India SaaS Survey Results 2017 jointly by DCS Advisory India – iSPIRT





Foreword

Welcome to the **Third edition** of the **India SaaS Survey** by DCS Advisory India, India's largest software investment banking advisory practice, together with our partners iSPIRT, the Indian Software Product Industry Round Table.

In-line with our goal of constantly improving the quality of our survey we have added two new sections this year, one covering Inside Sales and the other looking at Product Market Fit. Our interactions with SaaS founders and various other stakeholders in the ecosystem clearly identified these topics as the most valuable for the founders of our young ecosystem. We have also added new analyses to previous sections which we hope will further enrich the survey.

This year, we have received responses from 59 respondents with an aggregate ARR of ~\$175Mn, including some of the most prominent SaaS companies operating in India. We sincerely thank all participants for their time and effort in completing this survey and look forward to ever increasing participation every edition going forward.

As before, we remain committed to refreshing the survey results on an annual basis. As the India SaaS ecosystem continues to grow, we fully expect to increase overall survey participation, as well as the insights and benchmarking data provided. If you have any suggestions to improve the survey or questions that you would like to see covered, please do write to us at <u>indiasaassurvey@dcsadvisory.in</u>







Key Takeaways of India SaaS Survey 2017 (1/2)

- Our typical (median) respondent this year is at \$0.75M in ARR, likely to be Bangalore or Chennai headquartered (58%) and was founded in 2014 or later
- 2 Whereas last year we noted a 'paucity of machine focused SaaS', this year infrastructure SaaS made it into the top 3 amongst horizontal focus areas (and took in >50% of horizontal funding)
- 3 Overall our respondents grew faster than last year and continue to be bullish on the future, looking towards North America for growth
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- Inside sales is now the most popular sales channel in our ecosystem but, based on our data, does not yet conclusively outperform the more established FoS channel. In the years to come, particularly for startups selling overseas, we expect this to change
- ~50% of our respondents that focus on Inside sales boast a conversion rate of 10-25%. We look forward to tracking this metric in future editions of this survey



Key Takeaways of India SaaS Survey 2017 (2/2)

- 92% of our respondents believe they have achieved product market fit, further indicating that it takes a period of 12-24 months with about 3 product releases to get there
- 7 Across the board our respondents typically earn gross margins in the range of 60-70%, with R&D being the largest expense post gross margins
- 8 Our typical respondent reported ~10% annual churn (which may be under reported). We believe the customer lifetime is likely somewhere in between at 5-6 years
- 9 Over a third of our sample has never raised external capital. Those that have, have raised \$1-5Mn (median) at 7.5-10.0x of ARR (median)



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Respondent Set

Profiling Survey Respondents







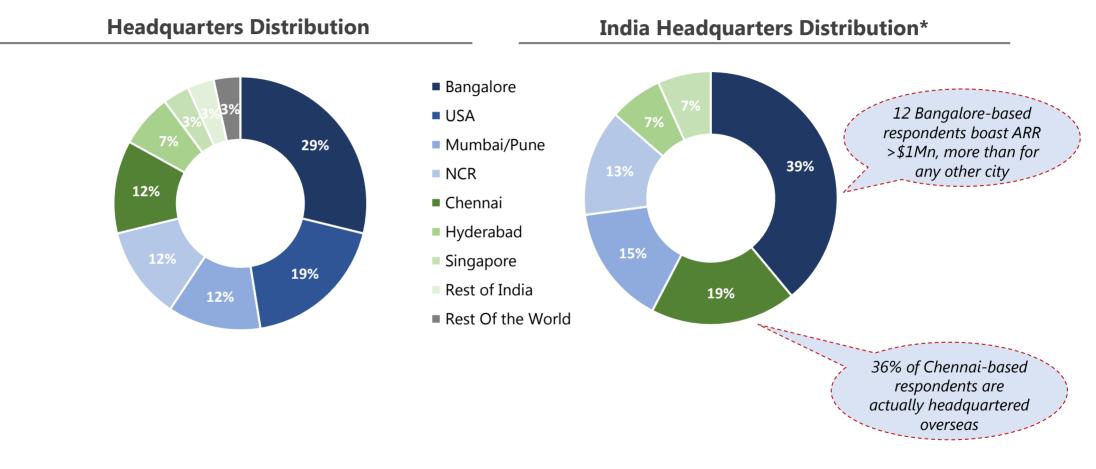
While we see SaaS across the country, Bangalore & Chennai are clearly hotspots



The median ARR of this year's sample is unchanged over the previous year's sample at \$0.75Mn. More likely than not, this is the result of a younger sample this year vs. last year



Where Are Survey Participants Headquartered?

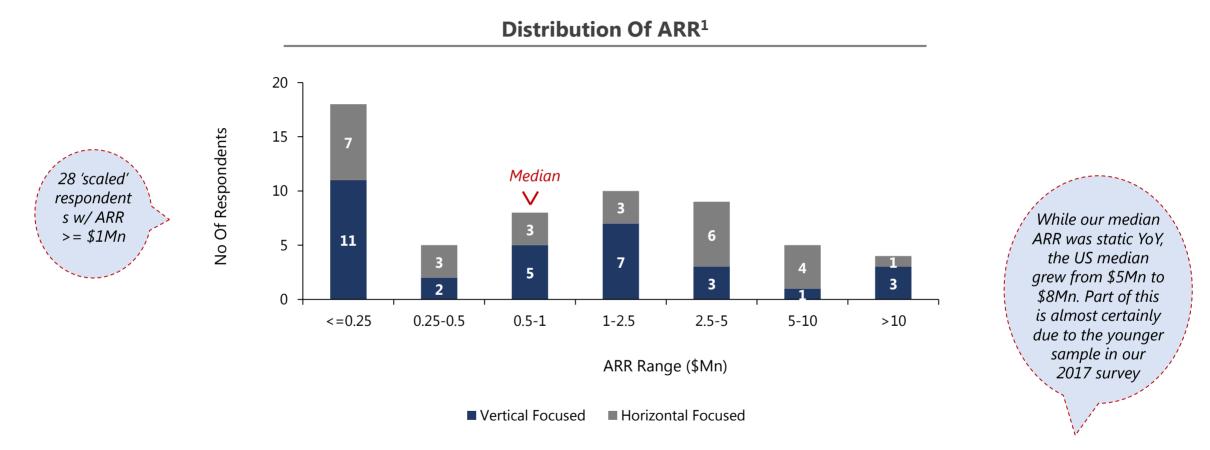


Together, Bangalore & Chennai accounted for 58% of our sample with Bangalore hosting the maximum number of \$1Mn+ ARR respondents





What Is The Distribution Of ARR Across Our Sample?



