2020 SAAS SURVEY RESULTS

**COVID EDITION** 

THROUGH MAY 31, 2020

KeyBanc Capital Markets

#### KBCM TECHNOLOGY GROUP SAAS SURVEY – COVID EDITION

2020 Private SaaS Company Survey



In 2010, we created the Pacific Crest SaaS Survey to provide business leaders and investors meaningful benchmarks to assess performance, manage operations, and make well-informed strategic and financial decisions. Since then, the (now) KBCM SaaS Survey has become the industry's go-to benchmarking report.

In 2020, with the impact of COVID on everyone's mind, gauging performance is more important than ever. We've redesigned this year's survey to help determine how things are changing. What does outperformance look like in this environment? Who is prospering and who is struggling? How are companies reacting?

This initial report reviews data from over 500 private SaaS company respondents. Our focus is on baseline performance for 2019 and 2020 year-to-date, through May 31st, with responses collected from mid-June through early July.

Importantly, we recognize that we may still be in the early stages of the market disruptions caused by COVID. So this year, rather than a one-time check-in, we intend to reach back out to companies as things progress, and have established unique secret code names to allow continuity without sacrificing confidentiality and anonymity.

Finally, we would like to acknowledge the following partners who assisted in the solicitation of responses:

Andreessen Horowitz	Battery Ventures	Bessemer Venture Partners
FLG Partners	Francisco Partners	GGV Capital
JMI Equity	Matrix Partners	Meritech Capital Partners
Redpoint Ventures	Ridge Ventures	Sage Intacct
Sapphire V	entures Warb	urg Pincus

And a special thanks, as always, to David Skok of Matrix Partners who has helped popularize the use of this report on his blog, for Entrepreneurs.com.

## **SUMMARY FINDINGS**

- 2020E top-line growth projections have been nearly cut in half
  - Median 2020E ARR growth now +20% vs. +36% in 2019, and ~+40% originally expected
  - Top quartile growers down similarly, at ~+50% growth vs. ~+100% last year
- Reduced bookings YTD is the primary driver of the decline for most
- Churn has ticked up, but only incrementally (so far) for most
- Sales productivity is down, but not as severely as one might have predicted
- Companies cutting burn rates through RIFs and/or other means

#### **Φ**π

- BUT..... Let's recognize that this is still a clear bright spot given the economic backdrop!
  - In 2020, +20% growth is very strong; +50% is off-the-charts

#### 2020 Private SaaS Company Survey















# **SUMMARY FINDINGS (CONT.)**

2020 Private SaaS Company Survey



#### **Selected (Relative) Winners**











**Fastest Growers** 

"Steady-Eddie" Growers

**Dev-Ops** 

**Security** 

IT

#### **Selected Losers**







**High-Churn Players Unable to Fund Losses** 



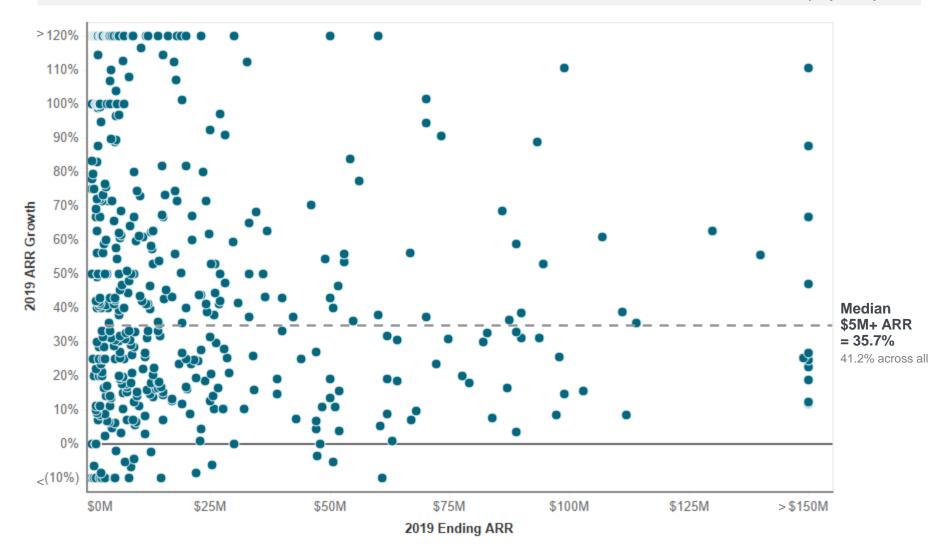
Underperforming **Players Pre-COVID** 

# LAST YEAR VS. THIS YEAR – DIFFERENT WORLDS!

# 2019 LOOKED LIKE ANOTHER TYPICAL GROWTH YEAR IN SAAS...

2020 Private SaaS Company Survey

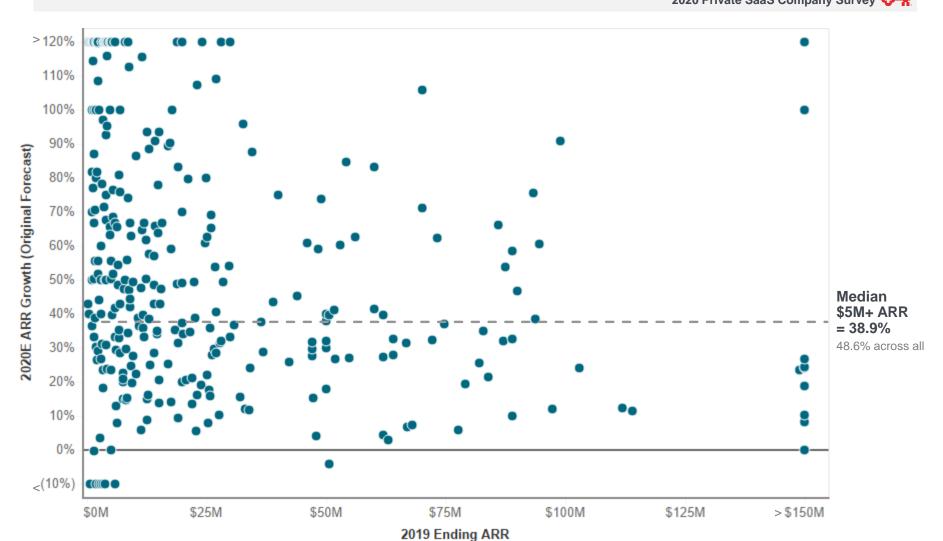






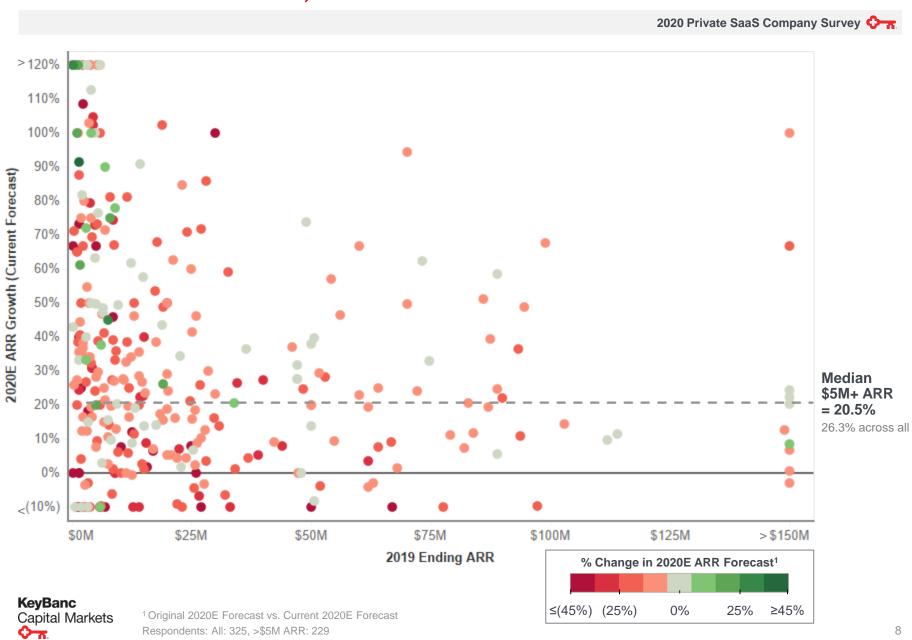
# ... AND ORIGINAL EXPECTATIONS FOR 2020 WERE EVEN BETTER...

