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Q2 2020 Financial Results

August 10, 2020

Forward-Looking Statements

This presentation contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Actual results may differ materially from those expressed or implied by these statements. You can generally identify our forward-looking statements by the words “anticipate,” “believe,” “can,” “continue,” “could,” “estimate,” “expect,” “forecast,” “goal,” “intend,” “may,” “might,” “objective,” “outlook,” “plan,” “potential,” “predict,” “projection,” “seek,” “should,” “target,” “trend,” “will,” “would” or the negative version of these words or other comparable words. Any statements in this presentation regarding future revenue, earnings, margins, financial performance, liquidity or results of operations (including, but not limited to, the information provided under “Guidance” and "Long-Term Growth and Operating Margin Profile"), the potential impact of COVID-19, future product or service offerings, expected customer growth or net retention, and any other statements that are not historical facts are forward-looking statements. We have based our forward-looking statements on our management’s beliefs and assumptions based on information available to our management at the time the statements are made. We caution you that assumptions, beliefs, expectations, intentions and projections about future events may and often do vary materially from actual results. Therefore, we cannot assure you that actual results will not differ materially from those expressed or implied by our forward-looking statements.

The following are some of the factors that could cause actual results to differ from those expressed or implied by our forward-looking statements: (i) the COVID-19 pandemic, including the global economic uncertainty and measures taken in response, could materially impact our business and future results of operations; (ii) larger well-funded companies shifting their existing business models to become more competitive with us; (iii) our ability to provide or adapt our platform for changes in laws and regulations or public perception, or changes in the enforcement of such laws, relating to data privacy; (iv) the effects of companies more effectively catering to our customers by offering more tailored products or platforms at lower costs; (v) adverse general economic and market conditions reducing spending on sales and marketing; (vi) the effects of declining demand for sales and marketing subscription platforms; (vii) our ability to improve our technology and keep up with new processes for data collection, organization, and cleansing; (viii) our ability to provide a highly accurate, reliable, and comprehensive platform moving forward; (ix) our reliance on third-party systems that we do not control to integrate with our system and our potential inability to continue to support integration; (x) our ability to adequately fund research and development potentially limiting introduction of new features, integrations, and enhancements; (xi) our ability to attract new customers and expand existing subscriptions; (xii) a decrease in participation in our contributory network or increased opt-out rates impacting the depth, breadth, and accuracy of our platform; (xiii) our failure to protect and maintain our brand and our ability to attract and retain customers; and (xiv) other factors described under “Risk Factors” in ZoomInfo Technologies Inc.’s prospectus dated June 3, 2020 filed with the Securities and Exchange Commission (the “SEC”) pursuant to Rule 424(b) of the Securities Act of 1933, as amended, on June 5, 2020, and in other reports we file from time to time with the SEC, including our Form 10-Q for the second quarter of 2020. These factors should not be construed as exhaustive. Should one or more of these risks or uncertainties materialize, or should any of our assumptions prove incorrect, our actual results may vary in material respects from those projected in our forward-looking statements. Factors or events that could cause our actual results to differ may emerge from time to time, and it is not possible for us to predict all of them. Our forward-looking statements do not reflect the potential impact of any future acquisitions, mergers, dispositions, joint ventures, investments, or other strategic transactions we may make. Each forward-looking statement contained in this presentation speaks only as of the date of this presentation, and we undertake no obligation to update or revise any forward-looking statements whether as a result of new information, future developments or otherwise, except as required by law.

Business Model

Business Model

99%

Subscription[1]

>10x

LTV/CAC[2][3]

Network Effects

~50mm

Contact record events daily[1]

TAM

>$25bn

Estimated TAM[1]

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Delivering Durable Growth and Profitability at Scale

Scale

$445mm

Annualized Q2'20 Allocated Combined Receipts[1][4]

Organic Growth

40%

Q2'20 Allocated Combined Receipts YoY Growth[1][4]

ACV growth for >$100K customers

60%

Q2'20 YoY Growth[1]

Profitability

49%

Q2'20 Adj. Operating Income Margin[1][4]

1. As of or through June 30, 2020 as applicable
2. For the trailing twelve month period ended June 30, 2020
3. "LTV" is average lifetime value expected from a customer. "CAC" is our average customer acquisition cost.
4. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation

Q2 2020 Financial Summary (Unaudited)

($mm, except per share amounts)

GAAP	Quarterly Results	Increase YoY
Revenue	**$110.9**	**62%**
Operating Loss	**$(31.2)**	***NM***[2]
Operating Margin	**(28%)**	
Net Loss Per Share (Diluted)	**$(0.22)**	
Cash Flow from Operating Activities	**$25.3**	***NM***

Non-GAAP[1]	Quarterly Results	Increase YoY
Allocated Combined Receipts	**$111.2**	**40%**
Adjusted Operating Income	**$55.0**	**33%**
Adjusted Operating Income Margin	**49%**	
Adjusted Net Income per share (Diluted)	**$0.07**	
Unlevered Free Cash Flow	**$52.2**	**35%**

