



## Consolidated Balance Sheets

Unaudited

Last updated October 22, 2009

Amounts in thousands

	Mar 31, 2006	Jun 30, 2006	Sep 30, 2006	Dec 31, 2006	Mar 31, 2007	Jun 30, 2007	Sep 30, 2007	Dec 31, 2007	Mar 31, 2008	Jun 30, 2008	Sep 30, 2008	Dec 31, 2008	Mar 31, 2009	Jun 30, 2009	Sep 30, 2009
<b>Assets</b>															
Current assets:															
Cash and cash equivalents	42,444	30,546	38,114	39,208	44,899	33,842	33,109	43,681	44,591	52,781	51,145	51,405	51,462	46,987	32,388
Short-term investments	27,063	35,203	36,906	39,127	37,578	52,911	56,823	52,644	36,585	41,540	46,444	34,412	36,517	42,808	60,634
Accounts receivable	31,615	26,250	25,347	32,021	25,050	27,797	24,690	29,480	27,503	26,722	27,820	36,770	24,220	31,670	31,034
Term receivables	17,268	19,255	22,587	23,806	20,555	15,756	13,773	13,069	9,616	8,814	6,875	5,752	4,810	4,107	3,011
Less allowance for doubtful accounts	(2,090)	(2,331)	(3,225)	(2,621)	(2,273)	(2,046)	(2,009)	(1,918)	(2,056)	(2,177)	(2,148)	(2,277)	(1,901)	(1,910)	(1,701)
Prepaid & other current assets	2,439	2,514	2,874	2,498	3,676	4,980	5,786	5,979	6,773	7,082	7,497	7,531	7,593	7,815	8,689
Total current assets	118,739	111,437	122,603	134,039	129,485	133,240	132,172	142,935	123,012	134,762	137,633	133,593	122,701	131,477	134,055
Long-term investments	-	-	-	-	-	-	-	-	17,810	11,925	4,612	4,963	4,980	4,792	-
Property and equipment, net	6,632	8,620	8,470	10,073	10,715	10,494	10,451	10,856	10,807	10,798	10,377	10,141	9,187	9,775	9,781
Term receivables, noncurrent	12,611	15,765	22,193	24,805	19,349	13,239	11,170	9,859	8,059	5,728	4,420	3,547	2,804	2,159	1,447
Intangible and other assets, net	1,447	9,699	9,302	9,325	9,380	9,352	9,221	10,136	10,016	10,025	10,268	10,093	9,274	9,379	14,991
<b>Total assets</b>	<b>139,429</b>	<b>145,521</b>	<b>162,568</b>	<b>178,242</b>	<b>168,929</b>	<b>166,325</b>	<b>163,014</b>	<b>173,786</b>	<b>169,704</b>	<b>173,238</b>	<b>167,310</b>	<b>162,337</b>	<b>148,946</b>	<b>157,582</b>	<b>160,274</b>
<b>Liabilities, Preferred Stock and Stockholders' Equity</b>															
Current liabilities:															
Accounts payable and accrued liabilities	9,231	8,970	8,591	12,005	13,818	14,688	14,855	15,790	18,146	17,919	17,405	16,223	14,309	17,847	16,601
Commissions and bonuses payable	3,706	3,066	4,001	4,069	2,902	2,918	2,889	5,044	3,531	4,279	4,351	5,665	3,084	4,958	4,838
Current portion of long-term debt	30	35	35	31	32	32	42	43	44	44	45	46	46	45	34
Deferred revenue	54,191	56,222	59,218	67,560	67,444	66,660	69,665	76,995	73,575	76,693	72,008	77,584	72,885	75,972	75,643
Total current liabilities	67,158	68,293	71,845	83,665	84,196	84,298	87,451	97,872	95,296	98,935	93,809	99,518	90,324	98,822	97,116
Deferred revenue, noncurrent	26,715	31,012	43,402	47,018	41,241	41,718	37,139	37,665	38,079	39,289	37,201	35,614	30,322	28,112	28,298
Long-term debt	109	123	113	85	77	69	79	68	57	45	34	22	10	-	-
Preferred stock	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stockholders' equity (deficit):															
Common stock	32	32	32	33	33	33	33	33	34	34	34	34	34	34	34
Additional paid-in capital	79,536	81,856	83,428	86,069	88,064	90,750	92,486	95,377	97,107	99,187	101,337	102,662	104,345	107,281	109,394
Treasury stock, at cost	-	-	-	-	-	-	-	-	-	-	-	(13,209)	(15,007)	(15,007)	(15,007)
Other comprehensive income (loss)	(393)	(312)	(250)	(332)	(384)	(504)	(551)	(292)	(536)	(787)	(193)	1,916	1,875	1,260	1,395
Accumulated deficit	(33,728)	(35,483)	(36,002)	(38,296)	(44,298)	(50,039)	(53,623)	(56,937)	(60,333)	(63,465)	(64,912)	(64,220)	(62,957)	(62,920)	(60,956)
Total stockholders' equity	45,447	46,093	47,208	47,474	43,415	40,240	38,345	38,181	36,272	34,969	36,266	27,183	28,290	30,648	34,860
<b>Total liabilities, preferred stock and stockholders' equity</b>	<b>139,429</b>	<b>145,521</b>	<b>162,568</b>	<b>178,242</b>	<b>168,929</b>	<b>166,325</b>	<b>163,014</b>	<b>173,786</b>	<b>169,704</b>	<b>173,238</b>	<b>167,310</b>	<b>162,337</b>	<b>148,946</b>	<b>157,582</b>	<b>160,274</b>



