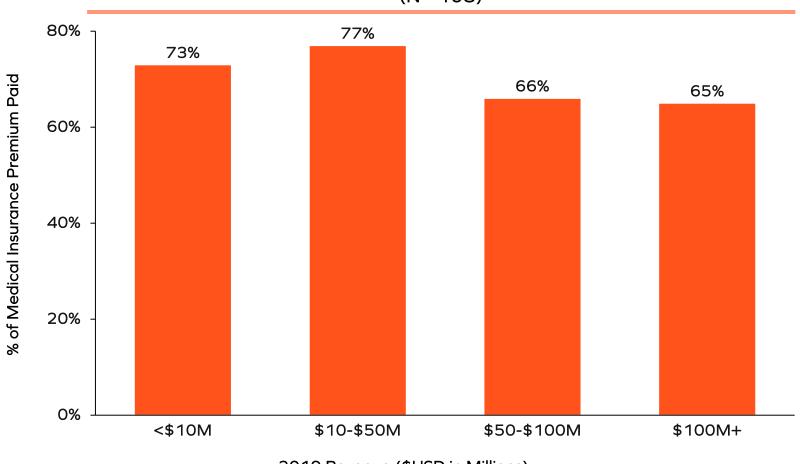
Medical Insurance Premiums Paid (U.S. Based Companies Only)





On average, U.S based companies that responded pay 70% of medical insurance premiums

Average Percentage Of Medical Insurance Premiums Paid By The Company (N = 108)



2019 Revenue (\$USD in Millions)

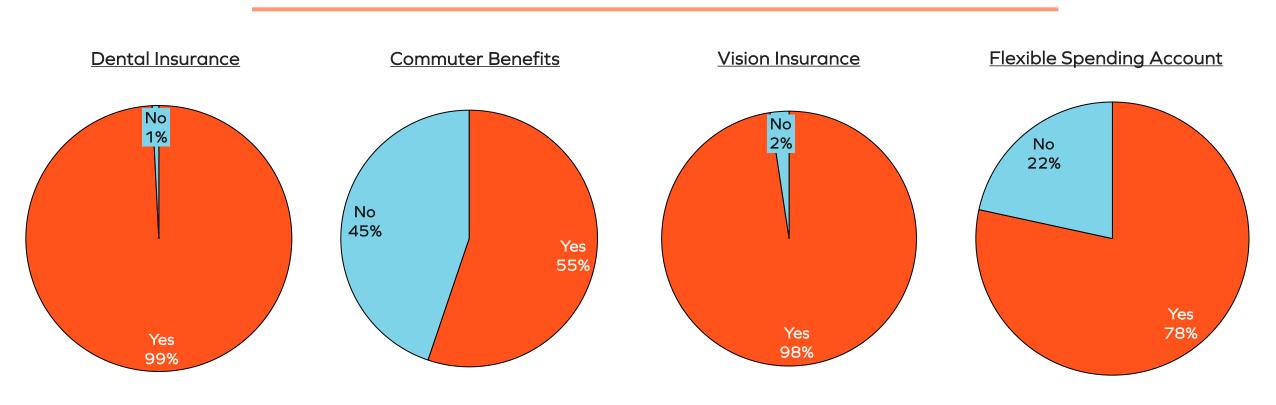
What Other Benefits Do You Provide? (U.S. Based Companies Only)





Almost all U.S. companies that responded provide Dental Insurance, Vision Insurance, and Flexible Spending Accounts, but only 55% of the companies that responded provide Commuter Benefits

Does Your Company Provide the Following Types of Benefits? (N=125)



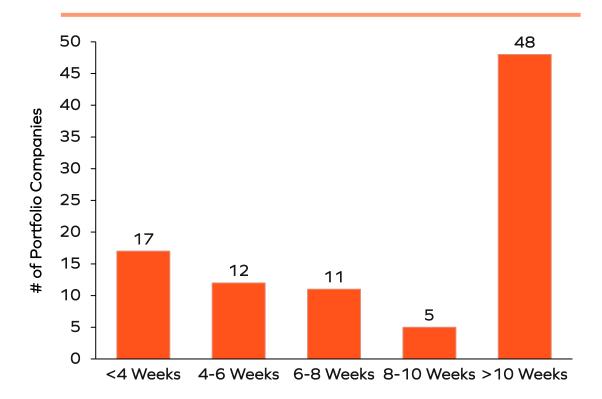
Parental Leave (U.S. Based Companies Only)



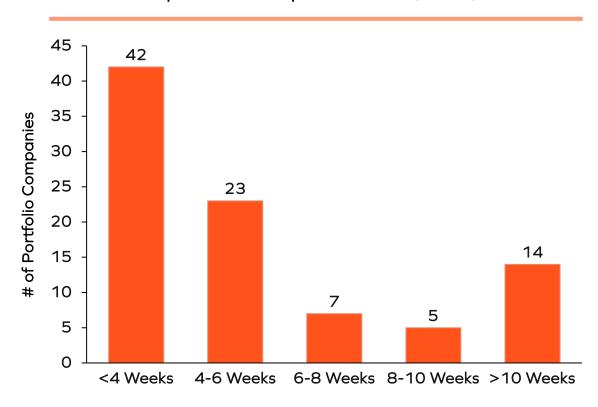


Most respondents provide more than 10 weeks of paid parental leave for primary caregivers and less than 6 weeks for non-primary caregivers