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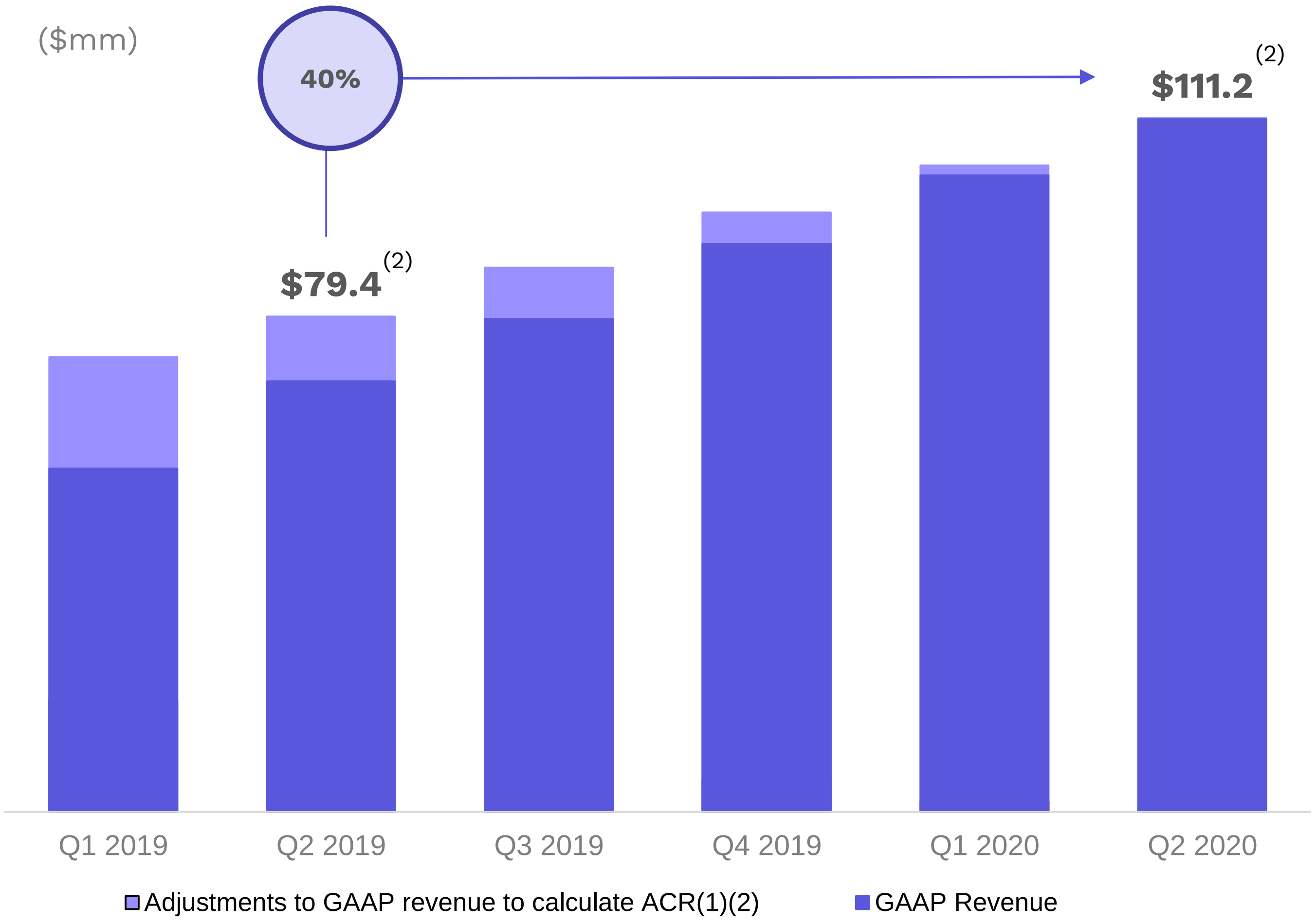
1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation
2. Q2 2020 Operating Loss of $31.2 million as compared to Q2 2019 Operating Income of $5.6 million

Quarterly Revenue and Allocated Combined Receipts[1]



Q2 2020 YoY Growth

+62%

GAAP Revenue

+40%

Allocated Combined Receipts[1][2]