## Consolidated Statements of Operations

Unaudited

Amounts in thousands

Last updated October 22, 2009

	2006					2007					2008					2009			
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	YTD	Q1	Q2	Q3	YTD
Revenue:																			
Software, hosting and support	19,310	20,636	23,754	22,557	86,257	19,819	20,693	22,366	24,105	86,983	24,556	25,573	25,956	26,491	102,576	26,045	27,424	29,754	83,223
Professional services	5,321	6,272	6,334	6,204	24,131	5,883	5,772	6,880	6,559	25,094	8,342	9,648	10,281	9,588	37,859	9,992	8,916	8,977	27,885
Total revenue	24,631	26,908	30,088	28,761	110,388	25,702	26,465	29,246	30,664	112,077	32,898	35,221	36,237	36,079	140,435	36,037	36,340	38,731	111,108
Cost of revenue:																			
Software, hosting and support	2,771	3,159	3,667	3,663	13,260	4,394	4,565	4,604	4,848	18,411	5,035	5,043	5,305	5,014	20,397	4,949	4,954	5,232	15,135
Professional services	4,104	4,941	4,969	5,096	19,110	5,171	5,036	5,667	6,138	22,012	7,285	7,810	8,133	7,212	30,440	7,008	6,346	6,365	19,719
Total cost of revenue	6,875	8,100	8,636	8,759	32,370	9,565	9,601	10,271	10,986	40,423	12,320	12,853	13,438	12,226	50,837	11,957	11,300	11,597	34,854
Gross profit	17,756	18,808	21,452	20,002	78,018	16,137	16,864	18,975	19,678	71,654	20,578	22,368	22,799	23,853	89,598	24,080	25,040	27,134	76,254
Operating expenses:																			
Sales and marketing	13,726	14,852	16,535	16,391	61,504	15,727	15,788	16,516	17,087	65,118	16,818	17,627	16,889	16,294	67,628	14,863	16,008	16,175	47,046
Research and development	3,130	3,476	3,740	4,132	14,478	4,296	4,343	4,308	4,137	17,084	4,486	4,507	4,671	4,628	18,292	4,756	5,051	5,100	14,907
General and administrative	2,056	2,709	2,333	2,480	9,578	2,860	3,178	2,680	2,782	11,500	3,516	3,890	3,215	2,994	13,615	3,446	4,207	4,018	11,671
Total operating expenses	18,912	21,037	22,608	23,003	85,560	22,883	23,309	23,504	24,006	93,702	24,820	26,024	24,775	23,916	99,535	23,065	25,266	25,293	73,624
Operating income (loss)	(1,156)	(2,229)	(1,156)	(3,001)	(7,542)	(6,746)	(6,445)	(4,529)	(4,328)	(22,048)	(4,242)	(3,656)	(1,976)	(63)	(9,937)	1,015	(226)	1,841	2,630