2020 Private SaaS Company Survey





# **NEEDLESS TO SAY, EXPECTATIONS HAVE CHANGED**

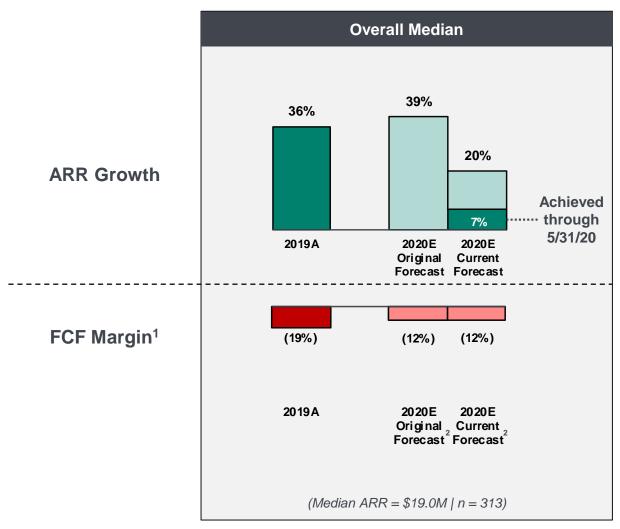


#### HOW HAVE GROWTH AND CASH FLOW EXPECTATIONS CHANGED?

2020 Private SaaS Company Survey 💝 📆



Median Values for Companies with \$5M+ in 2019 ARR



#### $\Diamond_{\mathbf{\pi}}$

Throughout the survey, we will use scorecards to profile key summary metrics.

- 2020E Original Forecast reflects expectations on 1/1/20
- 2020E Current Forecast reflects revised target as of 5/31/20
- The dark green segment of 2020E Current ARR Forecast represents ARR growth achieved through 5/31/20



<sup>&</sup>lt;sup>1</sup> FCF Margins are based on GAAP revenues

<sup>&</sup>lt;sup>2</sup> 2020E FCF Margins estimated based on FCF projections directed provided by participants and derived estimates of 2020E GAAP revenues, since projected GAAP figures were not directly asked for in the survey

# WHAT IS IMPACTING PERFORMANCE?

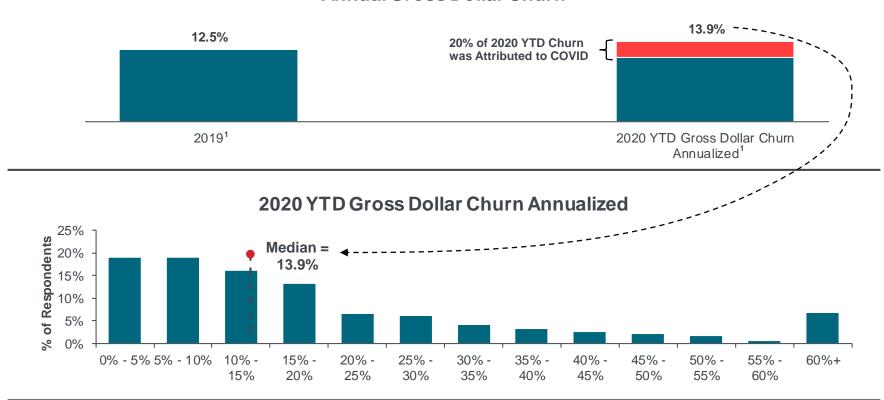
## WHAT IS IMPACTING PERFORMANCE? – GROSS DOLLAR CHURN

2020 Private SaaS Company Survey



Median Values for Companies with \$5M+ in 2019 ARR

#### **Annual Gross Dollar Churn**



#### **Net Dollar Retention<sup>2</sup>**

2019: 102%

2020 YTD: 99%

<sup>1</sup> 2019 Annual Gross Dollar Churn measured on 2019 starting ARR; 2020 measured on 2020 starting ARR for the 5 months ended 5/31/20, then annualized by multiplying by 12/5

<sup>2</sup> Net Dollar Retention represents how much a company's existing ARR base at the end of 2018 expanded or contracted, adding upsells and expansion from existing customers, subtracting gross dollar churn

Note: In the histogram, values that fall on the boundary between two bins are included in the bin to the right



**KeyBanc** 

 $\Diamond$ 

Respondents: Annual Gross Dollar Churn 2019 / 2020 YTD Annualized: 249 / 249; Net Dollar Retention 2019 / 2020 YTD: 240 / 231

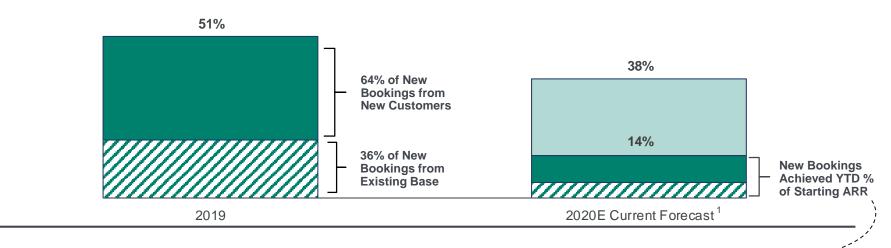
#### WHAT IS IMPACTING PERFORMANCE? – NEW BOOKINGS

2020 Private SaaS Company Survey

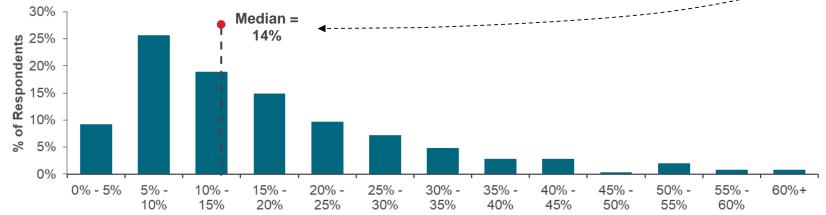


Median Values for Companies with \$5M+ in 2019 ARR

#### **Gross New ARR Bookings % of Starting ARR**



# Distribution of New Bookings Achieved YTD % of Starting ARR





1 2020E forecast reflects 2020E bookings required to achieve 2020E ARR year-end forecast, assuming that full year gross churn is equal to YTD annualized gross churn