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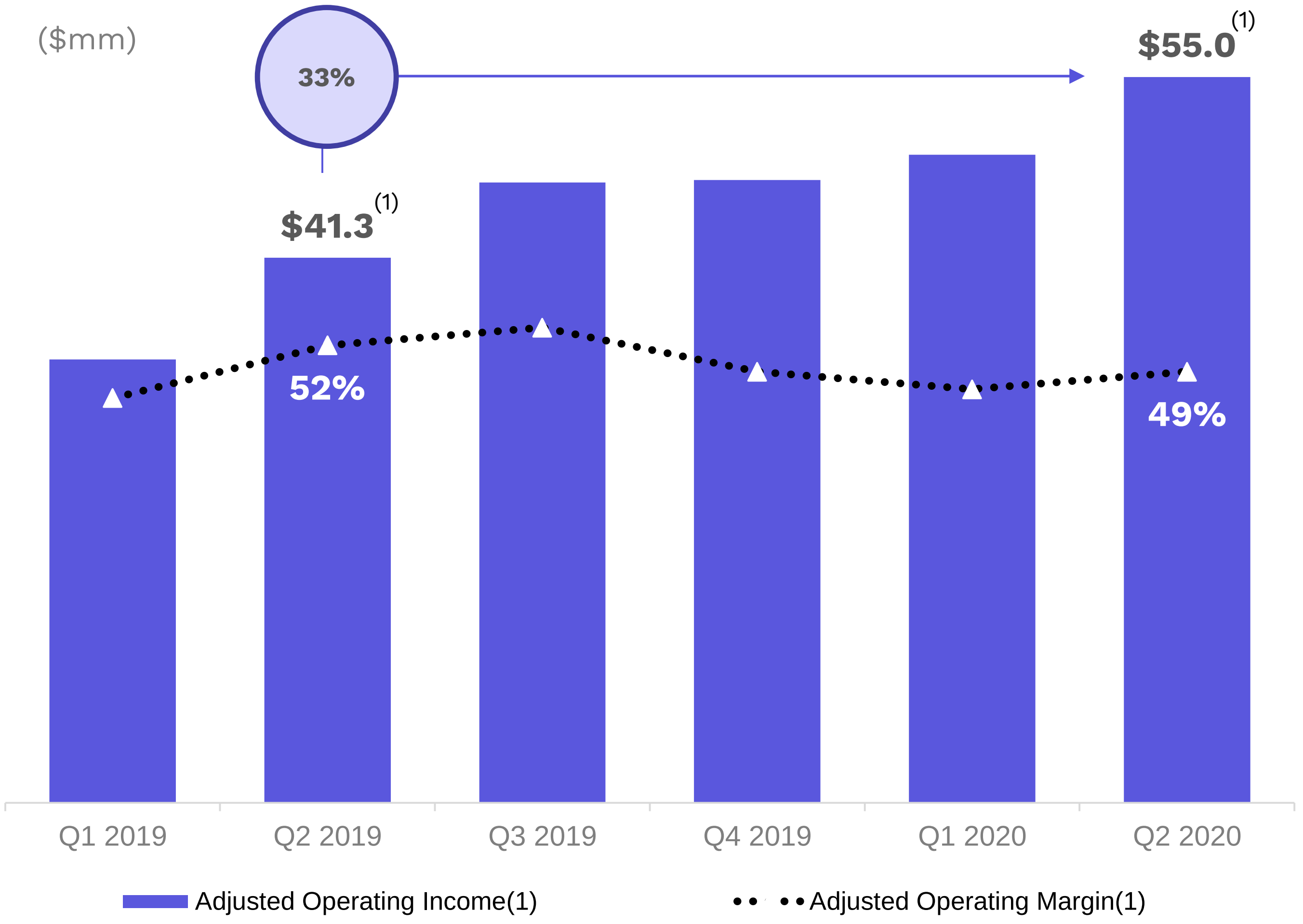
1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation
2. Total Allocated Combined Receipts (ACR)

Adjusted Operating Income and Margin[1]



Q2 2020

49%

Adjusted Operating Income Margin[1]

33%

YoY Growth in adjusted Operating Income[1]

