GLOSSARY OF TECHNICAL TERMS

"AI"	artificial intelligence
"app" or "application"	application software designed to run on smartphones and other mobile devices
"architecture"	the structure under which an information system's hardware, software, data and communication capabilities are put together
"ARR" or "annual recurring revenue"	We define ARR as the annualized revenue run-rate of effective subscriptions of our cloud-based HCM solutions at a point in time. We calculate ARR by taking the monthly recurring revenue, or MRR, as of the last day of a particular month and multiplying it by 12. MRR is defined as the total contract value of effective subscriptions of our cloud-based HCM solutions, divided by the number of months within the duration of such subscriptions. Effective date of such subscriptions is provided in the relevant subscription agreements
"business intelligence" or "BI"	a set of technologies that transform raw data into meaningful and useful information for business purposes
"cloud-based"	applications, services or resources made available to users on demand via the internet from a cloud computing provider's servers with access to shared pools of configurable resources
"COVID-19"	coronavirus disease 2019, a disease caused by a novel virus designated as severe acute respiratory syndrome coronavirus 2
"data analytics"	the use of advanced analytic techniques against very large, diverse data sets to uncover hidden patterns, unknown correlations, market trends, customer preferences, and other useful information that can help organizations make more informed business decisions
"employee lifecycle"	the period encompasses various stages in the career of an employee, beginning with recruitment and concluding with resignation, termination or retirement
"Generation Z"	the demographic cohort born between late 1990s and early 2010s
"HCM"	human capital management
"MBO"	management by objectives, a strategic management model that aims to improve the performance of an organization by clearly defining objectives that are agreed to by both management and employees

GLOSSARY OF TECHNICAL TERMS

"OKR"
objectives and key results, a goal setting model used by individuals, teams, and organizations to define measurable goals and track their outcomes

"on premise software"
software installed and operated from organizations' in-house server and computing infrastructure

"PaaS"
platform as a service, a category of cloud computing that provides a platform and environment to allow developers to build applications over the internet

"SaaS"
software as a service, a cloud-based software licensing and delivery model on a subscription basis with centrally hosted associated data

"subscription revenue retention rate"
We use subscription revenue retention rate to measure growth in revenue generated from existing customers of our cloud-based HCM solutions over time. To calculate such metric for a given current 12-month period, we first identify those customers who generated cloud-based HCM solution revenue in the prior 12-month period (the "Trailing Twelve Months") and then identify those among them who generated cloud-based HCM solution revenue in the current 12-month period. We then calculate the subscription revenue retention rate by dividing the subscription revenue such customers generated in the current 12-month period, by our total subscription revenue in the Trailing Twelve Months. The subscription revenues used in calculating our subscription revenue retention rate are based on our internal management accounts

"total bookings"
measures the aggregate value of contracts signed during a given period, including subscriptions to our cloud-based HCM solutions and purchases of our professional services. With respect to a particular contract, total bookings are recorded when the contract is signed.

"use case"
a specific business scenario in which a product or service could potentially be used