Paid Parental Leave Granted to Primary Caregiver Upon Birth/Adoption of Child (N=93)



Paid Parental Leave Granted to Non-Primary Caregiver Upon Birth/Adoption of Child (N=91)



Vacation/Personal Days





Most respondents (both U.S. based and non-U.S. based) give >20 vacation/personal days annually to employees

Vacation/Personal Days for Employees (N=121)# of Portfolio Companies <14 Days 15-19 Days 20-25 Days 26-35 Days Unlimited

U.S. Based Companies

Vacation/Personal Days for Employees (N=48)# of Portfolio Companies <14 Days 15-19 Days 20-25 Days 26-35 Days Unlimited

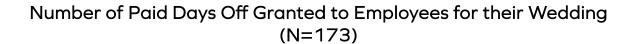
Non-U.S. Based Companies

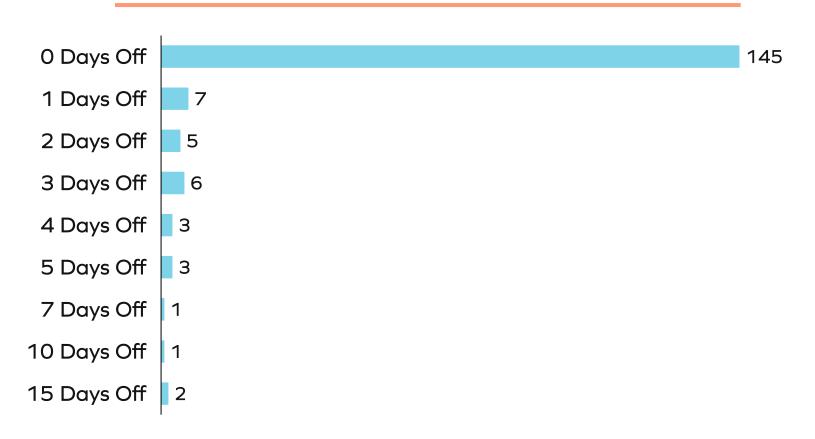
Paid Time Off for Wedding





Very few companies provide paid time off for an employee's wedding





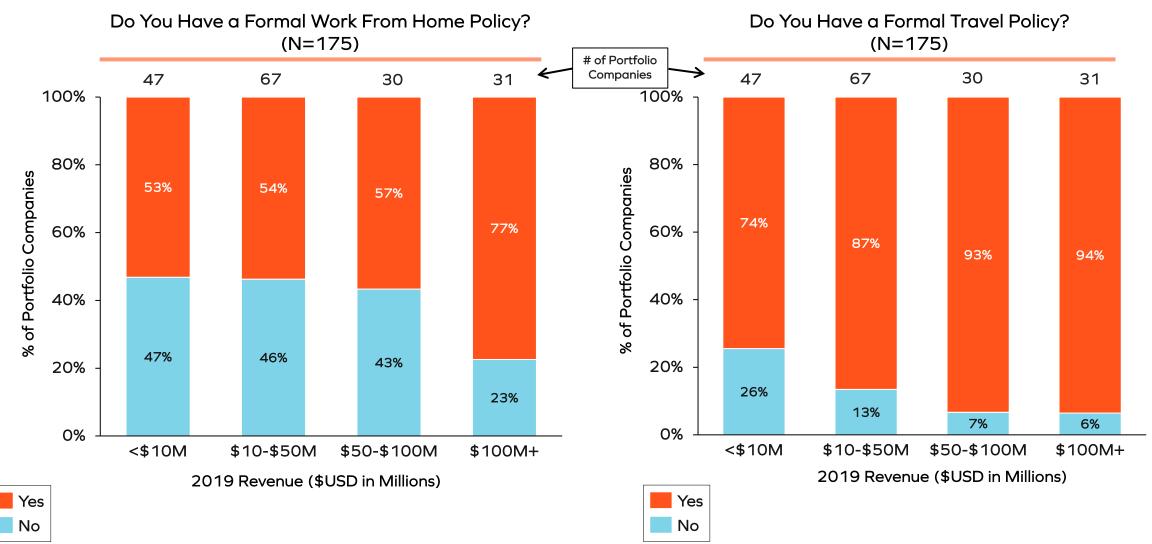
Work From Home and Travel Policies





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Most companies have formal work from home policies and formal travel policies