Interest and other income (expense), net	672	768	740	884	3,064	828	885	1,004	966	3,683	938	519	552	687	2,696	401	351	342	1,094
Income (loss) before income taxes	(484)	(1,461)	(416)	(2,117)	(4,478)	(5,918)	(5,560)	(3,525)	(3,362)	(18,365)	(3,304)	(3,137)	(1,424)	624	(7,241)	1,416	125	2,183	3,724
(Provision) benefit for income taxes	44	(294)	(103)	(177)	(530)	(84)	(181)	(59)	48	(276)	(92)	5	(23)	68	(42)	(153)	(89)	(218)	(460)
Net income (loss)	(440)	(1,755)	(519)	(2,294)	(5,008)	(6,002)	(5,741)	(3,584)	(3,314)	(18,641)	(3,396)	(3,132)	(1,447)	692	(7,283)	1,263	36	1,965	3,264
Net income (loss) per share:																			
Basic	\$ (0.01)	\$ (0.05)	\$ (0.02)	\$ (0.07)	\$ (0.16)	\$ (0.18)	\$ (0.17)	\$ (0.11)	\$ (0.10)	\$ (0.56)	\$ (0.10)	\$ (0.09)	\$ (0.04)	\$ 0.02	\$ (0.22)	\$ 0.04	\$ 0.00	\$ 0.06	\$ 0.10
Diluted	\$ (0.01)	\$ (0.05)	\$ (0.02)	\$ (0.07)	\$ (0.16)	\$ (0.18)	\$ (0.17)	\$ (0.11)	\$ (0.10)	\$ (0.56)	\$ (0.10)	\$ (0.09)	\$ (0.04)	\$ 0.02	\$ (0.22)	\$ 0.04	\$ 0.00	\$ 0.06	\$ 0.10
Shares used in the computation:																			
Basic	31,943	32,172	32,316	32,529	32,241	32,858	32,983	33,094	33,371	33,078	33,532	33,582	33,640	32,692	33,362	31,784	31,677	31,733	31,731
Diluted	31,943	32,172	32,316	32,529	32,241	32,858	32,983	33,094	33,371	33,078	33,532	33,582	33,640	33,204	33,362	32,249	32,160	32,424	32,249
Supplemental information of stock-based compensation expense included in:																			
Cost of software, hosting and support	38	55	52	48	193	58	79	84	67	288	77	79	87	80	323	96	142	120	358
Cost of professional services	97	137	124	113	471	125	149	217	156	647	153	165	158	162	638	133	209	138	480
Sales and marketing	366	535	529	499	1,929	658	731	542	333	2,264	538	595	738	583	2,454	622	952	761	2,335
Research and development	159	233	230	212	834	226	289	166	206	887	235	242	252	240	969	262	377	285	924
General and administrative	123	718	179	181	1,201	235	743	199	208	1,385	263	816	297	265	1,641	403	1,056	548	2,007
Total stock-based compensation	783	1,678	1,114	1,053	4,628	1,302	1,991	1,208	970	5,471	1,266	1,897	1,532	1,330	6,025	1,516	2,736	1,852	6,104