Our young sample (65% of respondents are <=5 years old) has a median ARR of \$0.75Mn² compared to \$8Mn³ reported in similar surveys of the US ecosystem

¹ARR reported by respondents during the months of November 2017, December 2017 and January 2018 ²The middle value of the median ARR range has been taken ³Median Revenue for FY16 per "KeyBanc Capital Markets 2017 Private SaaS Company Survey Results". This was previously the Pacific Crest Survey

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Business Focus

Market And Product Focus Of The Respondents





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Our sample is 54% Vertically focused vs. 46% Horizontally focused and 2/3rd SME focused vs. 1/3rd Enterprise focused



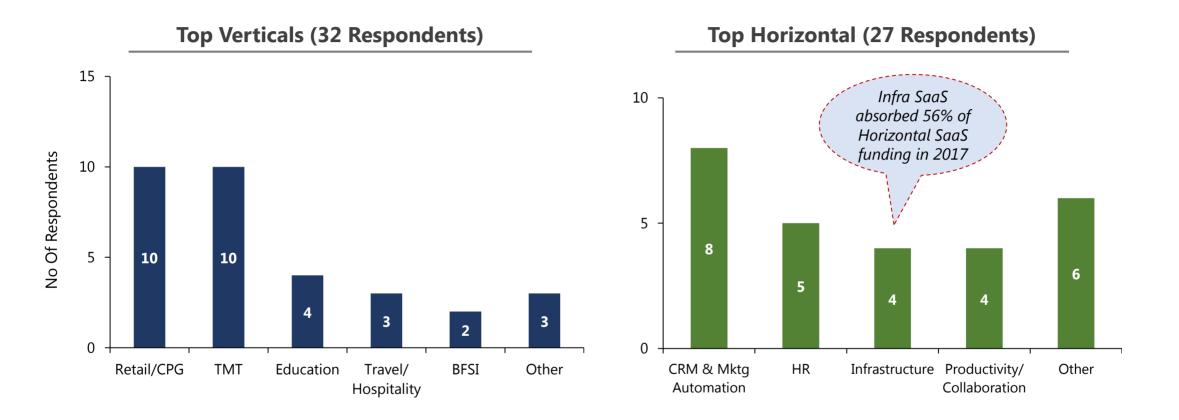
Infrastructure' is now a top 3 category for Horizontal SaaS whereas in prior editions of this survey we commented on the paucity deep-tech SaaS startups



North America remains the geography of choice and, unsurprisingly, relocating overseas correlates positively with generating revenue from overseas







'Infrastructure' is now a top 3 category for Horizontal SaaS whereas in prior editions of this survey we commented on the paucity deep-tech SaaS startups





Which Geography Contributes The Maximum Revenue?

Respondents with ARR <\$1Mn

Respondents with ARR =>\$1Mn



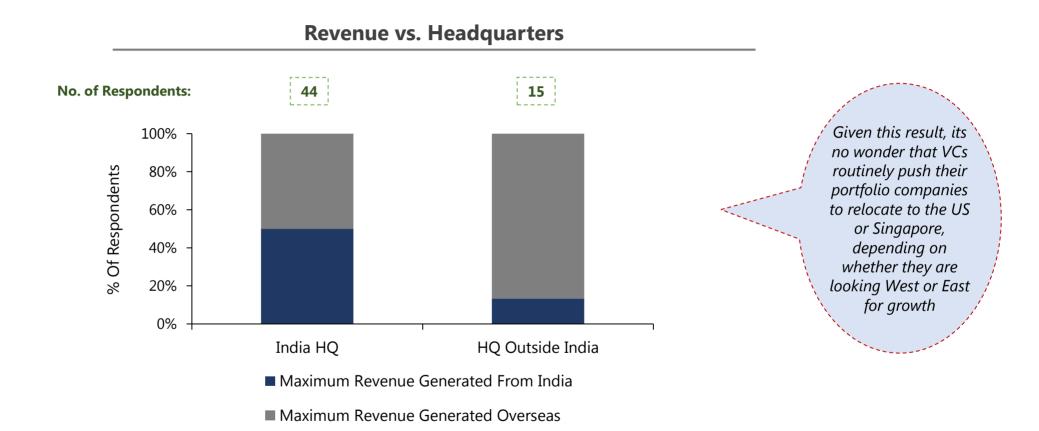
Regardless of ARR, >90% of our sample sees maximum revenue contribution from North America & India. With scale however, overseas business start becoming more critical



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While it may seem obvious, yes, HQ seems to make a difference: overseas headquartered firms derive nearly 90% of their revenue from outside India

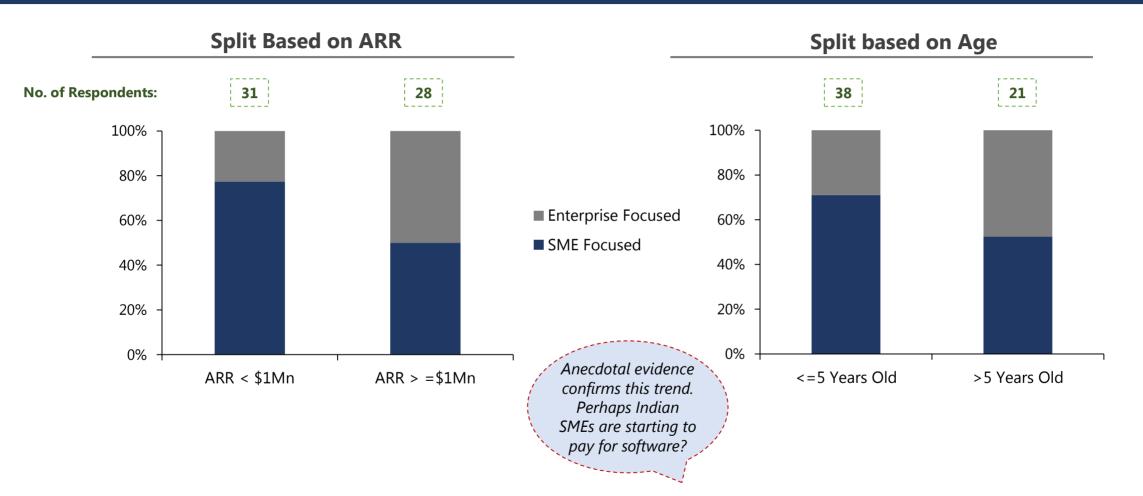


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Younger (<=5 years old) and less-scaled (ARR <\$1Mn) respondents in our sample tend to be more SME focused







Growth Rates

Growth Profile Of The Respondent Set







Our sample appears bullish, projecting median growth rates of 100-200% over the coming year



Consistent with last year's survey, respondents continue to look overseas for growth, particularly towards North America. With that said, respondents that focused primarily on India outgrew their westward looking peers, likely because they started from a smaller base