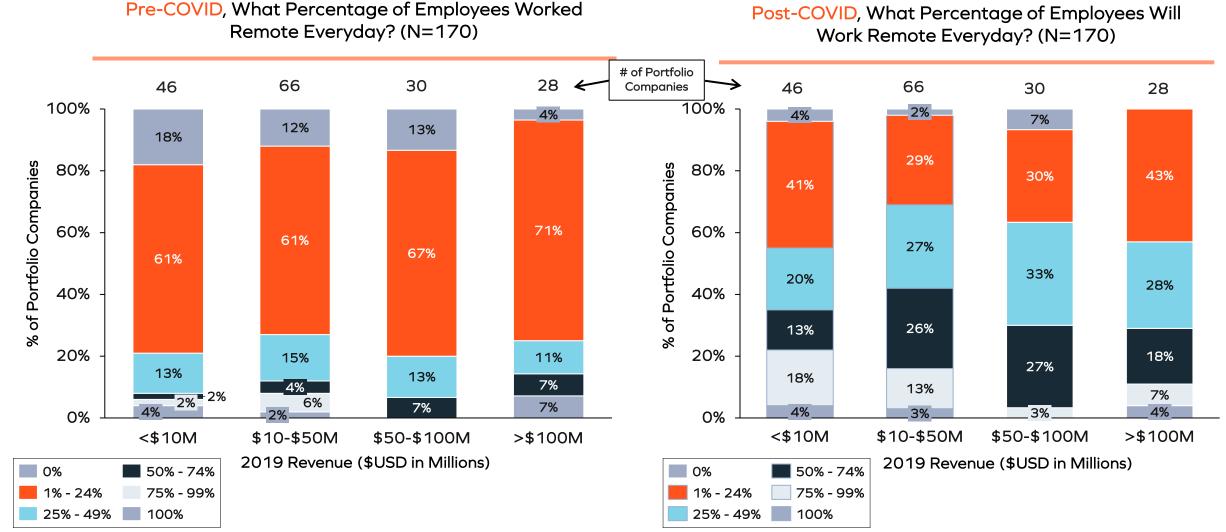


COVID-19 Impact: Work From Home Arrangements





Due to the impact of COVID-19, companies are likely to shift to remote work options for some employees



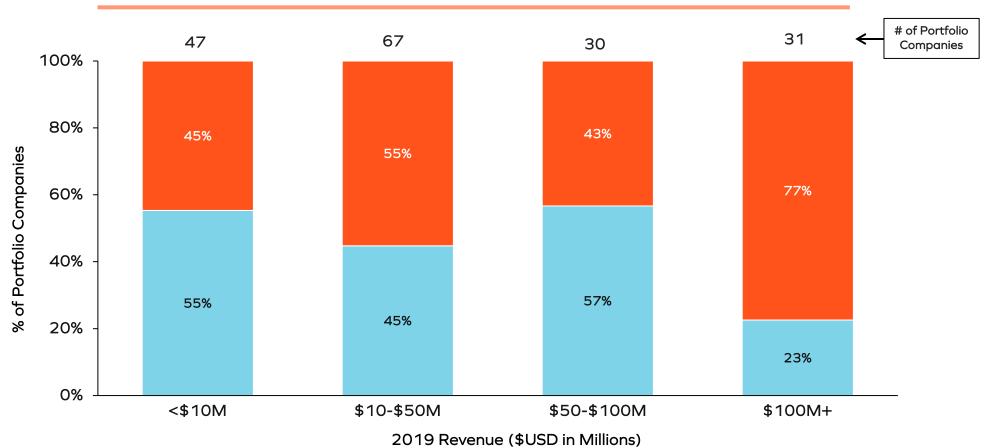
Whistle Blower Program for Reporting Sexual Harassment





77% of companies with >\$100M in revenue have an anonymous way for employees to report sexual harassment

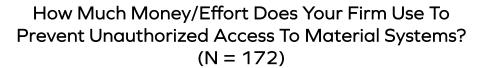
Do You Have an Anonymous Way for Employees to Report Sexual Harassment? (N=175)



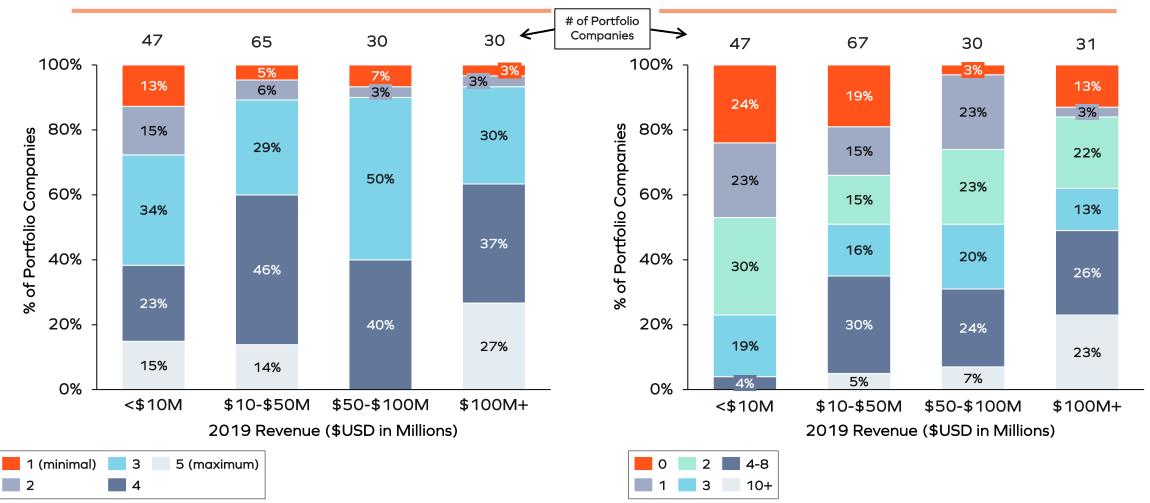
Cyber Security,
Disaster Recovery
and Insurance
Coverage

Cyber Security





How Many Full Time Employees Dedicate At Least 20% Of Their Time to Cyber Security? (N = 175)