#### WHAT IS IMPACTING PERFORMANCE? – SALES EFFICIENCY

2020 Private SaaS Company Survey 🛟 📆



Median Values for Companies with \$5M+ in 2019 ARR

#### **CAC Ratio Comparison**



#### **New Customer CAC Ratio**

Fully-loaded S&M spend to acquire \$1 of new ARR from a new customer



Fully-loaded S&M Targeted at New Customers

ARR Bookings from New Customers

#### **Upsell & Expansion CAC Ratio**

Fully-loaded S&M spend to acquire \$1 of new ARR from upsells & expansions



Fully-loaded S&M Targeted at Upsell & Expansion

ARR Bookings from Upsell & Expansion

#### **Blended CAC Ratio**

Fully-loaded S&M spend to acquire \$1 of new ARR across all customers



Fully-loaded S&M

Gross ARR Bookings



# WHAT IS IMPACTING PERFORMANCE? - CAC PAYBACK PERIOD

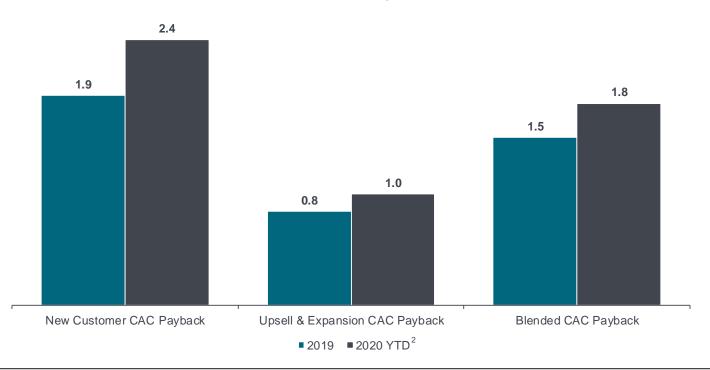
2020 Private SaaS Company Survey



Median Values for Companies with \$5M+ in 2019 ARR

#### **CAC Payback Period (Years)**

(Adjusted Gross Margin Basis<sup>1</sup>)



#### **CAC Payback Period**

Time (years) it takes for recurring SaaS gross margin dollars, as adjusted for recurring cost of renewals, to pay back the fully-loaded S&M cost of acquiring the new booking



**CAC** Ratio

Adjusted SaaS Gross Margin<sup>1</sup>



<sup>&</sup>lt;sup>1</sup> SaaS Gross Margin adjusted to include the S&M costs attributed to renewals

<sup>&</sup>lt;sup>2</sup> 2020 YTD CAC calculations assume the same S&M split between New Customer and Upsell & Expansion as in 2019; using 2019 Adjusted SaaS Gross Margin

# WHICH COMPANIES ARE MOST IMPACTED?

#### WHO'S BEEN MOST AFFECTED?

2020 Private SaaS Company Survey

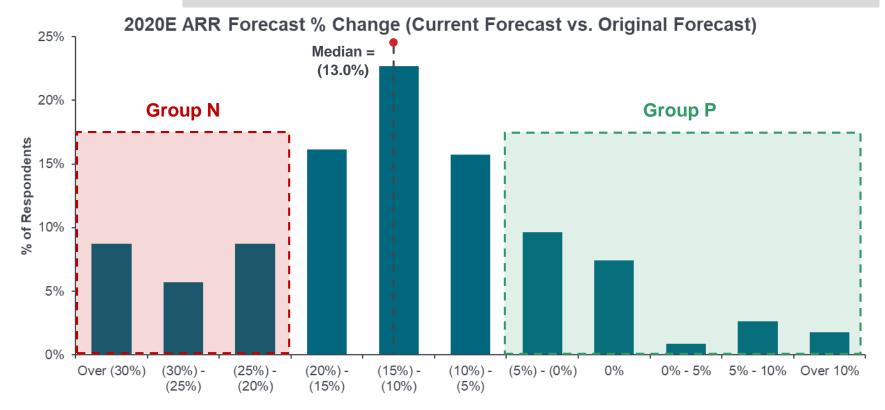


Median Values for Companies with \$5M+ in 2019 ARR



In order to understand which companies have been most affected, we have plotted a histogram to illustrate the revisions to 2020 ARR forecasts and profiled two groups:

- Group N had the most negative adjustments
- Group P had the most positive adjustments





Note: Group P respondents adjusted 2020 ARR forecasts most positively - from down less than 5% through no change, to increases in forecast (22% of total respondents); Group N respondents reduced their 2020E ARR forecasts by 20% or more (23% of total respondents)

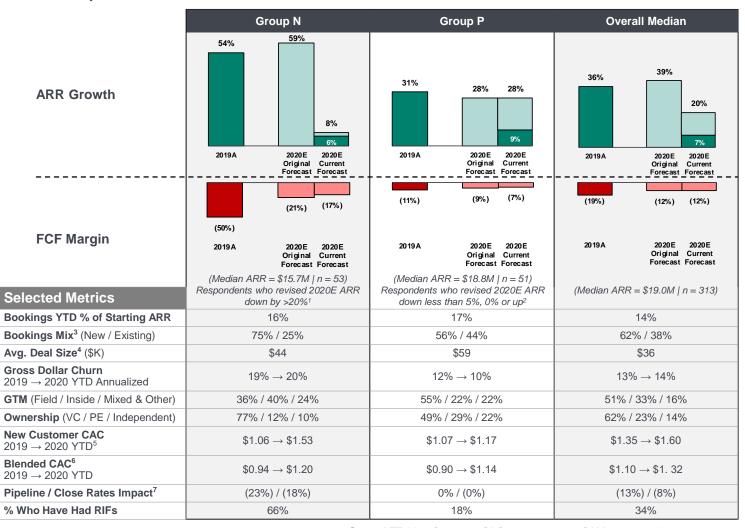
Note: Values that fall on the boundary between two bins are included in the bin to the right

#### WHAT ATTRIBUTES DISTINGUISH GROUPS N AND P?

2020 Private SaaS Company Survey



#### Median Values for Companies with \$5M+ in 2019 ARR





<sup>&</sup>lt;sup>1</sup> Reflects 23% of respondents

<sup>&</sup>lt;sup>2</sup> Reflects 22% of respondents

<sup>3 2020</sup> YTD

<sup>&</sup>lt;sup>4</sup> Across all customers

<sup>&</sup>lt;sup>5</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

<sup>&</sup>lt;sup>6</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs

<sup>&</sup>lt;sup>7</sup> Impact of COVID on forward six-month pipeline and close rates vs. expectations

## ANALYSIS OF THE FASTEST GROWING COMPANIES

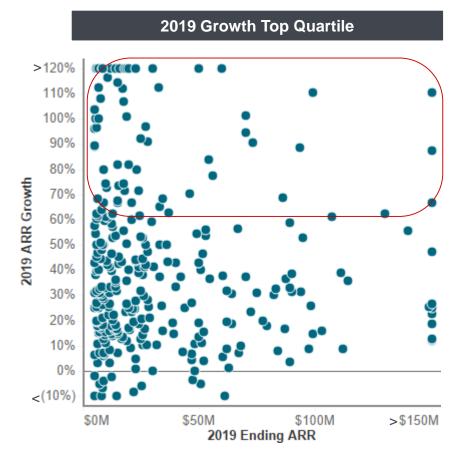
2020 Private SaaS Company Survey

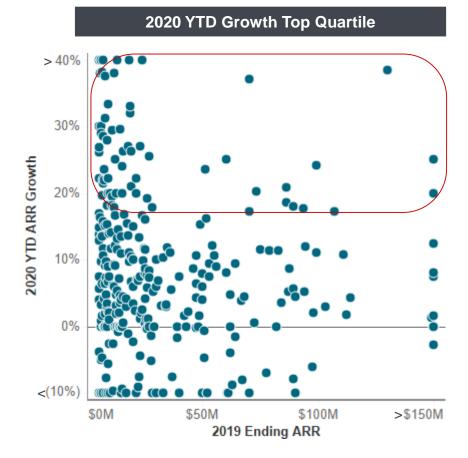


Companies with \$5M+ in 2019 ARR



We also wanted to evaluate how the fastest growing SaaS companies have been impacted relative to the overall median.