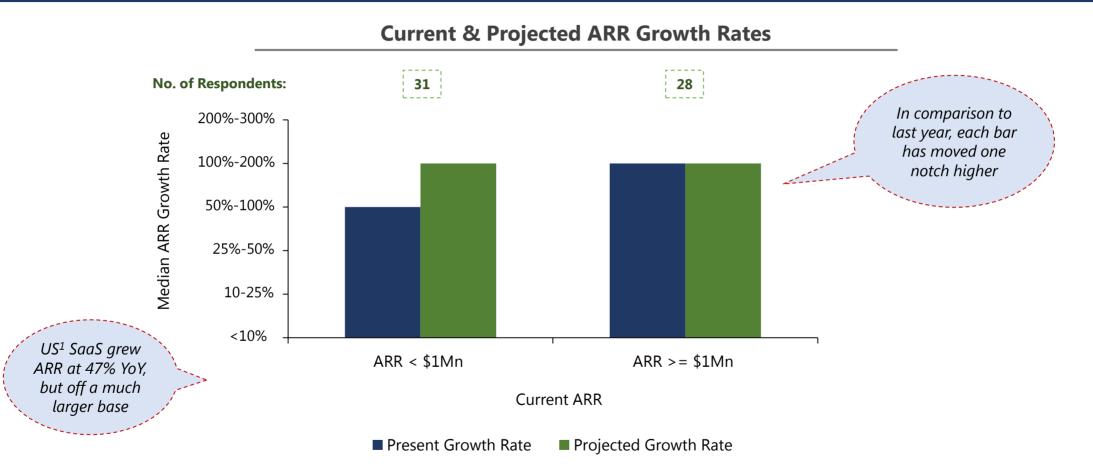
2-4 years appears to be the benchmark to reach an ARR of \$1Mn. Unsurprisingly, effective Sales & Marketing is the toughest challenge on the road to a million







How Fast Is Our Sample Growing Its ARR?



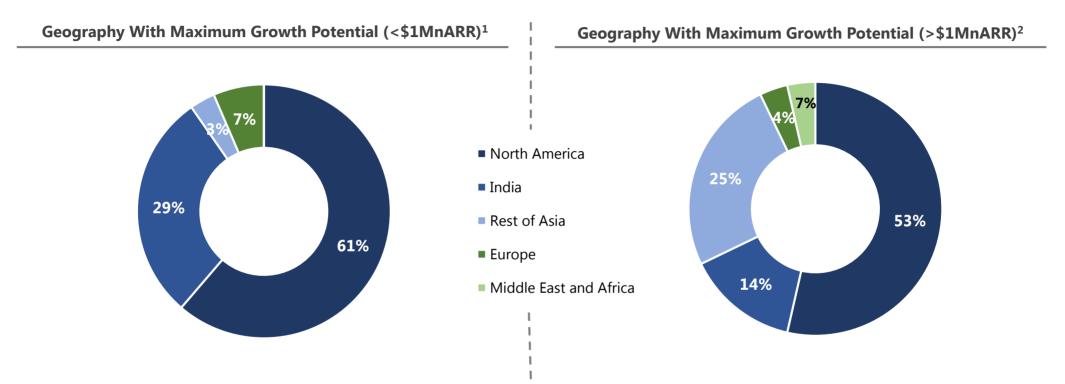
Overall, our sample is bullish, projecting median growth rates of 100-200% over the coming year. In comparison, last year's sample projected growth in the 50-100% bucket



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Where Do Respondents See Maximum Growth Potential?

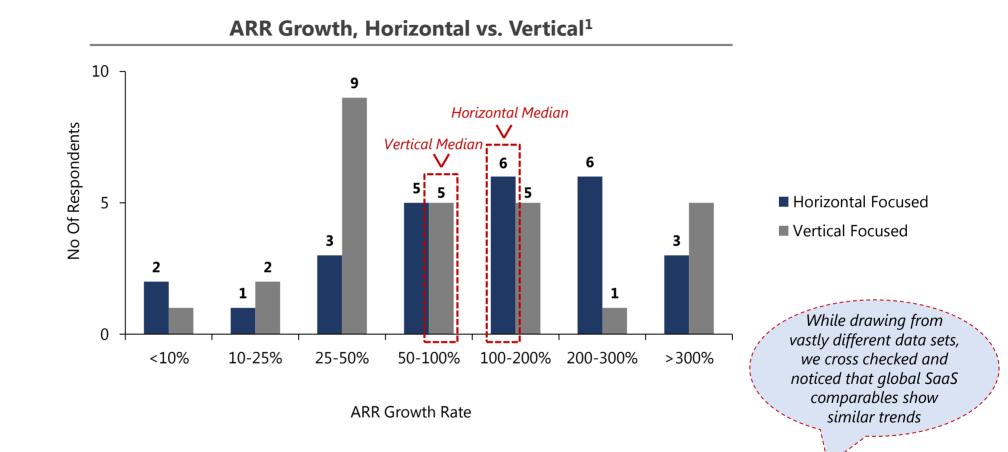


Results indicate that respondents see maximum growth potential in North America irrespective of their size





Distribution Of Respondents Growth Rate By Horizontal vs. Vertical Focus



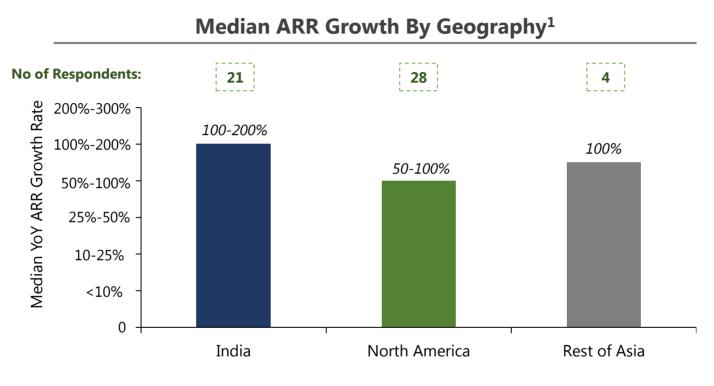
This year horizontal SaaS players reported faster growth than their vertically focused peers; in comparison, there was no difference in last year's survey



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Distribution Of Respondents Growth Rate By Geographic Focus



Geography Presently Generating Maximum Revenue

Don't rule out India just yet! Despite North America's status as the go to geography for growth, India-focused respondents reported higher growth in this year's survey (likely because they started from a smaller base)

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The Journey To \$1Mn ARR

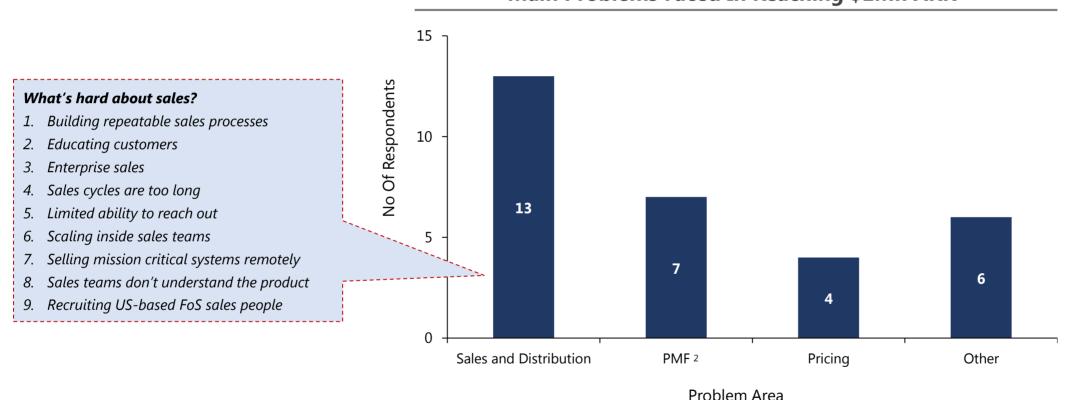


Of the 28 respondents that are at or ahead of the \$1Mn ARR mark, 25 respondents (~89%) got there in under 4 years





What Are The Problems Faced In Reaching \$1Mn ARR?