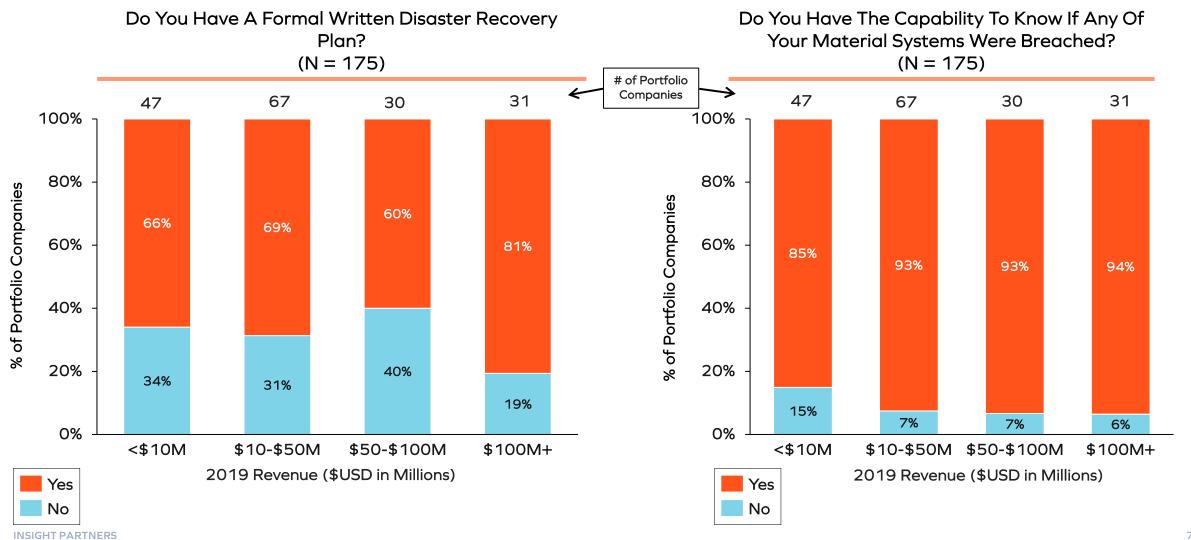


Disaster Recovery (by Revenue)





- Larger respondents were more likely to have a formal disaster recovery plan
- Overall, 91% of respondents had capabilities to detect a material systems breach

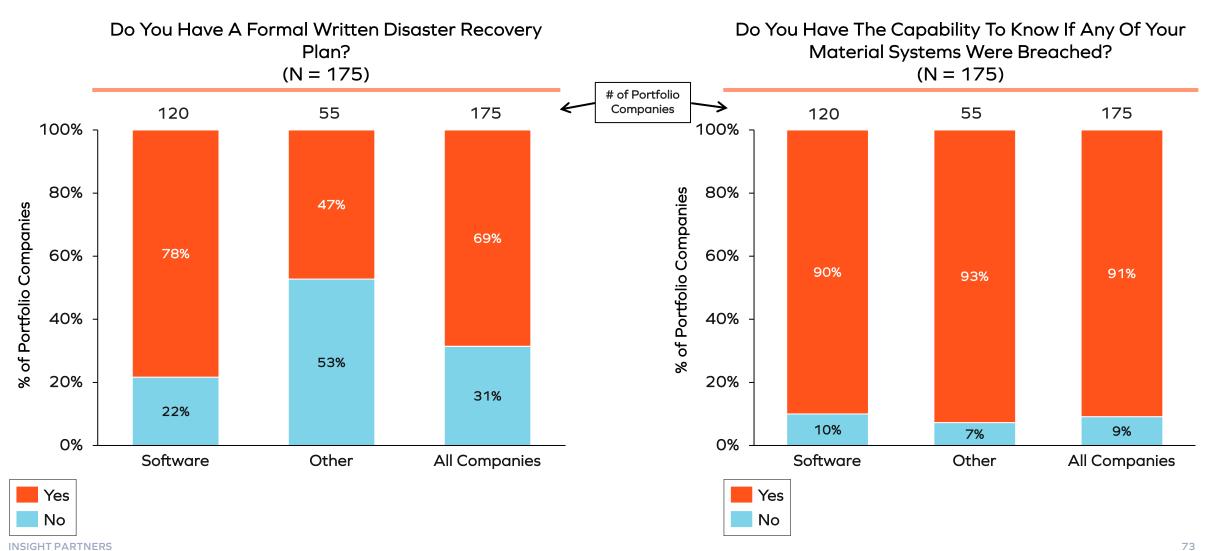


Disaster Recovery (by Business Model)





78% of companies that sell software have a formal written disaster recovery plan



What Types Of Insurance Coverage Do You Have?