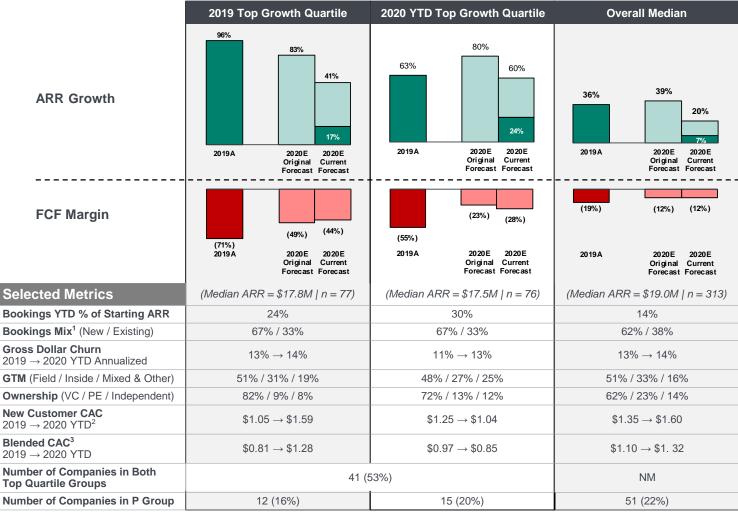


#### HOW ARE THE FASTEST GROWING COMPANIES IMPACTED?

2020 Private SaaS Company Survey



#### Median Values for Companies with \$5M+ in 2019 ARR



<sup>&</sup>lt;sup>1</sup> 2020 YTD

<sup>3</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs



**KeyBanc** 

 $\Diamond$ 

<sup>&</sup>lt;sup>2</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

# **AVERAGE DEAL SIZE (INITIAL CONTRACT)**

2020 Private SaaS Company Survey

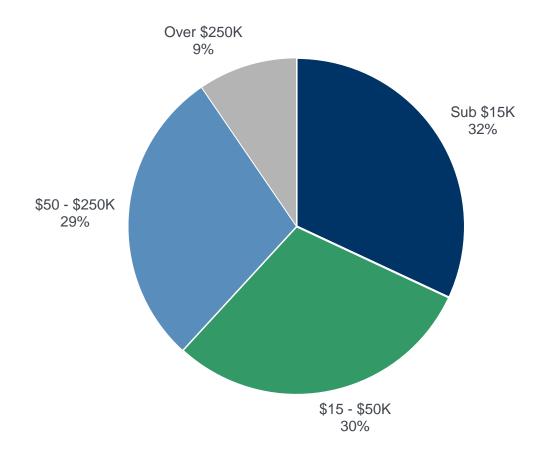


Companies with \$5M+ in 2019 ARR



**Gross New ARR Bookings from New Customers in 2019** 

# of Paying Customers Added in 2019





# CORRELATION OF PERFORMANCE WITH AVERAGE DEAL SIZE (INITIAL CONTRACT)

2020 Private SaaS Company Survey



Median Values for Companies with \$5M+ in 2019 ARR





<sup>1 2020</sup> YTD

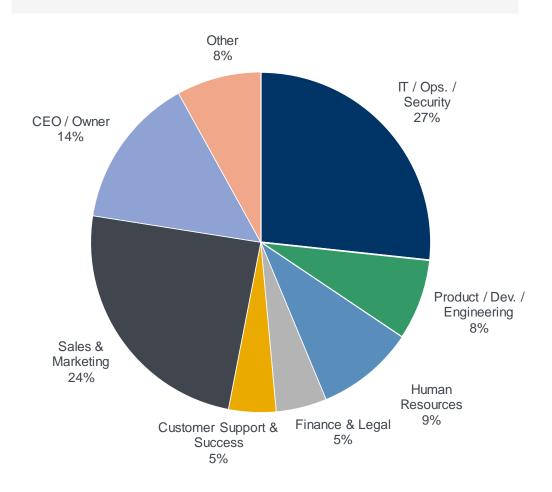
<sup>&</sup>lt;sup>2</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

<sup>3</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs



Companies with \$5M+ in 2019 ARR

## Who is the Primary Buyer of Your Product at Your Customer?





#### CORRELATION OF PERFORMANCE WITH PRIMARY BUYER GROUP

2020 Private SaaS Company Survey



Median Values for Companies with \$5M+ in 2019 ARR



<sup>1 2020</sup> YTD



<sup>&</sup>lt;sup>2</sup> Across all customers

<sup>&</sup>lt;sup>3</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

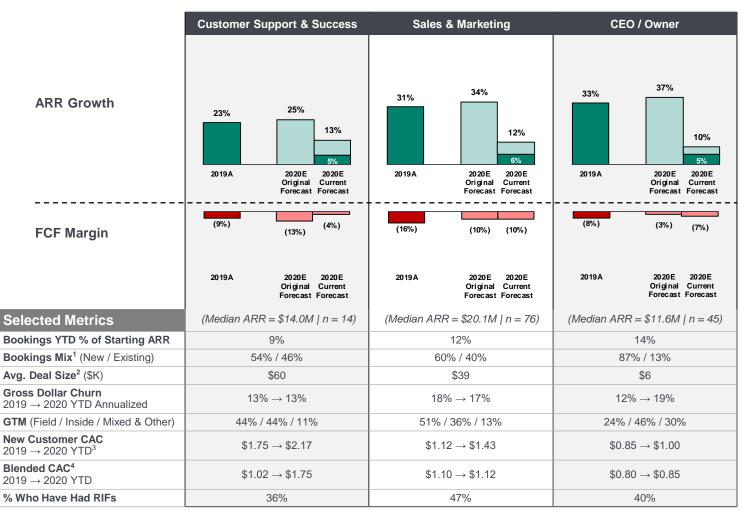
<sup>&</sup>lt;sup>4</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs

# CORRELATION OF PERFORMANCE WITH PRIMARY BUYER GROUP (CONT.)

2020 Private SaaS Company Survey



Median Values for Companies with \$5M+ in 2019 ARR



<sup>&</sup>lt;sup>1</sup> 2020 YTD



<sup>&</sup>lt;sup>2</sup> Across all customers

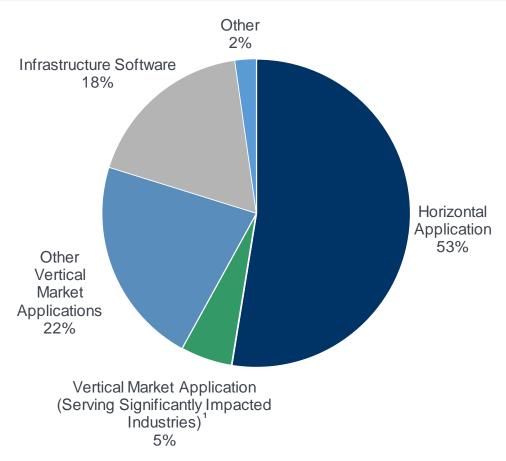
<sup>&</sup>lt;sup>3</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

<sup>&</sup>lt;sup>4</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs



Companies with \$5M+ in 2019 ARR

#### Which category best fits your SaaS Product? 1) Horizontal Application; 2) Vertical Market Application; 3) Infrastructure Software; 4) Other