## Consolidated Statements of Cash Flow

Amounts in thousands

Unaudited

Last updated October 22, 2009

	2006					2007					2008					2009			
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	YTD	Q1	Q2	Q3	YTD
<b>Operating activities</b>																			
Net income (loss)	(440)	(1,755)	(519)	(2,294)	(5,008)	(6,002)	(5,741)	(3,584)	(3,314)	(18,641)	(3,396)	(3,132)	(1,447)	692	(7,283)	1,263	36	1,965	3,264
Noncash adjustments:																			
Depreciation and amortization	1,105	1,337	1,556	1,683	5,681	1,675	1,880	1,869	1,842	7,266	1,954	1,956	1,956	1,905	7,771	1,887	1,726	1,797	5,410
Provision for losses on accounts receivable	(248)	7	292	255	306	(69)	13	401	39	384	89	26	64	33	212	57	30	30	117
Stock-based compensation expense	783	1,678	1,114	1,053	4,628	1,302	1,991	1,208	970	5,471	1,266	1,897	1,532	1,330	6,025	1,516	2,736	1,852	6,104
Changes in operating accounts:																			
Receivables	(9,798)	1,386	(8,117)	(10,958)	(27,487)	15,427	8,224	6,933	(3,032)	27,552	7,447	4,062	1,143	(7,878)	4,774	13,569	(5,171)	2,333	10,731
Prepaid and other current assets	(167)	8	(225)	193	(191)	(1,471)	(1,612)	(803)	(1,143)	(5,029)	(852)	(804)	(1,168)	(900)	(3,724)	399	(583)	(693)	(877)
Accounts payable and accrued liabilities	1,191	(638)	(373)	3,277	3,457	1,748	810	89	1,041	3,688	2,292	(257)	42	(720)	1,357	(1,823)	3,099	(1,427)	(151)
Commissions and bonuses payable	787	(752)	932	58	1,025	(1,171)	(1)	(47)	2,176	957	(1,523)	742	166	1,545	930	(2,553)	1,743	(132)	(942)
Deferred revenue	12,976	5,349	15,184	11,273	44,782	(6,056)	(814)	(2,143)	8,407	(606)	(3,434)	4,001	(3,566)	7,168	4,169	(9,429)	(2,038)	(569)	(12,036)
Other	(137)	244	(8)	(249)	(150)	(23)	13	(130)	132	(8)	(173)	83	(52)	635	493	-	503	(247)	256
Cash provided (used) by operating activities	6,052	6,864	9,836	4,291	27,043	5,360	4,763	3,793	7,118	21,034	3,670	8,574	(1,330)	3,810	14,724	4,886	2,081	4,909	11,876
<b>Investing activities</b>																			
Acquisition of property and equipment	(1,140)	(2,770)	(1,020)	(2,828)	(7,758)	(1,987)	(1,351)	(1,426)	(2,436)	(7,200)	(1,522)	(1,536)	(1,309)	(1,425)	(5,792)	(584)	(1,841)	(1,240)	(3,665)
Business acquisitions	-	(8,731)	-	-	(8,731)	-	-	-	-	-	-	-	-	-	-	-	-	(5,906)	(5,906)
Change in investments, net	(3,749)	(8,140)	(1,638)	(2,285)	(15,812)	1,549	(15,333)	(3,912)	4,179	(13,517)	(1,970)	748	2,218	12,435	13,431	(2,251)	(6,059)	(13,081)	(21,391)
Other	(10)	-	-	(3)	(13)	(29)	(32)	1	17	(42)	-	-	-	-	-	(100)	-	(144)	(244)
Cash provided (used) for investing activities	(4,899)	(19,641)	(2,658)	(5,116)	(32,314)	(467)	(16,716)	(5,337)	1,760	(20,759)	(3,492)	(788)	909	11,010	7,639	(2,935)	(7,900)	(20,371)	(31,206)
<b>Financing activities</b>																			
Net proceeds from (payments on) long-term debt	(7)	(7)	(9)	(32)	(55)	(7)	(8)	(10)	(10)	(35)	(11)	(11)	(11)	(10)	(43)	(12)	(11)	(12)	(35)
Proceeds from issuance of stock:																			
Common stock issued under employee benefit plans	432	567	363	1,359	2,721	643	536	509	1,966	3,653	414	234	618	130	1,396	78	151	167	396
Common stock repurchase (Treasury)	-	-	-	-	-	-	-	-	-	-	-	-	-	(13,209)	(13,209)	(1,798)	-	-	(1,798)
Other	-	-	-	400	400	49	160	19	(45)	183	51	(53)	-	(133)	(135)	89	48	95	232
Cash provided (used) by financing activities	425	560	354	1,727	3,066	685	688	518	1,911	3,801	454	170	607	(13,222)	(11,991)	(1,643)	188	250	(1,205)
Effect of foreign exchange rates	(8)	319	36	192	539	113	208	293	(217)	397	278	234	(1,822)	(1,338)	(2,648)	(251)	1,156	613	1,518
Net change in cash and cash equivalents	1,570	(11,898)	7,568	1,094	(1,666)	5,691	(11,057)	(733)	10,572	4,473	910	8,190	(1,636)	260	7,724	57	(4,475)	(14,599)	(19,017)
Cash and cash equivalents at beginning of period	40,874	42,444	30,546	38,114	40,874	39,208	44,899	33,842	33,109	39,208	43,681	44,591	52,781	51,145	43,681	51,405	51,462	46,987	51,405
Cash and cash equivalents at end of period	42,444	30,546	38,114	39,208	39,208	44,899	33,842	33,109	43,681	43,681	44,591	52,781	51,145	51,405	51,405	51,462	46,987	32,388	32,388