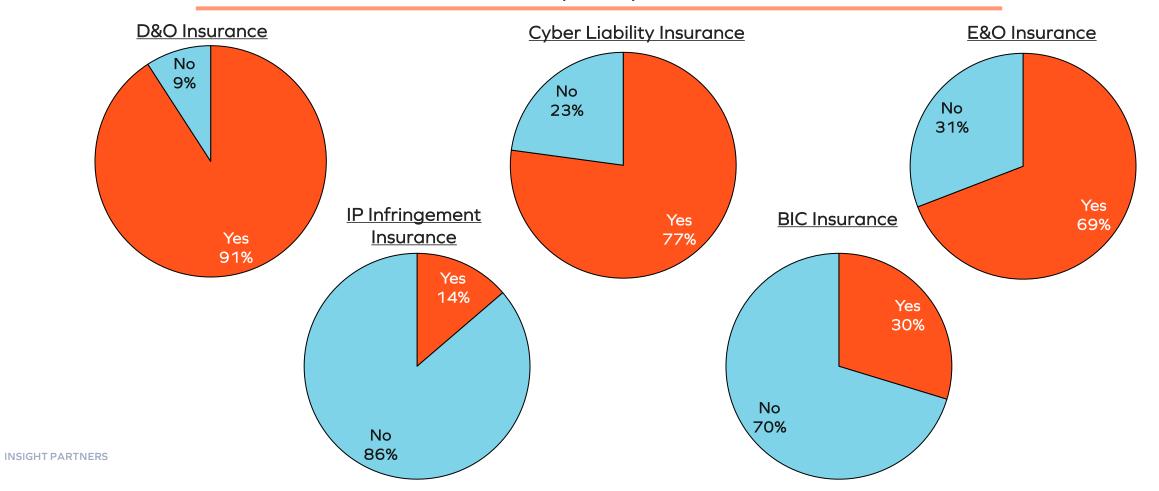


74



Most companies that responded have D&O, Cyber Liability, and E&O insurance, but only 29% of the companies that responded have Business Income Coverage ("BIC") insurance, and 14% have IP Infringement insurance

Does Your Company Have Directors & Officers, Cyber Liability, Errors & Omissions, Business Income Coverage and IP Infringement Insurance?
(N=175)

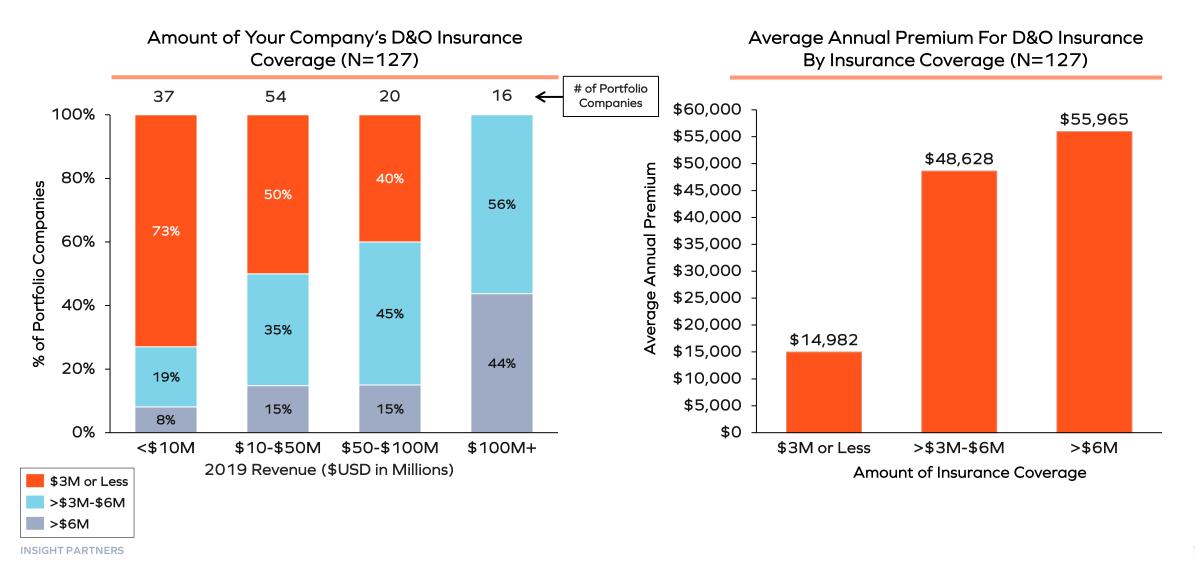


Directors & Officers (D&O) Insurance





51% of respondents have greater than \$3M of directors and officers insurance coverage