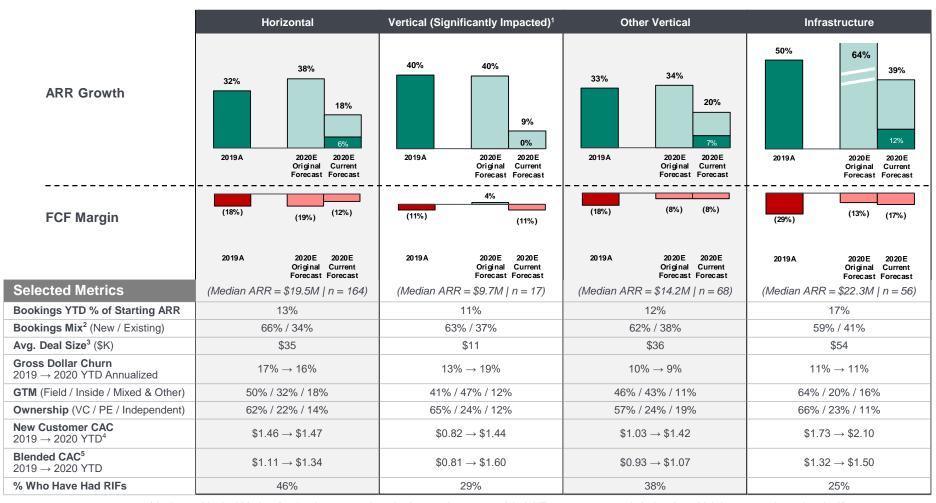
<sup>&</sup>lt;sup>1</sup> Indicates Vertical Market Application companies who have at least 70% of their YE 2019 customers in industries which have experienced a significant negative impact from COVID

#### CORRELATION OF PERFORMANCE WITH APPLICATION TYPE

2020 Private SaaS Company Survey 🚓



#### Median Values for Companies with \$5M+ in 2019 ARR



<sup>1</sup> Indicates Vertical Market Application companies who have at least 70% of their YE 2019 customers in industries which have experienced a significant negative impact from COVID

**KeyBanc** 

 $\bigcirc$ 

Capital Markets

<sup>4</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

<sup>&</sup>lt;sup>2</sup> 2020 YTD

<sup>&</sup>lt;sup>3</sup> Across all customers

<sup>&</sup>lt;sup>5</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs

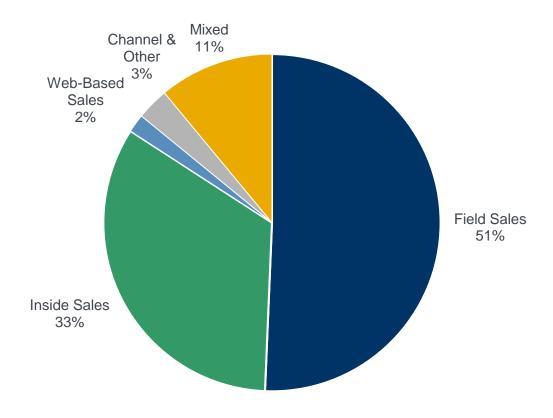
# PRIMARY MODE OF DISTRIBUTION

2020 Private SaaS Company Survey



Companies with \$5M+ in 2019 ARR

Primary Mode of Distribution is defined by determining the greatest contributor to new sales and confirming that it is at least a 20% point higher contributor than any other. If no mode satisfies these conditions, then it is Mixed





# CORRELATION OF PERFORMANCE WITH PRIMARY MODE OF DISTRIBUTION

2020 Private SaaS Company Survey



Median Values for Companies with \$5M+ in 2019 ARR



<sup>&</sup>lt;sup>1</sup> 2020 YTD

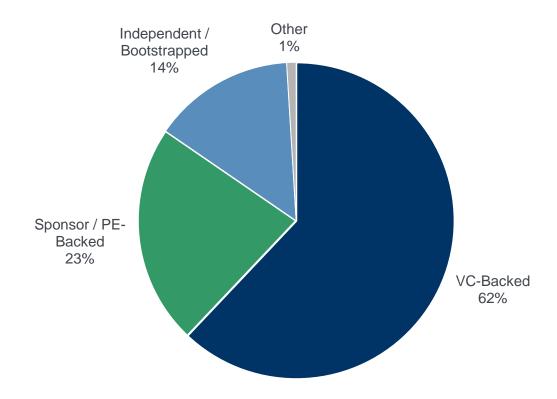
<sup>&</sup>lt;sup>2</sup> Across all customers

<sup>&</sup>lt;sup>3</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

<sup>&</sup>lt;sup>4</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs

Companies with \$5M+ in 2019 ARR

Characterize the current ownership of the business: 1) VC-Backed (no majority owner); 2) Sponsor / PE-backed (controlled); 3) Independent and/or bootstrapped; 4) Other



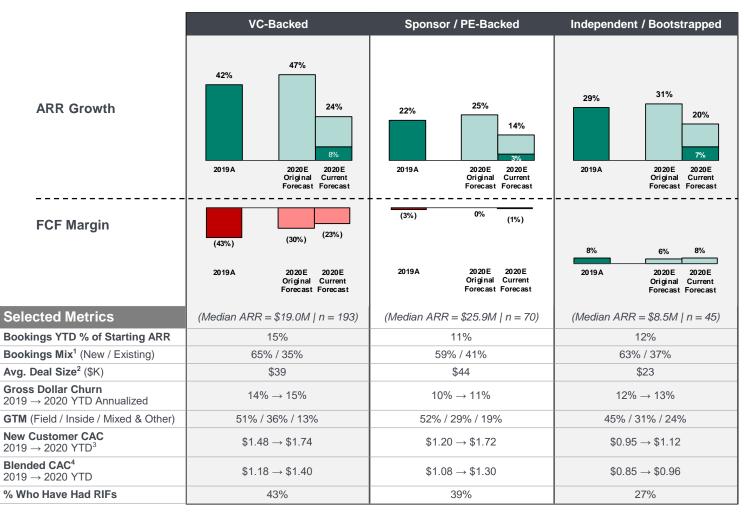


#### CORRELATION OF PERFORMANCE WITH OWNERSHIP

2020 Private SaaS Company Survey



Median Values for Companies with \$5M+ in 2019 ARR



<sup>&</sup>lt;sup>1</sup> 2020 YTD

 $\Diamond$ 

**KeyBanc** Capital Markets

<sup>&</sup>lt;sup>2</sup> Across all customers

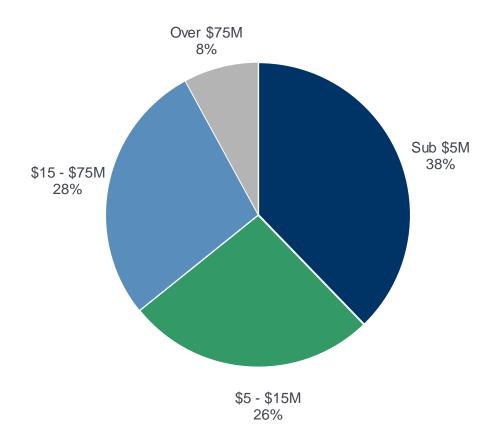
<sup>&</sup>lt;sup>3</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

<sup>&</sup>lt;sup>4</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs



31

#### **Distribution of 2019 Ending ARR**



# **CORRELATION OF PERFORMANCE WITH SIZE OF COMPANY (2019 ARR)**

2020 Private SaaS Company Survey



#### Median Values



<sup>&</sup>lt;sup>1</sup> 2020 YTD

<sup>&</sup>lt;sup>5</sup> Impact of COVID on forward six-month pipeline and close rates vs. expectations