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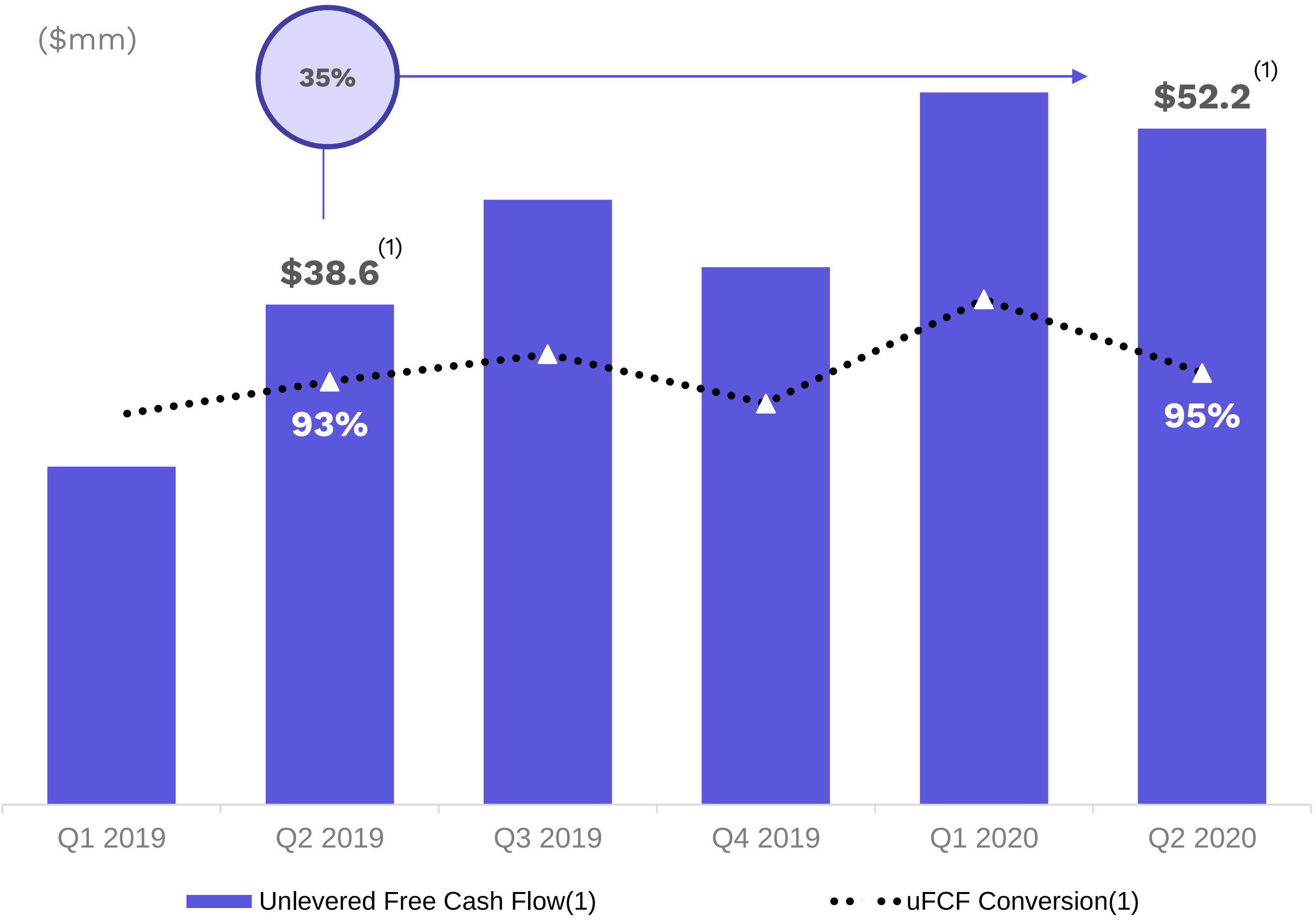
1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation

Unlevered Free Cash Flow (uFCF) and uFCF Conversion[1][2]



Q2 2020

95%

Unlevered free cash flow conversion[1][2]

47%

Unlevered Free Cash Flow Margin[1]

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1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation
2. Unlevered Free Cash Flow Conversion defined as Unlevered Free Cash Flow divided by Adjusted Operating Income

Balance Sheet Highlights and Net Leverage

($ in Millions, except Net Leverage Ratio)	As of March 31, 2020	As of June 30, 2020
Cash and cash equivalents	$63.0	$259.1
Total contractual maturity of outstanding indebtedness	$1,261.4	$756.4
Trailing Twelve Months (TTM) Adjusted EBITDA[1]	$191.4	$205.9
Net Leverage ratio[2]	6.3x	2.4x

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1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation
2. Defined as total contractual maturity of outstanding indebtedness less cash and cash equivalents divided by TTM Adjusted EBIDTA, expressed as a ratio

Guidance (as of August 10, 2020)[1]

(in Millions, except margin and per share data)	Q3 2020	FY 2020
GAAP Revenue	\$116 - \$118	\$451 - \$455
Adjusted Operating Income[1]	\$53 - \$55	\$213 - \$217
Adjusted Operating Margin[1]	46%	47%
Adjusted Net Income Per Share[1]	\$0.08 - \$0.09	\$0.29 - \$0.30
Unlevered Free Cash Flow[1]	*Not Guided*	\$206 - \$210
Weighted Average Shares Outstanding	403	403

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1. We do not provide a quantitative reconciliation of the forward-looking non-GAAP financial measures included in this presentation to the most directly comparable GAAP measures due to the high variability and difficulty to predict certain items excluded from these non-GAAP financial measures; in particular, the effects of stock-based compensation expense, taxes and amounts under the exchange tax receivable agreement, deferred tax assets and deferred tax liabilities, and restructuring and transaction expenses. We expect the variability of these excluded items may have a significant, and potentially unpredictable, impact on our future GAAP financial results.