Main Problems Faced In Reaching \$1Mn ARR¹

Our sample clearly highlights Sales and Marketing as the greatest challenge on the road to \$1Mn of ARR







Sales And Delivery

Channels & Delivery Methods







While Inside Sales is the most popular sales channel overall, Feet on Street remains an important channel for our scaled up respondents



The costs of hosting as a percentage of the sales has steadily dropped over the past three years reaching 5-7.5% of the sales this year even as the preference for 3rd party hosting has grown



Inside Sales models, despite their popularity, are still in the process of being perfected in our ecosystem

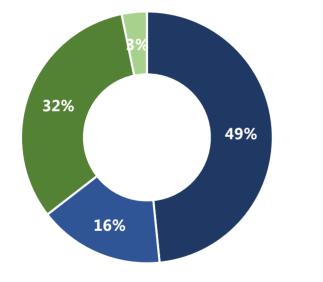


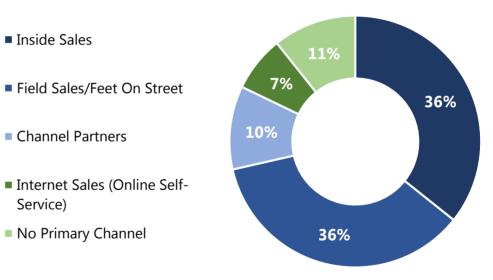


What Is The Primary Sales Channel?

Primary Sales Channel <\$1Mn ARR

Primary Sales Channel >=\$1Mn ARR

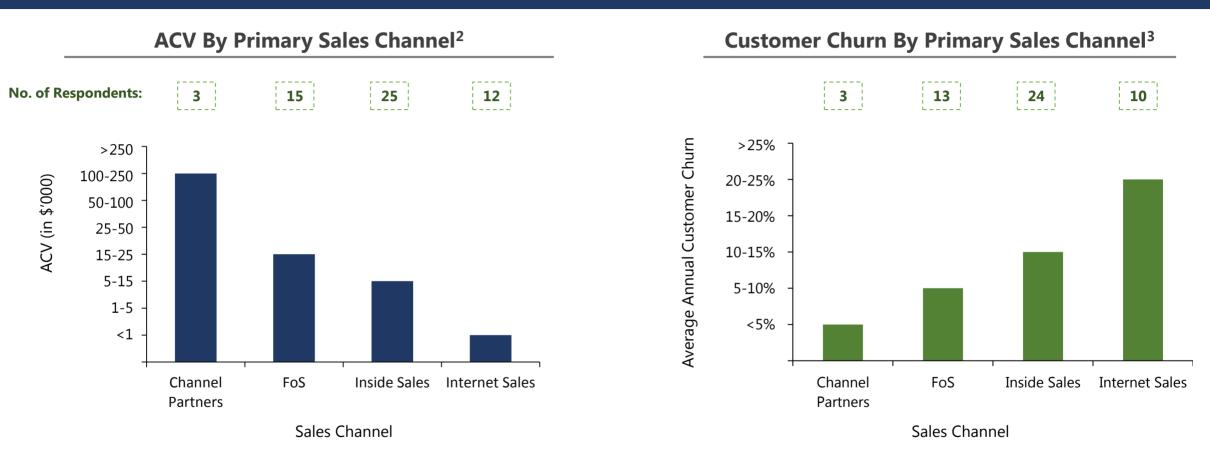




Overall, for 25/59 respondents, Inside Sales is the Primary Sales Channel; At >=\$1Mn in ARR, however, the FoS channel remains relevant





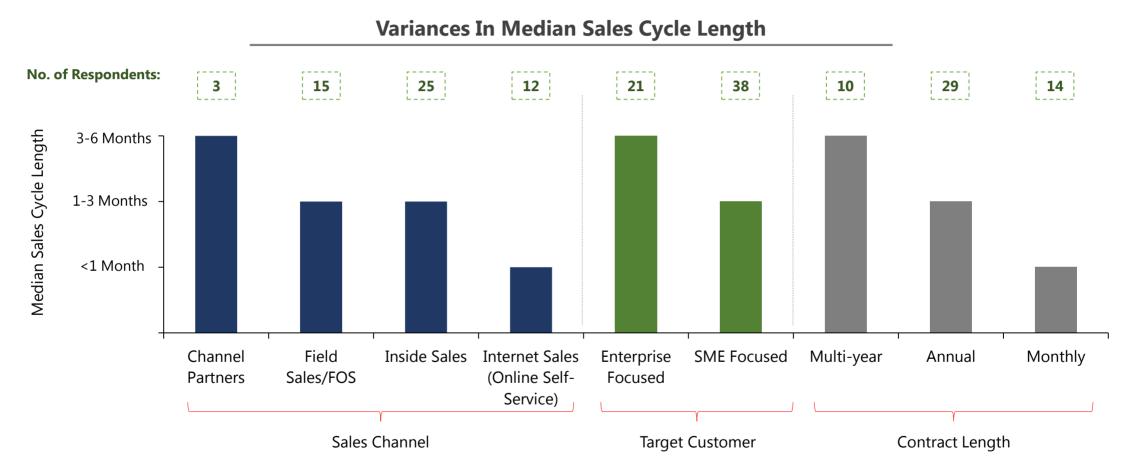


Our sample shows that 'high touch' sales channels, such as FoS or Channel Partners, correlate with larger contracts sizes and with lower rates of churn

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1. ACV – Annual Contract Value 2. Subset of 55 respondents 3. Subset of 50 respondents