<sup>&</sup>lt;sup>3</sup> Across all customers

<sup>&</sup>lt;sup>3</sup> 2020 YTD New Customer CAC assumes same S&M % targeted at new customers as in 2019

<sup>&</sup>lt;sup>4</sup> S&M costs do not factor in the costs attributed to renewals, for which the median was 9% of total S&M costs

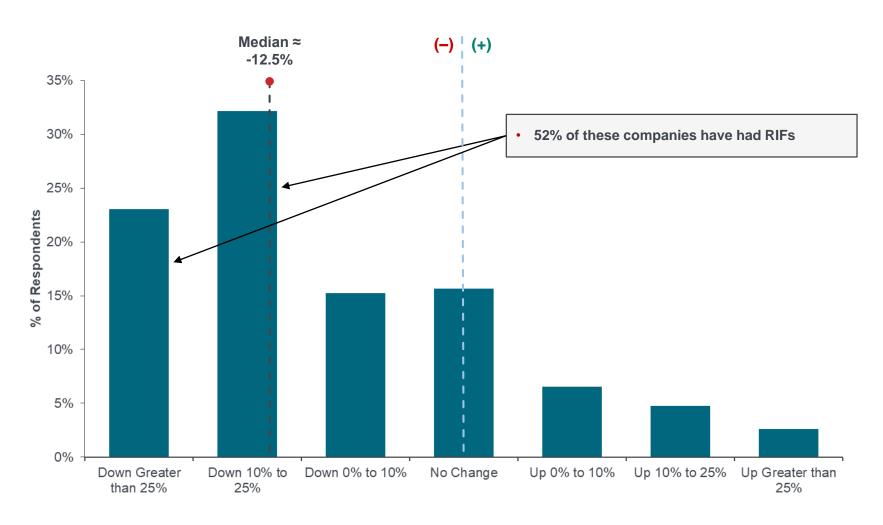
# WHAT'S HAPPENING IN THE FIELD AND WHAT'S BEEN THE RESPONSE?

# IMPACT OF COVID ON FORWARD SIX-MONTH SALES PIPELINE

2020 Private SaaS Company Survey



Companies with \$5M+ in 2019 ARR





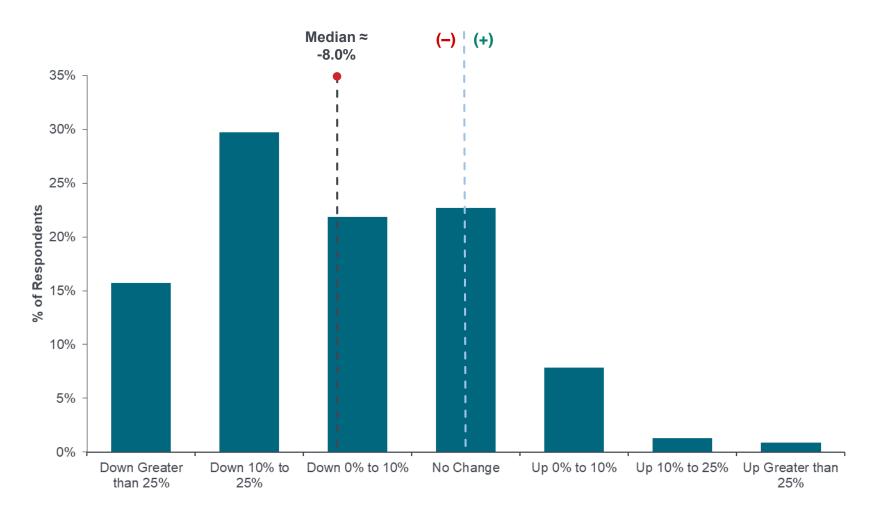
# **IMPACT OF COVID ON CLOSE RATES**

2020 Private SaaS Company Survey



35

Companies with \$5M+ in 2019 ARR



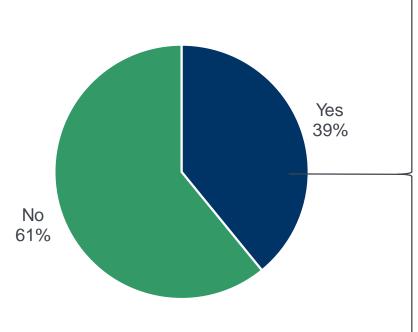
## LAYOFFS AND FURLOUGHS

2020 Private SaaS Company Survey

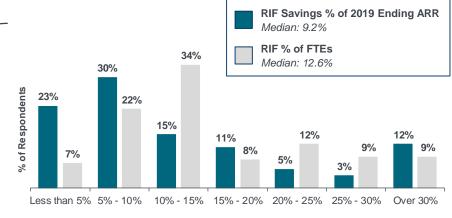


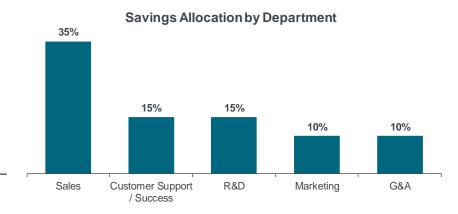
Median Values for Companies with \$5M+ in 2019 ARR

# Have you had a Reduction in Force (RIF) or Furloughed FTEs since March 15, 2020?



#### Cuts by % of Employees / \$s for Those Who Acted





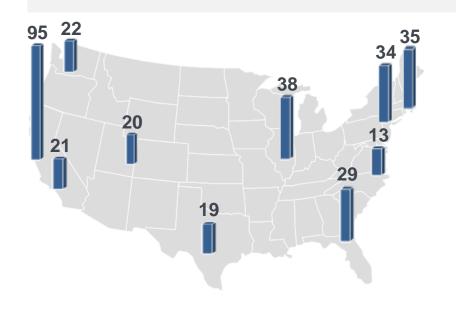


# **OTHER HIGHLIGHTS**

# **SURVEY PARTICIPANT GEOGRAPHY (HQ)**

2020 Private SaaS Company Survey 🚓





U.S. Regions	Number of Respondents	Median 2019 Ending ARR (\$ in M)
Northern California / Silicon Valley	95	\$14.3
Midwest / Chicago	38	9.4
Boston / New England	35	5.2
New York Metropolitan Area	34	16.5
Southeast U.S.	29	6.6
Pacific Northwest	22	8.7
Southern California	21	8.6
Colorado / Utah	20	14.0
Texas	19	6.0
Mid-Atlantic / DC	13	12.5
Other U.S.	7	10.0
Total U.S.	333	\$10.2

RUSSIA	UNITE	78
334	13	3
AUSTRALIA AUSTRA	AZIL	
KeyBanc Capital Markets		,

Other Locations	Number of Respondents	Median 2019 Ending ARR (\$ in M)
Europe	78	\$7.0
Canada	37	7.5
Australia / New Zealand	16	2.0
Latin America	13	2.2
Asia	11	3.0
Israel	11	6.0
Middle East – Africa	3	0.9
Other	1	13.0
Total Non-U.S.	170	\$5.9