Long-Term Targets

(as a % of Allocated Combined Receipts)	YTD 2020	Long-Term Target
Adjusted Gross Margin	88%	88 – 90%
Adjusted Sales and Marketing Expense	25%	Mid 20% range
Adjusted Research and Development Expense	6%	7 – 9%
Adjusted General and Administrative Expense	8%	8 – 10%
Adjusted Operating Margin	48%	Mid to high 40% range
Unlevered Free Cash Flow Margin	50%	Mid 40% range

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1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation

Non-GAAP Reconciliations

Non-GAAP Financial Measures

To supplement our consolidated financial statements presented in accordance with GAAP, this presentation contains non-GAAP financial measures, including Allocated Combined Receipts, Adjusted Operating Income, Adjusted Operating Income Margin, Adjusted Net Income, Adjusted Net Income Per Share, Unlevered Free Cash Flow, Unlevered Free Cash Flow Conversion, TTM Adjusted EBITDA, Net Leverage Ratio, Adjusted Gross Margin, Adjusted Sales and Marketing Expense, Adjusted Research and Development Expense, and Adjusted General and Administrative Expense. We believe these non-GAAP measures are useful to investors in evaluating our operating performance because they eliminate certain items that affect period-over-period comparability and provide consistency with past financial performance and additional information about our underlying results and trends by excluding certain items that may not be indicative of our business, results of operations, or outlook.

Non-GAAP financial measures are not meant to be considered in isolation or as a substitute for the comparable GAAP measures, but rather as supplemental information to our business results. This information should be read only in conjunction with our consolidated financial statements prepared in accordance with GAAP. There are limitations to these non-GAAP financial measures because they are not prepared in accordance with GAAP and may not be comparable to similarly titled measures of other companies due to potential differences in methods of calculation and items or events being adjusted. In addition, other companies may use different measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. A reconciliation is provided at the end of this presentation for each historical non-GAAP financial measure to the most directly comparable financial measure stated in accordance with GAAP. We do not provide a quantitative reconciliation of the forward-looking non-GAAP financial measures included in this presentation to the most directly comparable GAAP measures due to the high variability and difficulty to predict certain items excluded from these non-GAAP financial measures; in particular, the effects of stock-based compensation expense, taxes and amounts under the exchange tax receivable agreement, deferred tax assets and deferred tax liabilities, and restructuring and transaction expenses. We expect the variability of these excluded items may have a significant, and potentially unpredictable, impact on our future GAAP financial results.

We define Allocated Combined Receipts as the combined receipts of our Company and companies that we have acquired allocated to the period of service delivery. We calculate Allocated Combined Receipts as the sum of (i) revenue, (ii) revenue recorded by acquired companies prior to our acquisitions of them, and (iii) the impact of fair value adjustments to acquired unearned revenue related to services billed by an acquired company prior to its acquisition. Management uses this measure to evaluate organic growth of the business period over period, as if we had operated as a single entity and excluding the impact of acquisitions or adjustments due to purchase accounting. Organic growth in current and future periods is driven by sales to new customers and the addition of additional subscriptions and functionality to existing customers, offset by customer cancellations or reduced subscriptions upon renewal. We believe that it is important to evaluate growth on this organic basis, as it is an indication of the success of our services from the customer’s perspective that is not impacted by corporate events such as acquisitions or the fair value estimates of acquired unearned revenue. We believe this measure is useful to investors because it illustrates the trends in our organic revenue growth and allows investors to analyze the drivers of revenue on the same basis as management.

We define Adjusted Operating Income as income from operations plus (i) impact of fair value adjustments to acquired unearned revenue, (ii) amortization of acquired technology and other acquired intangibles, (iii) equity-based compensation expense, (iv) restructuring and transaction-related expenses, and (v) integration costs and acquisition-related compensation. We exclude the impact of fair value adjustments to acquired unearned revenue and amortization of acquired technology and other acquired intangibles, as well as equity-based compensation, because these are non-cash expenses or non-cash fair value adjustments and we believe that excluding these items provides meaningful supplemental information regarding performance and ongoing cash-generation potential. We exclude restructuring and transaction-related expenses, as well as integration costs and acquisition-related compensation, because such expenses are episodic in nature and have no direct correlation to the cost of operating our business on an ongoing basis. Adjusted Operating Income is presented because it is used by management to evaluate our financial performance and for planning and forecasting purposes. Additionally, we believe that it and similar measures are widely used by securities analysts and investors as a means of evaluating a company’s operating performance. Adjusted Operating Income should not be considered as an alternative to operating income as an indicator of operating performance. We define Adjusted Operating Income Margin as Adjusted Operating Income divided by the sum of revenue and the impact of fair value adjustments of acquired unearned revenue.

Non-GAAP Financial Measures

We define Adjusted Net Income as Adjusted Operating Income less (i) interest expense,(ii) other (income) expense, net, and (iii) income tax expense (benefit) including incremental tax effects of adjustments to arrive at Adjusted Operating Income and benefits related to the TRA. We define Adjusted Net Income Per Share as Adjusted Net Income divided by diluted weighted average shares outstanding calculated in the manner described in our Q2 2020 earnings press release. Adjusted Net Income and Adjusted Net Income Per Share are presented because they are used by management to evaluate our financial performance and for planning and forecasting purposes. Additionally, we believe that these measures and similar measures are widely used by securities analysts and investors as a means of evaluating a company's financial performance. Adjusted Net Income and Adjusted Net Income Per Share should not be considered as an alternative to net income as an indicator of operating performance.