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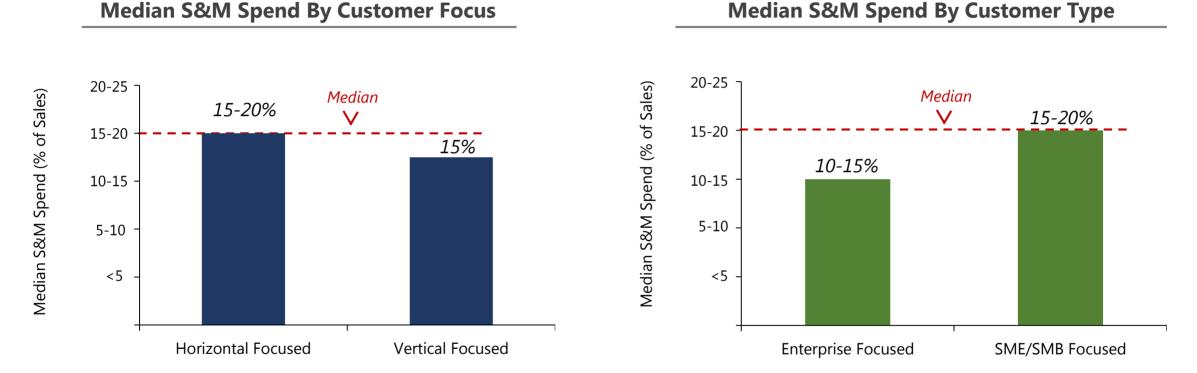
Our sample shows a median sales cycle of 1-3 months; Unsurprisingly, direct sales efforts with shorter contract durations targeting SMEs close more quickly

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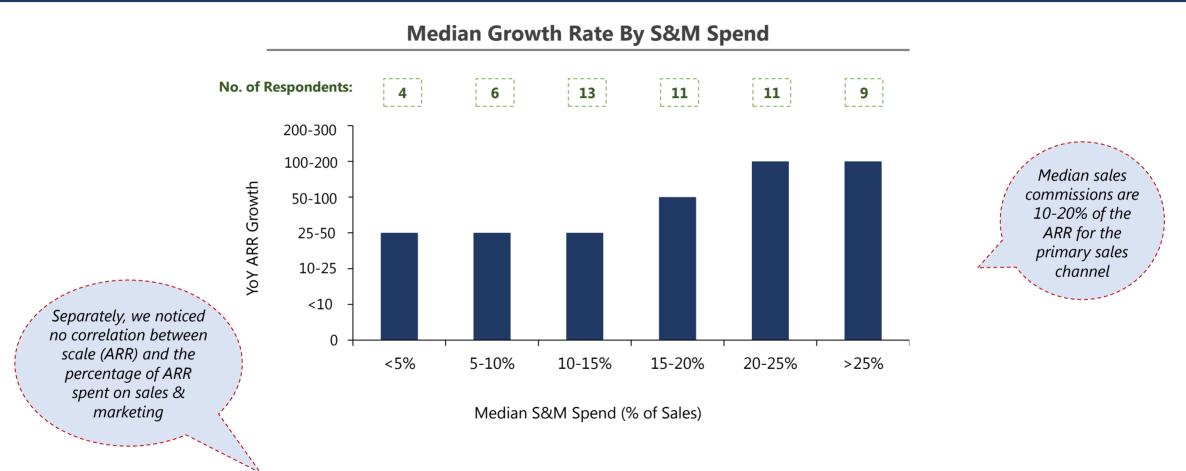


Vertically and enterprise focused respondents have lower median S&M spends than horizontal and SME focused respondents, respectively









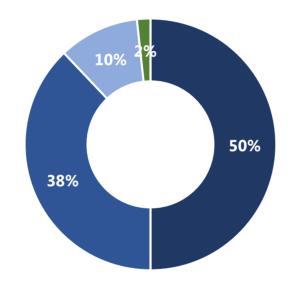
ARR growth shows mild positive correlation with increasing S&M spends likely pointing to the myriad other factors that influence growth rates





What Is The Primary Sales Model Across Respondents?

Which Is The Most Prevalent Primary Sales Model?¹



- Try and buy (subscription with free trial)
- Enterprise sales (potentially with a pilot)
- Freemium (Limited features with add on premium features)
- Revenue share/ Outcome based

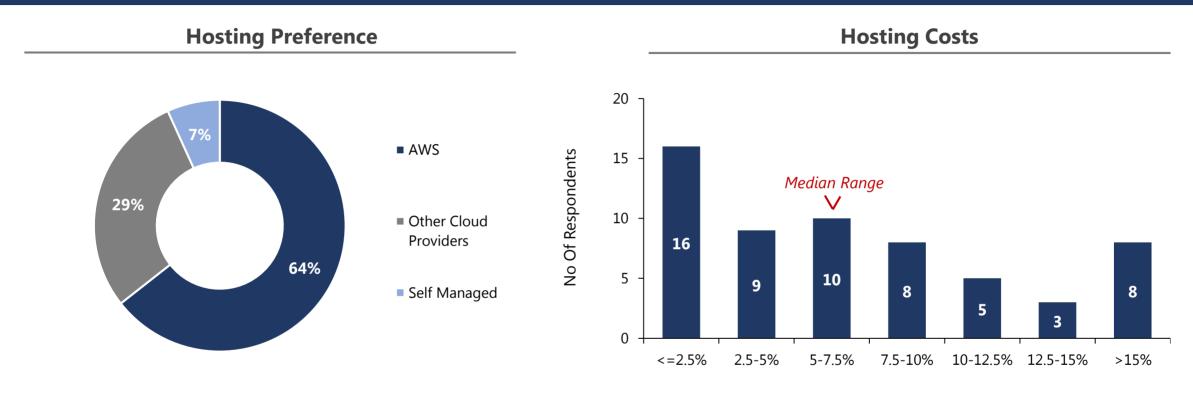
The choice of sales model does not show any correlation with ARR or ARR growth

Try and Buy and Enterprise Sales dominate our ecosystem





How Do The Respondents Host Their SaaS Service?



Hosting Costs As A Percentage Of Sales

Third party hosting has grown from 68% in 2015 to 83% in 2016 to 93% in 2017 whereas the cost to host has fallen from 10% in 2015 to 7.5% in 2016 to 5%-7.5% in 2017



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Comparing FoS to Inside Sales

| Median | Feet On Street | Inside-Sales | No. of Respondents: |
|-----------------------|----------------|---------------------|---------------------|
| ARR | 2.5Mn-\$5Mn | \$0.5Mn-\$1Mn | 40 |
| YoY ARR Growth Rate | 100% | 50-100% | 35 |
| ARR/FTE | 18.8K | 19.6K | 40 |
| S&M As % Of Sales | 15-20% | 15-20% | 40 |
| ACV | \$15-25k | \$5-15K | 40 |
| CAC | \$250-500 | \$500-1K | 38 |
| Annual Customer Churn | 5-10% | 10-15% | 37 |
| Revenue Retention | 110% | 110-120% | 30 |
| LTV/CAC | 4-5x | >5 | 28 |
| Capital/ARR | 4.0x | 4.0x | 40 |

Feet On Street vs Inside Sales Analysis

This year, we missed survey fills from SaaS leaders (Zoho, Freshworks, etc.) that have perfected Inside Sales

From our survey, FoS appears to have a *slight* edge over Inside Sales, likely reflecting the maturity of the FoS channel in India and sample bias

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Inside Sales Drill-down

Analysis On Companies With Primary Sales Channel As Inside Sales







Typical conversion rates for Inside Sales efforts are 10-25% with ~60% of the 'battle' focused on making first contact and delivering an impactful sales pitch