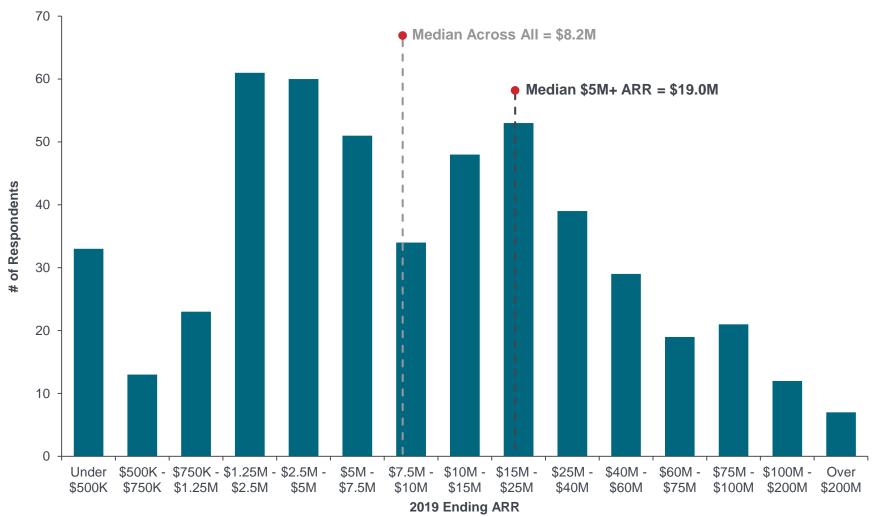
TOTAL	503	\$8.2
IOIAL	503	<b>ΨΟ.</b> .

#### SURVEY PARTICIPANT SIZE DISTRIBUTION

2020 Private SaaS Company Survey



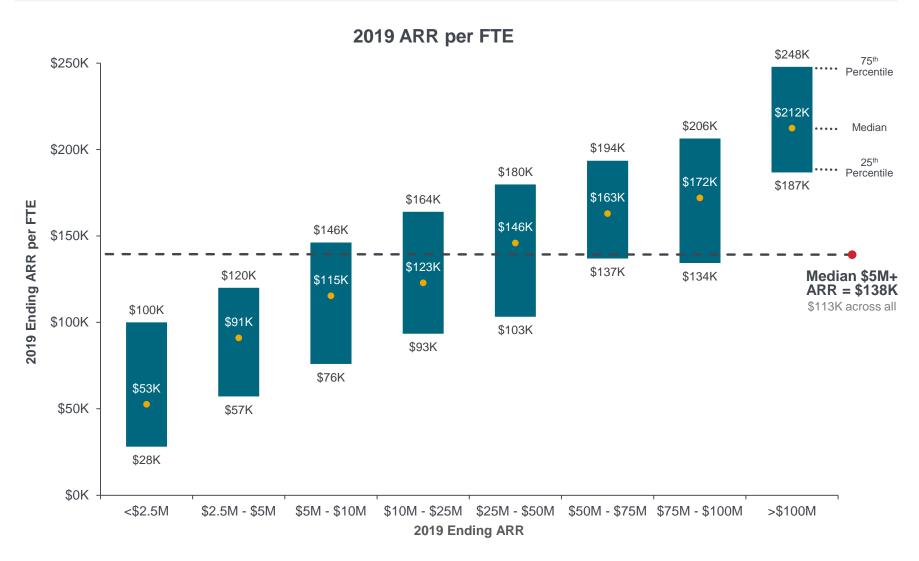
#### **Annual Recurring Revenue at Year-End 2019**



#### **HUMAN CAPITAL EFFICIENCY**

2020 Private SaaS Company Survey





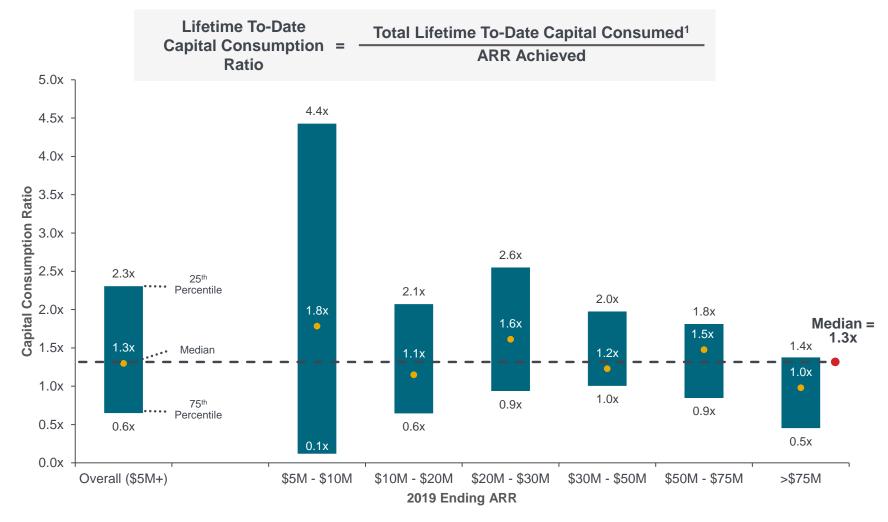


#### LIFETIME TO-DATE CAPITAL CONSUMPTION RATIO<sup>1</sup>

2020 Private SaaS Company Survey



#### Companies with \$5M+ in 2019 ARR





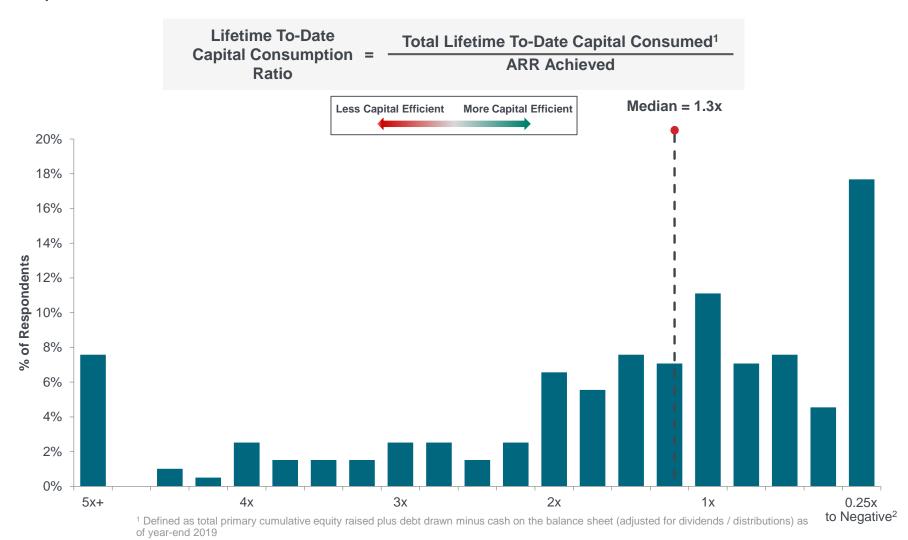
<sup>1</sup> Defined as total primary cumulative equity raised plus debt drawn minus cash on the balance sheet (adjusted for dividends / distributions) as of year-end 2019

# LIFETIME TO-DATE CAPITAL CONSUMPTION RATIO 1 HISTOGRAM

2020 Private SaaS Company Survey



Companies with \$5M+ in 2019 ARR



<sup>&</sup>lt;sup>2</sup> Negative capital consumption implies net capital creation of the company over its life-to-date Note: Values that fall on the boundary between two bins are included in the bin to the right Respondents: 198