## Supplemental Data Sheet

Unaudited

Last updated October 22, 2009

Amounts in thousands

		2006					2007					2008					2009			
		Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	YTD	Q1	Q2	Q3	Q4	YTD	Q1	Q2	Q3	YTD
<b>Revenue</b>	Recurring	13,977	15,083	16,710	17,678	63,448	19,225	20,341	21,813	23,541	84,920	24,412	25,459	25,917	26,476	102,264	25,955	27,393	29,741	83,089
<b>Mix</b>	Perpetual	5,333	5,553	7,044	4,879	22,809	594	352	553	564	2,063	144	114	39	15	312	90	31	13	134
(in thousands)	Professional services	5,321	6,272	6,334	6,204	24,131	5,883	5,772	6,880	6,559	25,094	8,342	9,648	10,281	9,588	37,859	9,992	8,916	8,977	27,885
	Total	24,631	26,908	30,088	28,761	110,388	25,702	26,465	29,246	30,664	112,077	32,898	35,221	36,237	36,079	140,435	36,037	36,340	38,731	111,108
<b>Revenue</b>	Recurring	56%	56%	56%	61%	57%	75%	77%	74%	77%	76%	75%	73%	72%	73%	73%	72%	75%	77%	75%
<b>Mix</b>	Perpetual	22%	21%	23%	17%	21%	2%	1%	2%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(% of total)	Professional services	22%	23%	21%	22%	22%	23%	22%	24%	21%	22%	25%	27%	28%	27%	27%	28%	25%	23%	25%
<b>Revenue by Geography</b>	Americas	17,368	20,072	23,847	21,235	82,522	18,472	18,908	20,687	21,473	79,540	22,357	23,384	25,187	26,712	97,640	26,997	26,386	27,737	81,120
(in thousands)	Europe	5,014	5,335	4,732	5,520	20,601	5,359	5,321	5,958	6,923	23,561	8,066	8,876	8,082	6,922	31,946	6,440	6,832	7,441	20,713
	Asia Pacific	2,249	1,501	1,509	2,006	7,265	1,871	2,236	2,601	2,268	8,976	2,475	2,961	2,968	2,445	10,849	2,600	3,122	3,553	9,275
<b>Revenue by Geography</b>	Americas	71%	74%	79%	74%	74%	72%	72%	71%	70%	71%	67%	67%	70%	74%	69%	75%	72%	72%	73%
(% of total)	Europe	20%	20%	16%	19%	19%	21%	20%	20%	23%	21%	25%	25%	22%	19%	23%	18%	19%	19%	19%
	Asia Pacific	9%	6%	5%	7%	7%	7%	8%	9%	8%	8%	8%	8%	8%	7%	8%	7%	9%	9%	8%
<b>Deferred Revenue</b>	Current	54,191	56,222	59,218	67,560		67,444	66,660	69,665	76,995		73,575	76,693	72,008	77,584		72,885	75,972	75,643	
(in thousands)	Non-current	26,715	31,012	43,402	47,018		41,241	41,718	37,139	37,665		38,079	39,289	37,201	35,614		30,322	28,112	28,298	
	Total	80,906	87,234	102,620	114,578		108,685	108,378	106,804	114,660		111,654	115,982	109,209	113,198		103,207	104,084	103,941	
<b>Term Receivables</b>	Current	17,268	19,255	22,587	23,806		20,555	15,756	13,773	13,069		9,616	8,814	6,875	5,752		4,810	4,107	3,011	
(in thousands)	Non-current	12,611	15,765	22,193	24,805		19,349	13,239	11,170	9,859		8,059	5,728	4,420	3,547		2,804	2,159	1,447	
	Total	29,879	35,020	44,780	48,611		39,904	28,995	24,943	22,928		17,675	14,542	11,295	9,299		7,614	6,266	4,458	
<b>Net Deferred Revenue</b>	Current	36,923	36,967	36,631	43,754		46,889	50,904	55,892	63,926		63,959	67,879	65,133	71,832		68,075	71,865	72,632	
(in thousands)	Non-current	14,104	15,247	21,209	22,213		21,892	28,479	25,969	27,806		30,020	33,561	32,781	32,067		27,518	25,953	26,851	
	Total	51,027	52,214	57,840	65,967		68,781	79,383	81,861	91,732		93,979	101,440	97,914	103,899		95,593	97,818	99,483	
<b>Customers</b>	New	97	261	83	79	520	62	74	60	60	256	64	73	68	59	264	26	46	56	128
	Total (-)	1,500	1,700	1,800	1,800		1,800	1,800	1,800	1,800		1,800	1,900	1,900	1,900		1,900	1,900	1,900	1,900
	Interactions (in millions)	281	223	261	285	1,050	352	332	347	436	1,467	463	477	576	583	2,099	584	586	620	1,790
<b>Employees</b>	Worldwide	578	649	654	658		679	698	691	686		718	765	777	737		742	756	792	