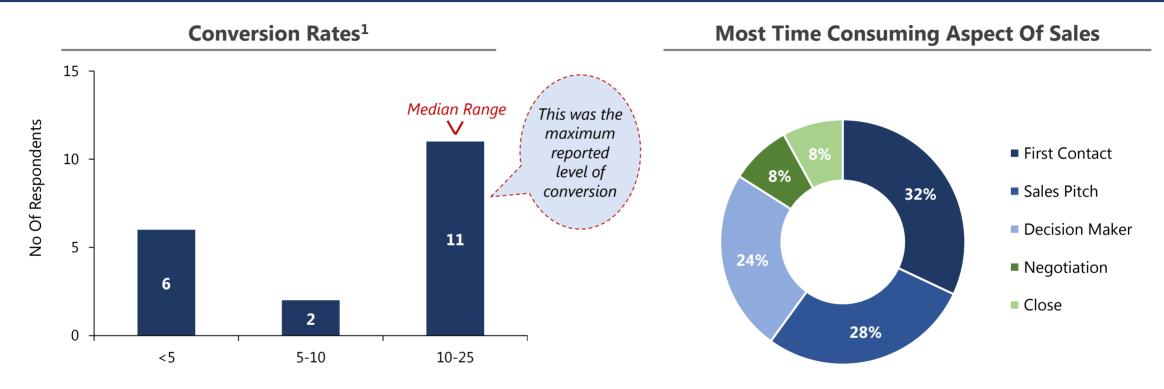


The typical Inside Sales executive has a 1-2 year tenure, 2-4 years of work experience and earns a 20-40% bonus for meeting his/ her targets





The Inside Sales Process – Conversion Rates & Effort



% Of Customers Signed On Completely By Inside Sales Team Effort

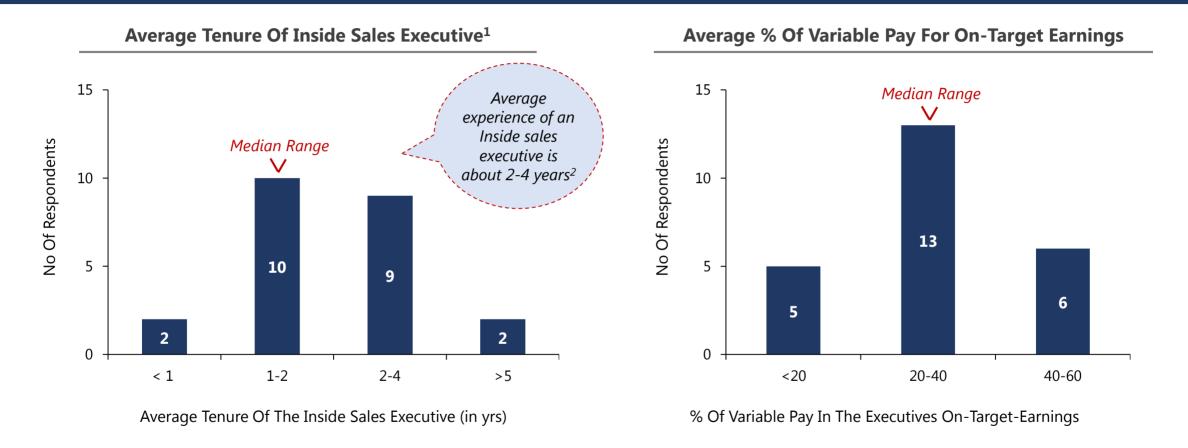
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What Does The Typical Inside Sales Executive Look Like?



The typical Inside Sales executive has a 1-2 year tenure, 2-4 years of work experience and earns a 20-40% bonus for meeting his/ her targets

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Product Market Fit

Dynamics Of Product Market Fit Amongst The Respondents







92% of the respondent set believes that they have achieved product market fit, despite only 47% of our sample having crossed the \$1Mn ARR mark



Respondents reported that it takes a period of 12-24 months with about 3 product releases to achieve product market fit

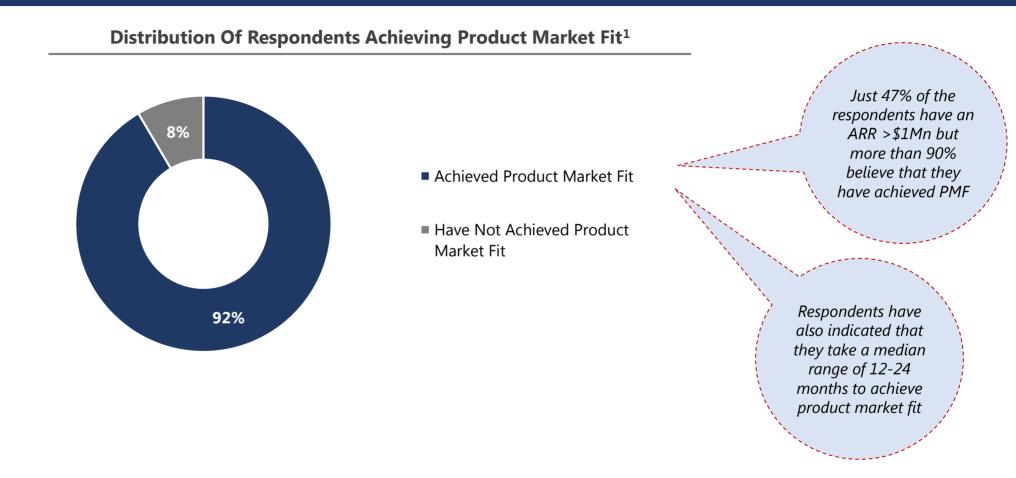


Customer feedback is valued as the most important metric to measure product market fit





Have The Respondents Achieved Product Market Fit?



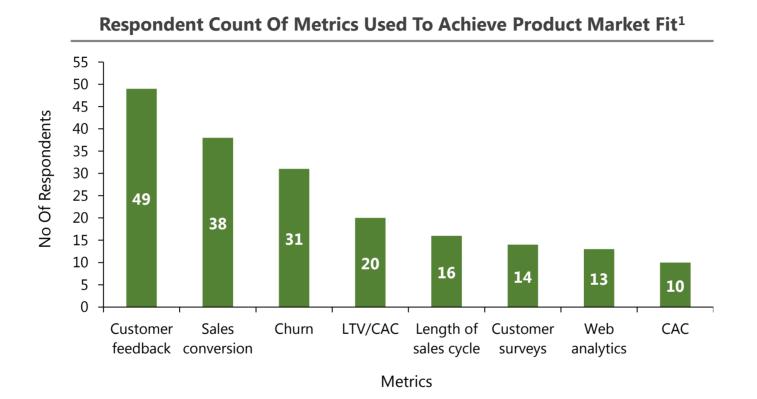
An overwhelming 92% of the respondents believe that they have achieved product market fit taking 12-24 months to get there