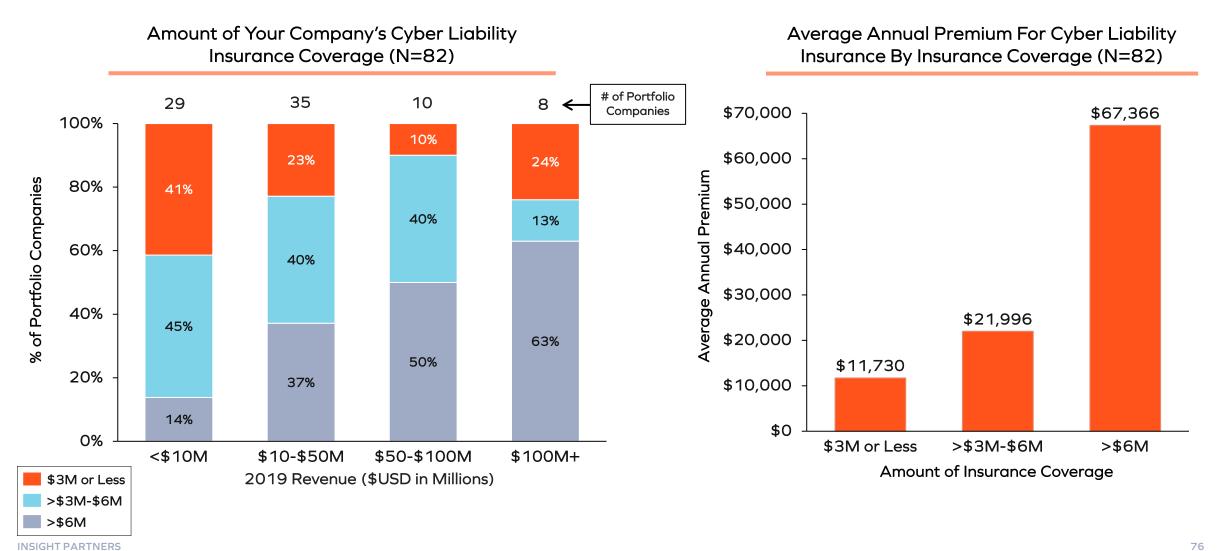


Cyber Liability Insurance





72% of respondents have greater than \$3M of cyber liability insurance coverage

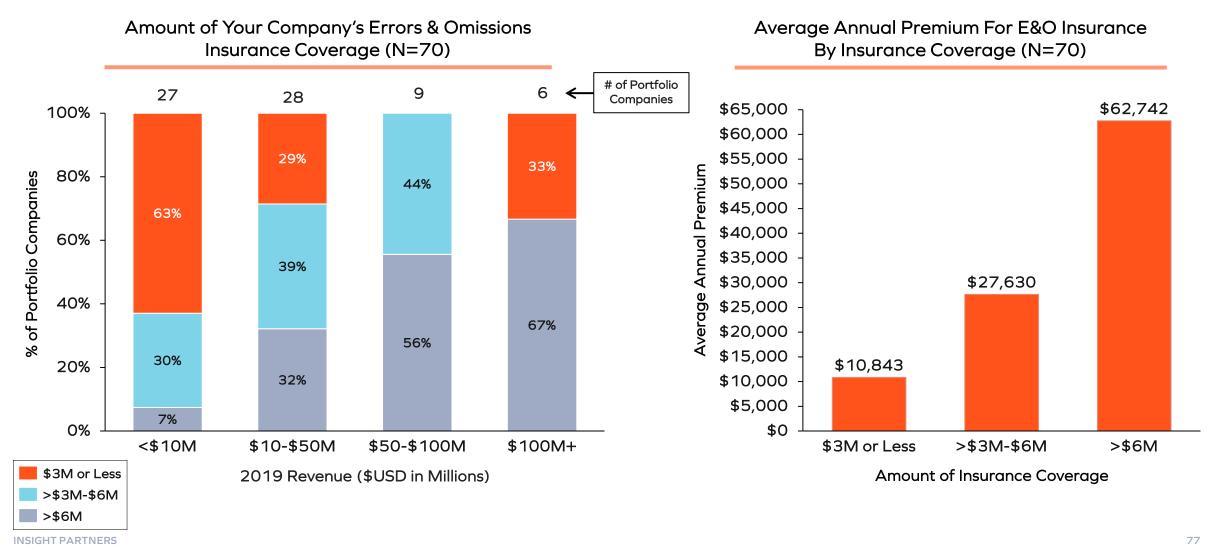


Errors & Omissions (E&O) Insurance





61% of respondents have greater than \$3M of errors and omissions insurance



CFO Responsibilities and Resources

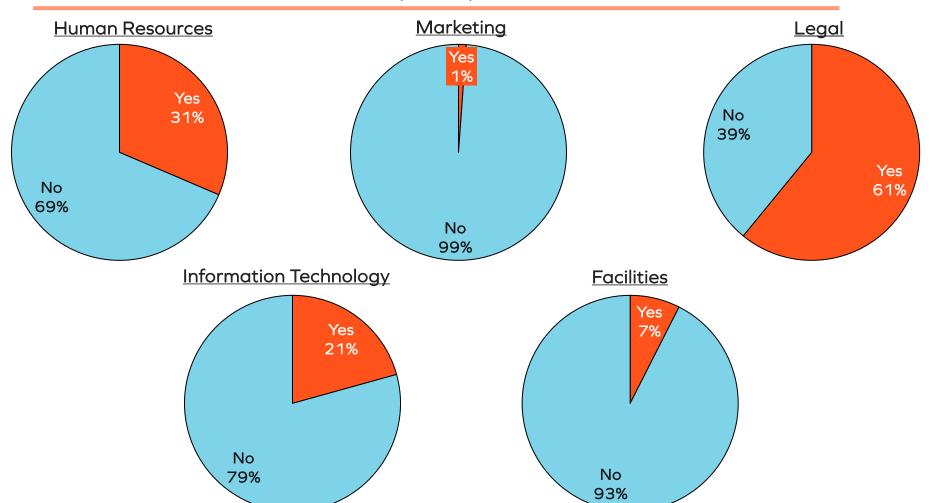
Responsibilities of the CFO





The CFOs at roughly half of the portfolio companies were responsible for the legal function, but very few were expected to oversee marketing

Which Of The Following Reports To, Or Is The Responsibility Of, The CFO? (N=175)