We define Unlevered Free Cash Flow as net cash provided from operating activities less (i) purchases of property and equipment and other assets, plus (ii) cash interest expense, (iii) cash payments relating to restructuring and transaction-related expenses, and (iv) cash payments relating to integration costs and acquisition-related compensation. We define Unlevered Free Cash Flow Margin as Unlevered Free Cash Flow divided by the sum of revenue and the amortization of the impact of fair value adjustments to acquired unearned revenue. Unlevered Free Cash Flow is presented because it is used by management to evaluate our financial performance and for planning and forecasting purposes. Additionally, we believe that it and similar measures are widely used by securities analysts and investors as a means of evaluating a company's operating performance. Unlevered Free Cash Flow should not be considered as an alternative to cash flows from operating activities as a measure of liquidity or as an alternative to operating income or net income as indicators of operating performance. Unlevered Free Cash Flow does not represent residual cash flow available for discretionary expenditures since, among other things, we have mandatory debt service requirements.

We define Net Leverage Ratio as the total contractual maturity of outstanding indebtedness less cash and cash equivalents, divided by our Adjusted EBITDA for the 12 months ended as of such date. EBITDA is defined as earnings before debt-related costs, including interest and loss on debt extinguishment, provision for taxes, depreciation, and amortization. Management further adjusts EBITDA to exclude certain items of a significant or unusual nature, including other (income) expense, net, impact of certain non-cash items, such as fair value adjustments to acquired unearned revenue and equity-based compensation, restructuring and transaction-related expenses, and integration costs and acquisition-related compensation. We exclude these items because these are non-cash expenses or non-cash fair value adjustments, which we do not consider indicative of performance and ongoing cash-generation potential or are episodic in nature and have no direct correlation to the cost of operating our business on an ongoing basis. Adjusted EBITDA is presented because it is used by management to evaluate our financial performance and for planning and forecasting purposes. Additionally, we believe that it and similar measures are widely used by securities analysts and investors as a means of evaluating a company's operating performance. Adjusted EBITDA should not be considered as an alternative to cash flows from operating activities as a measure of liquidity or as an alternative to operating income or net income as indicators of operating performance and Net Leverage Ratio should not be considered as an alternative to other ratios of GAAP earnings to indebtedness.

We define Adjusted Gross Profit as gross profit plus (i) equity-based compensation expense included as part of Cost of Service, and (ii) integration and deal related compensation included as part of Cost of Service, and (iii) amortization of acquired technology. Adjusted Gross Margin is Adjusted Gross Profit divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

We define Adjusted Sales and Marketing Expense as sales and marketing expense less (i) integration and deal related compensation expense, and (ii) the equity-based compensation expense included as part of sales and marketing expense. Adjusted Sales and Marketing as a percentage of Adjusted Revenue is Adjusted Sales and Marketing divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

We define Adjusted Research and Development Expense as research and development expense less (i) integration and deal related compensation expense, and (ii) the equity-based compensation expense included as part of research and development expense. Adjusted Research and Development as a percentage of Adjusted Revenue is Adjusted Research and Development divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

We define Adjusted General and Administrative Expense as general and administrative expense, less (i) integration and deal related compensation expense, and (ii) the equity-based compensation expense included as part of general and administrative expense. Adjusted General and Administrative as a percentage of Adjusted Revenue is Adjusted General and Administrative divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

Reconciliation from GAAP Revenue to Allocated Combined Receipts

($ in Millions)	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020
GAAP Revenue	**$54.6**	**$68.5**	**$79.1**	**$91.1**	**$102.2**	**$110.9**
Impact of fair value adjustments to acquired unearned revenue	8.5	10.7	8.1	4.9	1.4	0.3
Pre-acquisition ZI revenue	9.7	—	—	—	—	—
Impact of fair value adjustments to acquired unearned revenue recorded by pre-Acquisition ZI	0.1	—	—	—	—	—
Pre-acquisition revenue of other acquired companies	0.2	0.2	0.2	—	—	—
Allocated Combined Receipts	**$73.1**	**$79.4**	**$87.5**	**$96.1**	**$103.6**	**$111.2**
Year-over-year Growth					42%	40%
Annualized Allocated Combined Receipts	$292.2	$317.4	$349.9	$384.3	$414.4	$444.8