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What Are The Metrics Used By Respondents To Determine Product Market Fit



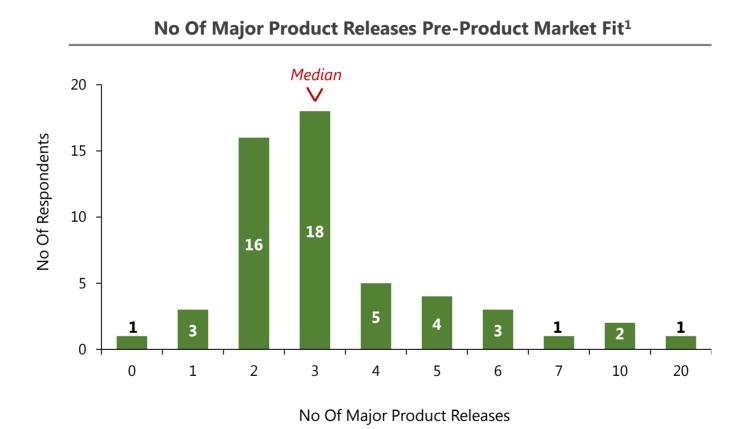
Our sample listens to its customer base and keeps an eye on sales conversion metrics in order to determine whether or not they have achieved PMF

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How Many Major Product Releases Occur Before Achieving Product Market Fit?



Results indicate that it takes a median of 3 major product releases before a SaaS company achieves product market fit



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Profitability Costs and Margin Drivers of Respondents







Across the board our respondents typically earn gross margins in the range of 60-70%

2 R&D still remains the top driver of cost for majority of the respondents, unlike in the US where Sales & Marketing is the top cost driver

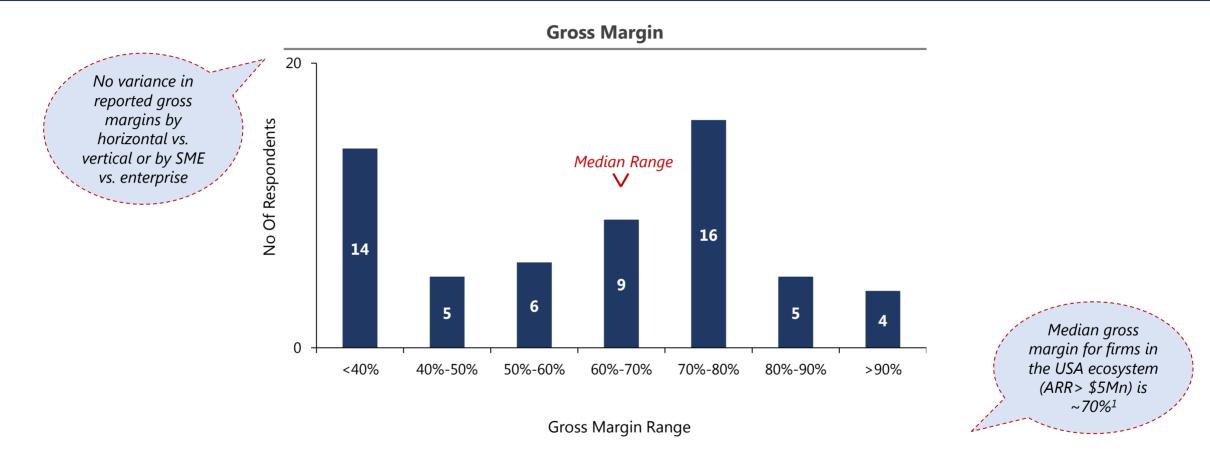


The median CAC recovery period reported by our sample is 3-6 months (down from 6-12 last year), with 90% of our sample recovering their CAC in under 12 months





How Profitable Are The Survey Respondents? (At GM level)

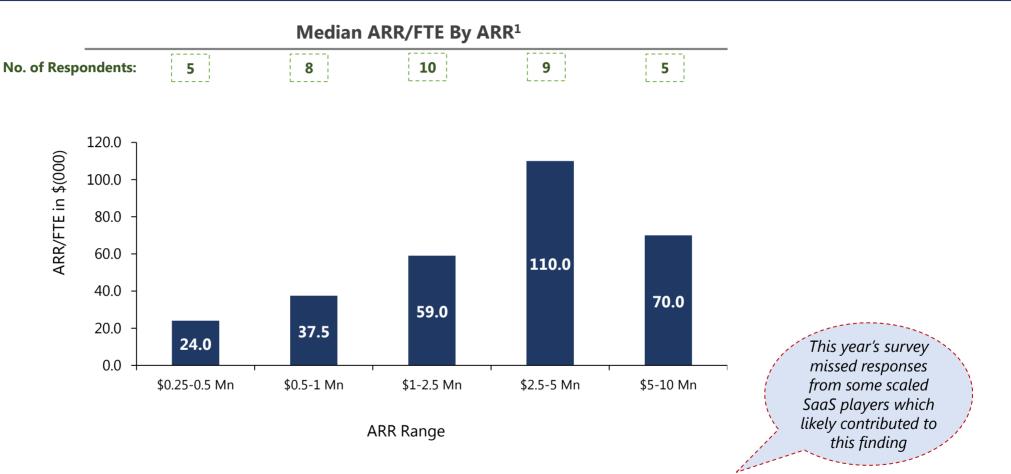


Our respondents reported a median gross margin profile of 60-70% regardless of customers they focus on or the type of product they have developed

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While respondents are able to drive up efficiencies as they scale, different from last year, respondents in the \$5-10Mn ARR range appear less efficient than their \$2.5-5Mn ARR peers



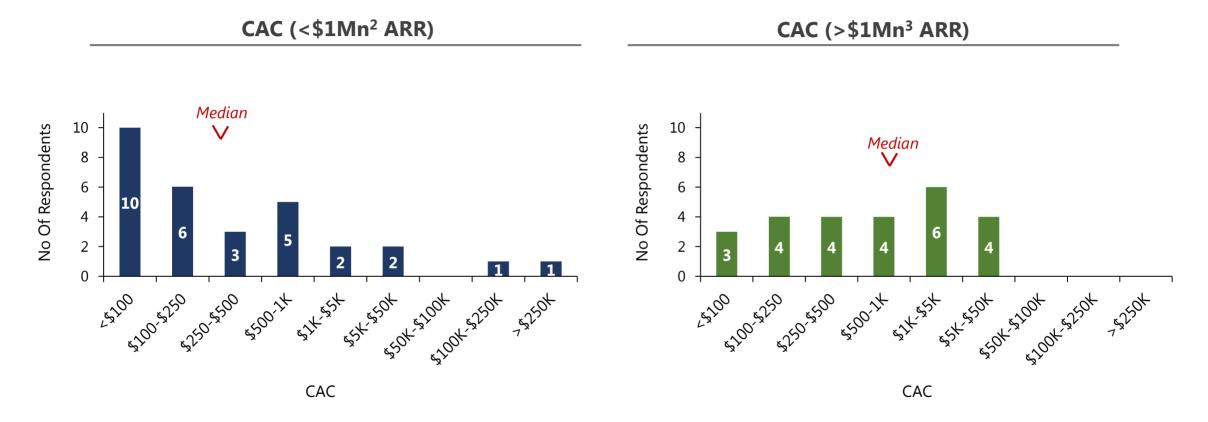
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Our \$1Mn+ ARR respondents reported higher CAC than their smaller peers (the same as last year), reinforcing the point that CAC does not necessarily fall as you scale