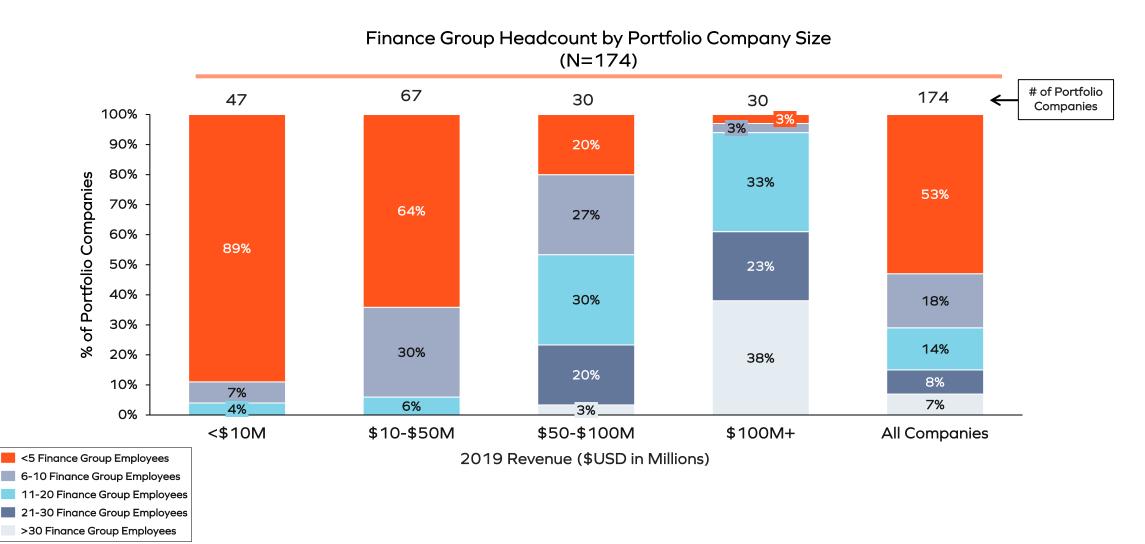


Finance Group Headcount (By Revenue)





71% of the companies who responded have 10 or fewer headcount in the finance group



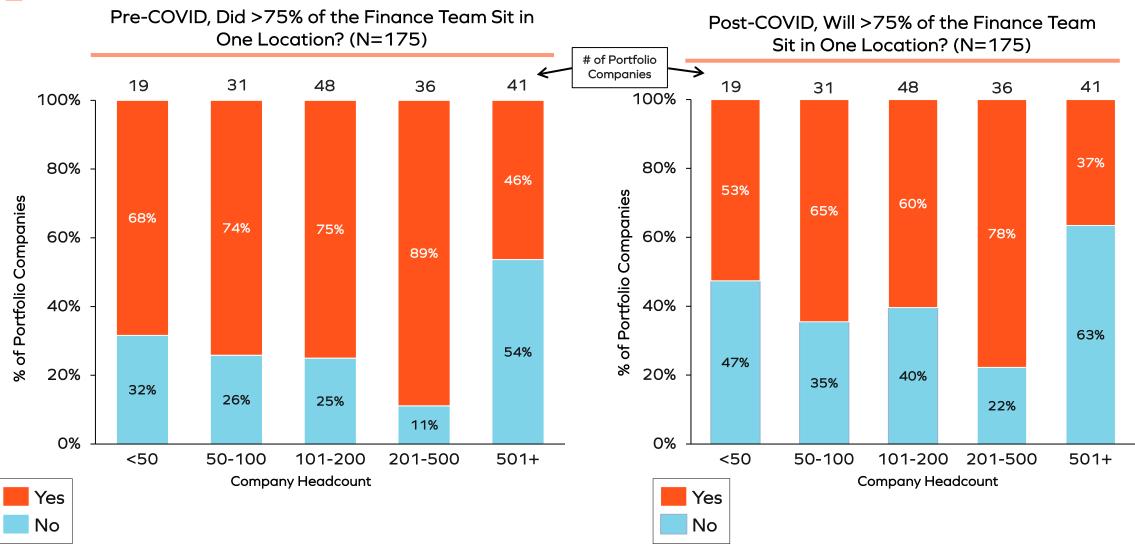
COVID-19 Impact: Finance Team Location





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Due to the impact of COVID-19, companies are likely to shift to remote work options for some employees



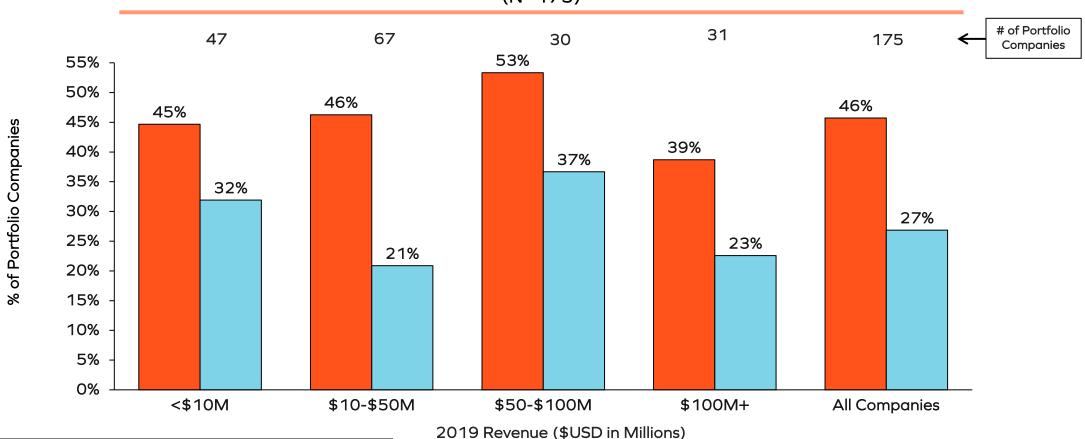
Sufficiency of Finance Department Resources





CFOs at large portfolio companies were less likely to believe their finance group is under-staffed or insufficiently financed

Do You Believe Your Finance Team Is Under-Staffed/Insufficiently Financed? (N=175)



% of Companies That Are Under-Staffed

] % of Companies with Insufficient Resources for Finance Team

How Prepared Are You For Financial Due Diligence Requests?