Reconciliation from GAAP Net Loss to Adjusted Operating Income

($ in Millions)	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020
Net loss	**$(40.2)**	**$(19.9)**	**$(12.4)**	**$(5.5)**	**$(5.9)**	**$(56.2)**
Benefit from income taxes	(3.3)	(1.4)	(1.0)	(0.8)	(0.4)	(12.9)
Interest expense, net	23.5	26.9	26.5	25.6	24.5	25.1
Loss on debt extinguishment	18.2	—	—	—	2.2	12.7
Other (income) expense, net	—	—	—	(0.01)	(0.1)	0.1
Income / loss from operations	**(1.8)**	**5.6**	**13.1**	**19.2**	**20.3**	**(31.2)**
Impact of fair value adjustments to acquired unearned revenue	8.5	10.7	8.1	4.9	1.4	0.3
Amortization of acquired technology	5.6	7.4	6.7	5.5	5.6	5.6
Amortization of other acquired intangibles	3.7	4.6	4.6	4.6	4.6	4.7
Equity-based compensation expense	5.6	6.0	5.6	8.0	11.3	64.5
Restructuring and transaction-related expenses	7.8	1.3	2.8	3.8	2.9	9.5
Integration costs and transaction-related compensation	2.4	5.8	6.1	1.2	3.0	1.6
Adjusted Operating Income	**$31.7**	**$41.3**	**$47.0**	**$47.2**	**$49.1**	**$55.0**
Revenue	54.6	68.5	79.1	91.1	102.2	110.9
Impact of fair value adjustments to acquired unearned revenue	8.5	10.7	8.1	4.9	1.4	0.3
Revenue for adjusted operating margin calculation	63.1	79.2	87.2	96.1	103.6	111.2
Adjusted Operating Income Margin	*50%*	*52%*	*54%*	*49%*	*47%*	*49%*

Reconciliation from GAAP Net Loss to Adjusted EBITDA

($ in Millions)	Trailing Twelve Months as of March 31, 2020	Trailing Twelve Months as of June 30, 2020
Net income / (loss)	**$(43.8)**	**$(80.1)**
Benefit from income taxes	(3.6)	(15.0)
Interest expense, net	103.5	101.6
Loss on debt extinguishment	2.2	14.9
Depreciation	6.9	7.6
Amortization of acquired technology	25.1	23.3
Amortization of other acquired intangibles	18.5	18.5
EBITDA	108.8	70.9
Other (income) expense, net	(0.1)	—
Impact of fair value adjustments to acquired unearned revenue	25.1	14.7
Equity-based compensation expense	30.8	89.4
Restructuring and transaction related expenses	10.7	19.0
Integration costs and acquisition-related expenses	16.1	11.8
Adjusted EBITDA	**$191.4**	**$205.9**

Reconciliation from GAAP Operating Cash Flow to Unlevered Free Cash Flow

($ in Millions)	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020
Cash flow from operating activities	**$14.2**	**$(5.3)**	**$18.5**	**$17.0**	**$28.3**	**$25.3**
Interest paid in cash	5.6	42.1	23.0	24.4	23.3	23.8
Purchases of property and equipment and other assets	(2.8)	(3.4)	(3.1)	(4.3)	(4.1)	(4.1)
Restructuring and transaction-related expenses paid in cash	7.5	0.9	2.0	2.4	3.9	5.3
Integration costs and acquisition-related compensation paid in cash	2.3	4.3	6.4	2.1	3.6	1.9
Unlevered Free Cash Flow	**26.8**	**38.6**	**46.7**	**41.5**	**55.0**	**52.2**
Adjusted Operating Income	31.7	41.3	47.0	47.2	49.1	55.0
Unlevered Free Cash Flow conversion	**85%**	**93%**	**99%**	**88%**	**112%**	**95%**
Revenue	54.6	68.5	79.1	91.1	102.2	110.9
Impact of fair value adjustments to acquired unearned revenue	8.5	10.7	8.1	4.9	1.4	0.3
Revenue for uFCF margin calculation	63.1	79.2	87.2	96.1	103.6	111.2
Unlevered Free Cash Flow Margin	**42%**	**49%**	**54%**	**43%**	**53%**	**47%**

Reconciliation from GAAP net loss to Adjusted Net Income Per Share

Three months ended June 30, 2020 ($ in Millions, except per share data)	GAAP	Margin%	Equity-based Compensation	Amortization of Acquired Intangibles and Fair Value Adjustments from Acquisitions	Transaction Related Expenses	Tax Impacts of Adjustments and TRA	Adjusted Net Income	Adjusted Margin%
Revenue	**$110.9**		**$—**	**$0.3**	**$—**	**$—**	**$111.2**	
Cost of service	28.2	25%	(15.3)	—	(0.1)	—	12.8	11%
Amortization of acquired technology	5.6	5%	—	(5.6)	—	—	—	
Gross profit	**77.1**	**70%**	**15.3**	**5.9**	**0.1**	**—**	**98.4**	**89%**
Sales and marketing	59.5	54%	(32.0)	—	(0.8)	—	26.7	24%
Research and development	16.4	15%	(8.5)	—	(0.7)	—	7.2	7%
General and administrative	18.2	16%	(8.7)	—	—	—	9.5	9%
Amortization of other acquired intangibles	4.7		—	(4.7)	—	—	—	
Restructuring and transaction related expenses	9.5		—	—	(9.5)	—	—	
Total operating expenses	108.3		(49.2)	4.7	(11.0)	—	43.5	
Income (loss) from operations	**(31.2)**	**(28)%**	**64.6**	**10.5**	**11.1**	**—**	**55.0**	**49%**
Interest expense, net	25.1		—	—	—	—	25.1	
Loss on debt extinguishment	12.7		—	—	(12.7)	—	—	
Other (income) expense, net	0.1		—	—	—	—	0.1	
Income (loss) before income taxes	(69.1)		64.6	10.5	23.8	—	29.8	
Benefit (expense) from income taxes	12.9		—	—	—	(15.7)	(2.9)	
Net income (loss)	**$(56.2)**	**(51)%**	**$64.6**	**$10.5**	**$23.8**	**$(15.7)**	**$27.0**	**24%**
Diluted net income (loss) per share	**$(0.22)**						**$0.07**	
Class A WASO – diluted	382.9						403.0	