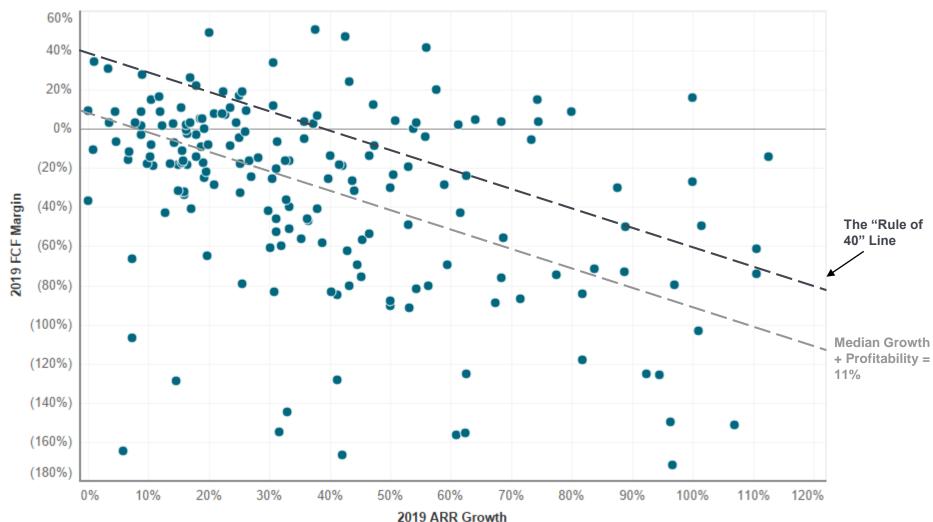
**KeyBanc** Capital Markets **О**-т.

# **MEASURING SURVEY PARTICIPANTS AGAINST "THE RULE OF** 40%" - 2019

2020 Private SaaS Company Survey



#### Companies with \$5M+ in 2019 ARR



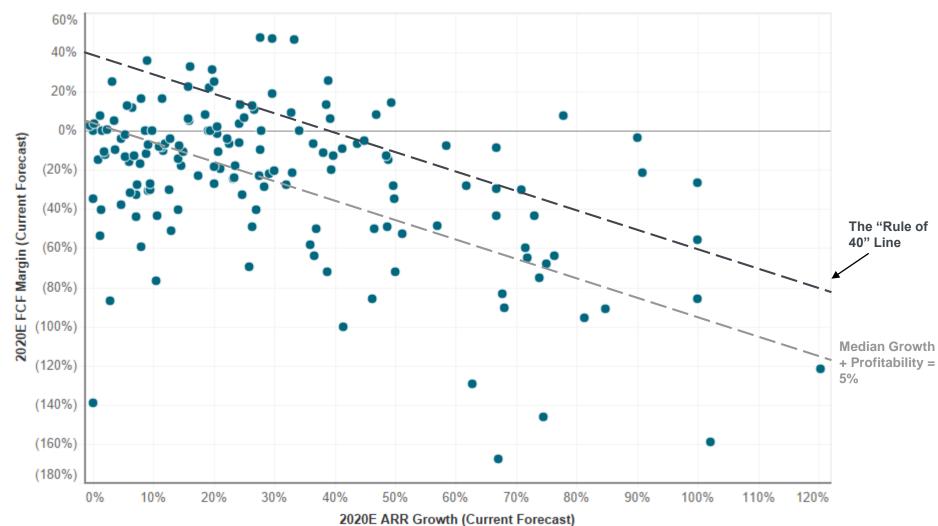


# **MEASURING SURVEY PARTICIPANTS AGAINST "THE RULE OF** 40%" - 2020E CURRENT FORECAST

2020 Private SaaS Company Survey







**KeyBanc** Capital Markets

 $\Diamond$ 

# **GROWTH VS. BURN TRADEOFF – 2019**



# **GROWTH VS. BURN TRADEOFF – 2020E CURRENT FORECAST**



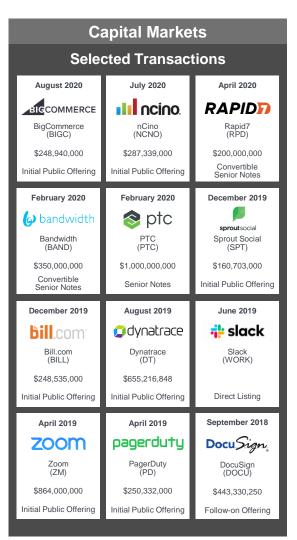
46

# KBCM TECHNOLOGY GROUP LEADERSHIP IN SOFTWARE TRANSACTION EXECUTION

2020 Private SaaS Company Survey



2011–2020 Software IPOs			
Rank	Firm	Deals	Value (\$M)
1	KeyBanc Capital Markets	66	\$13,936.1
2	Morgan Stanley	62	16,620.0
3	J.P. Morgan	55	15,208.1
4	Goldman Sachs	52	13,702.1
5	William Blair & Co.	42	9,482.5
6	Canaccord	40	9,846.7
7	JMP Securities	39	12,357.0
8	Credit Suisse	37	9,478.5
9	Barclays	35	10,272.0
10	Bank of America	34	11,271.6
11	Raymond James	34	7,212.0
12	RBC Capital Markets	32	10,104.2
13	Stifel	32	7,455.0
14	Deutsche Bank	26	6,708.1
15	UBS	25	7,714.5
16	Needham & Co.	23	4,986.8
17	Jefferies	19	7,238.2
18	Piper Sandler	19	6,995.3
19	Allen & Co.	18	4,932.2
20	Citi	17	4,841.7
21	Oppenheimer & Co.	14	2,714.4
22	Wells Fargo	13	5,352.7
23	SunTrust Robinson	10	4,201.8
24	Cowen & Co.	9	2,004.6
25	Robert W. Baird & Co.	8	1,378.6





#### **DISCLOSURES**

2020 Private SaaS Company Survey



KeyBanc Capital Markets is a trade name under which corporate and investment banking products and services of KeyCorp and its subsidiaries, KeyBanc Capital Markets Inc., Member FINRA/SIPC ("KBCMI"), and KeyBank National Association ("KeyBank N.A."), are marketed. Securities products and services are offered by KBCMI and its licensed securities representatives, who may also be employees of KeyBank N.A. Banking products and services are offered by KeyBank N.A.

The material contained herein is based on data from sources considered to be reliable; however, KeyBanc Capital Markets does not guarantee or warrant the accuracy or completeness of the information. This document is for informational purposes only. Neither the information nor any opinion expressed constitutes an offer, or the solicitation of an offer, to buy or sell any security. This document may contain forward-looking statements, which involve risk and uncertainty. Actual results may differ significantly from the forward-looking statements. This report is not intended to provide personal investment advice and it does not take into account the specific investment objectives, financial situation and the specific needs of any person or entity.

This communication is intended solely for the use by the recipient. The recipient agrees not to forward or copy the information to any other person outside their organization without the express written consent of KeyBanc Capital Markets Inc.

KBCMI IS NOT A BANK OR TRUST COMPANY AND IT DOES NOT ACCEPT DEPOSITS. THE OBLIGATIONS OF KBCMI ARE NOT OBLIGATIONS OF KEYBANK N.A. OR ANY OF ITS AFFILIATE BANKS, AND NONE OF KEYCORP'S BANKS ARE RESPONSIBLE FOR, OR GUARANTEE, THE SECURITIES OR SECURITIES-RELATED PRODUCTS OR SERVICES SOLD, OFFERED OR RECOMMENDED BY KBCMI OR ITS EMPLOYEES, SECURITIES AND OTHER INVESTMENT PRODUCTS SOLD. OFFERED OR RECOMMENDED BY KBCMI. IF ANY. ARE NOT BANK DEPOSITS OR OBLIGATIONS AND ARE NOT INSURED BY THE FDIC.

If you have questions or comments, please contact:

**David Spitz** dspitz@key.com

**Adam Noily** anoily@key.com