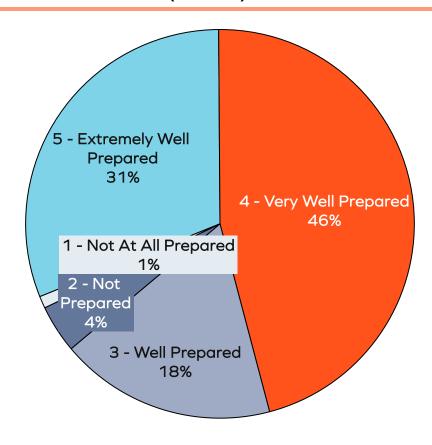




77% of the companies that responded to the survey believe that they are "very well" or "extremely well" prepared to handle the financial due diligence requests related to a potential sale

On A Scale Of 1 Through 5, How Prepared Do You Believe You Are To Handle The Financial Due Diligence Requests In The Event Your Company Was Sold?

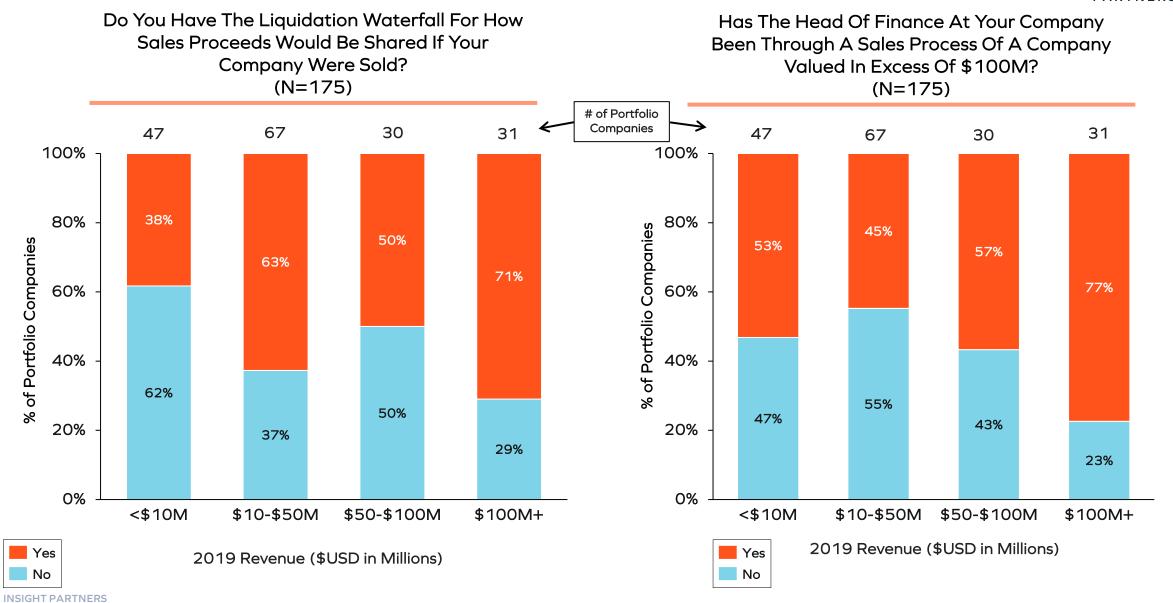
(N=175)



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How Prepared Are You For an Exit?



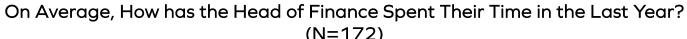


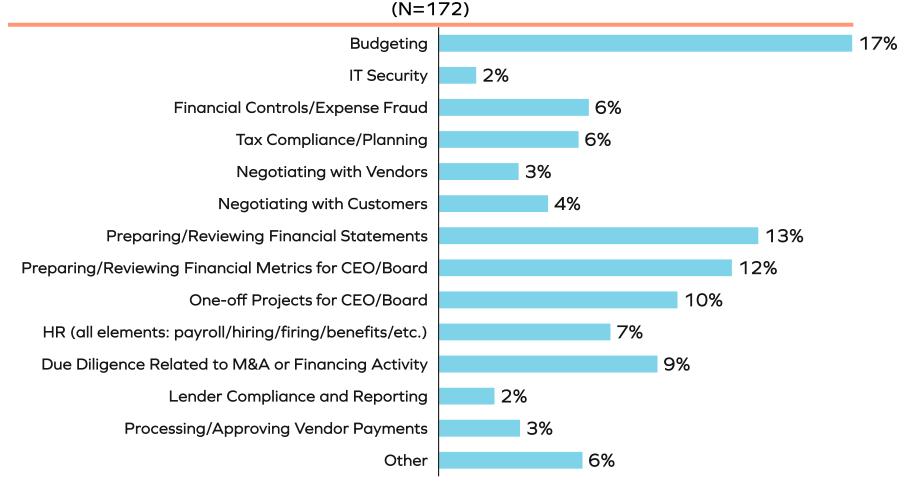
How Does the Head of Finance Spend Their Time?





On average, the head of finance spends most of their time on budgeting, preparing/reviewing financial statements, and working on financial metrics and projects for the CEO/board





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2019 Initiative Not Producing Anticipated Results





In total, 30 out of 175 portfolio companies (17%) had an initiative in 2019 that did not yield the expected results, with systems implementation being the most common

Was There a 2019 Initiative that Required a Significant Time Investment from the Head of Finance that Did Not Yield the Results that were Anticipated?

(N=30)