Reconciliation from GAAP net loss to Adjusted Net Income

Three months ended June 30, 2019 ($ in Millions)	GAAP	Margin%	Equity-based Compensation	Amortization of Acquired Intangibles and Fair Value Adjustments from Acquisitions	Transaction Related Expenses	Tax Impacts of Adjustments and TRA	Adjusted Net Income	Adjusted Margin%
Revenue	**$68.5**		**$—**	**$10.7**	**$—**	**$—**	**$79.2**	
Cost of service	10.2	15%	(0.7)	—	(0.1)	—	9.4	12%
Amortization of acquired technology	7.4	11%	—	(7.4)	—	—	—	
Gross profit	**50.9**	**74%**	**0.7**	**18.1**	**0.1**	**—**	**69.8**	**88%**
Sales and marketing	20.5	30%	(1.4)	—	(2.0)	—	17.0	22%
Research and development	8.9	13%	(2.6)	—	(0.8)	—	5.6	7%
General and administrative	10.1	15%	(1.3)	—	(2.9)	—	5.9	7%
Amortization of other acquired intangibles	4.6		—	(4.6)	—	—	—	
Restructuring and transaction related expenses	1.2		—	—	(1.2)	—	—	
Total operating expenses	45.3		(5.3)	(4.6)	(6.9)	—	28.5	
Income from operations	**5.6**	**8%**	**6.0**	**22.7**	**7.0**	**—**	**41.3**	**52%**
Interest expense, net	26.9		—	—	—	—	26.9	
Loss on debt extinguishment	—		—	—	—	—	—	
Other (income) expense, net	—		—	—	—	—	—	
Income (loss) before income taxes	(21.3)		6.0	22.7	7.0	—	14.4	
Benefit (expense) from income taxes	1.4		—	—	—	(2.0)	(0.6)	
Net income (loss)	**$(19.9)**	**(29)%**	**$6.0**	**$22.7**	**$7.0**	**(2.0)**	**$13.8**	**17%**

Reconciliation from GAAP net loss to Adjusted Net Income

Six months ended June 30, 2020 ($ in Millions)	GAAP	Margin%	Equity-based Compensation	Amortization of Acquired Intangibles and Fair Value Adjustments from Acquisitions	Transaction Related Expenses	Tax Impacts of Adjustments and TRA	Adjusted Net Income	Adjusted Margin%
Revenue	**$213.1**		**$—**	**$1.7**	**$—**	**$—**	**$214.8**	
Cost of service	43.0	20%	(17.0)	—	(0.2)	—	25.8	12%
Amortization of acquired technology	11.2	5%	—	(11.2)	—	—	—	
Gross profit	**158.9**	**75%**	**17.0**	**12.9**	**0.2**	**—**	**189.0**	**88%**
Sales and marketing	93.6	44%	(38.4)	—	(1.8)	—	53.4	25%
Research and development	26.3	12%	(10.1)	—	(2.4)	—	13.9	6%
General and administrative	28.2	13%	(10.3)	—	(0.1)	—	17.6	8%
Amortization of other acquired intangibles	9.3		—	(9.3)	—	—	—	
Restructuring and transaction related expenses	12.4		—	—	(12.4)	—	—	
Total operating expenses	169.8		(58.8)	(9.3)	(16.7)	—	85.0	
Income from operations	**(10.9)**	**(5)%**	**75.8**	**22.2**	**16.9**	**—**	**104.0**	**48%**
Interest expense, net	49.6		—	—	—	—	49.5	
Loss on debt extinguishment	14.9		—	—	(14.9)	—	—	
Other (income) expense, net	—		—	—	—	—	—	
Income (loss) before income taxes	(75.4)		75.8	22.2	31.8	—	54.4	
Benefit (expense) from income taxes	13.3		—	—	—	(20.5)	(7.3)	
Net income (loss)	**$(62.1)**	**(29)%**	**$75.8**	**$22.2**	**$31.8**	**$(20.5)**	**$47.2**	**22%**