In How Many Months Do The Respondents Typically Recover CAC? (>\$1Mn ARR) 7 **CAC** Payback Period¹ No variance by <3 Months</p> horizontal or vertical focus 11% 11% 3-6 Months < Median Range</p> 7% 6-12 Months 21% ■ 12-18 Months

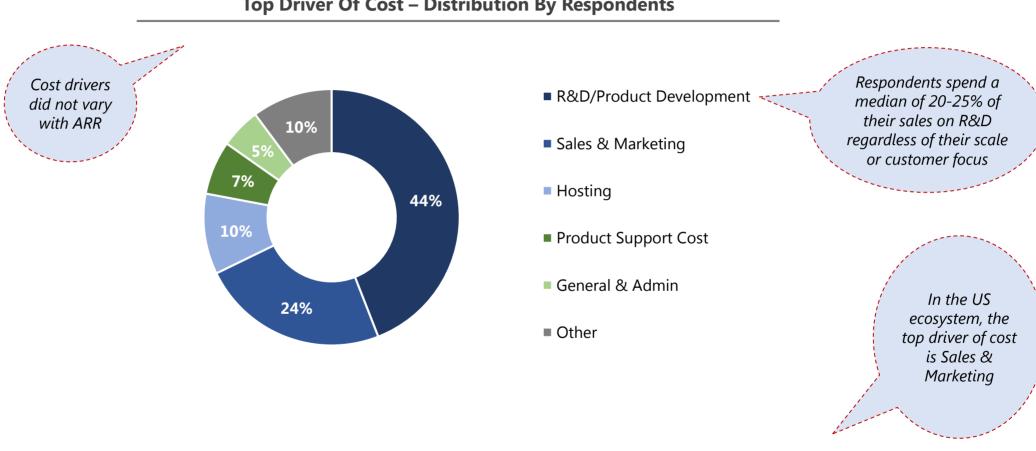
More than 90% of the respondents recover their CAC is less than a year, up from 2/3^{rds} last year

Don't Track

50%



What Is The Top Driver Of Cost?



Top Driver Of Cost – Distribution By Respondents

In-line with results from previous surveys R&D is the top driver of costs (accounting for 20-25% of revenues) for majority of the respondents, regardless of ARR

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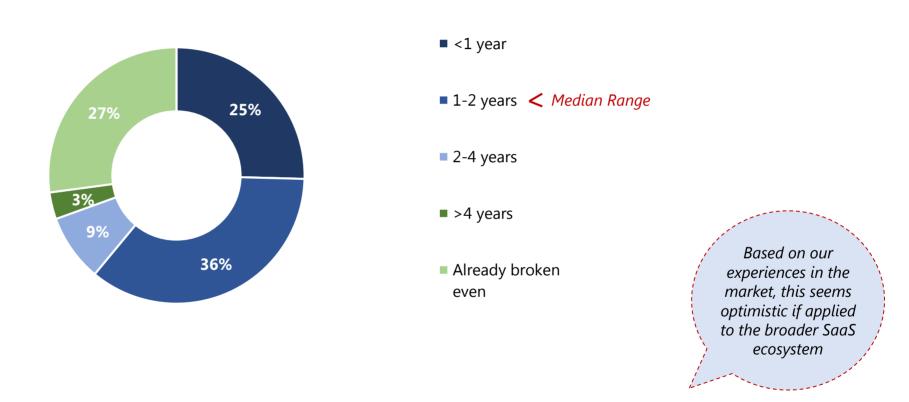
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In How Many Years Do Respondents Expect To Break Even At EBITDA Level?

Time To Break Even At EBITDA level¹

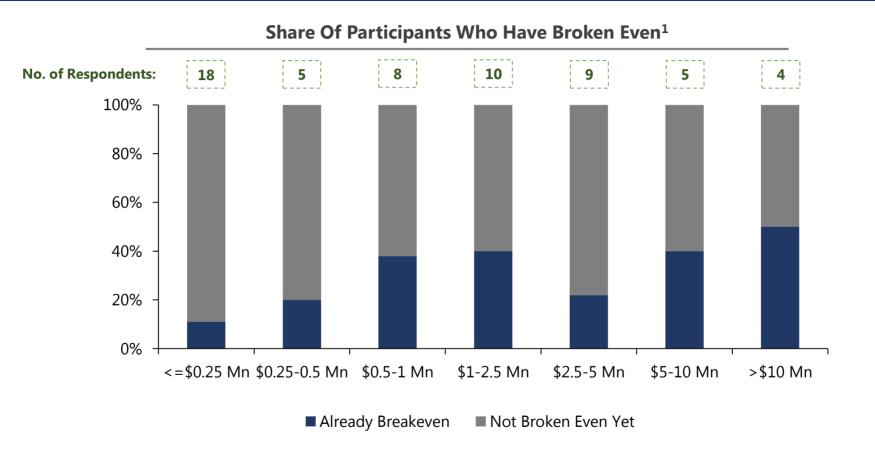


Over 60% of our respondents, that have not already broken even, expect to hit EBITDA breakeven within the next two years





How Many Respondents Have Already Broken Even At An EBITDA level (By ARR)?



A healthy share of respondents (close to 27% of the set) this year have broken even at an EBITDA level









Other Metrics Common SaaS Metrics







Our typical respondent reported ~10% annual churn (which may be under reported). We believe the customer lifetime is likely somewhere in between at 5-6 years



There has been a steady decline in the number of respondents leveraging user-based pricing over the past three years



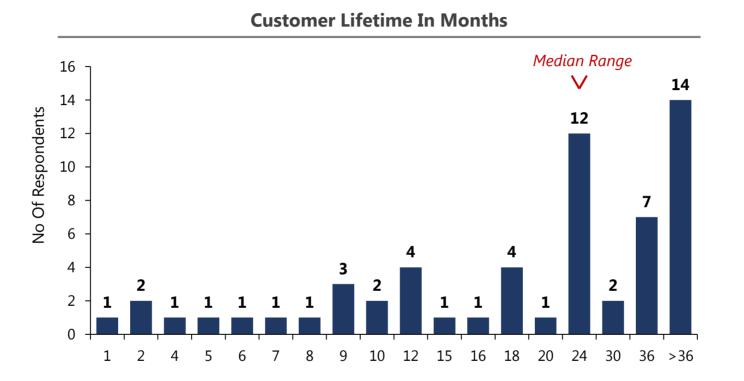
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Reported median LTV to CAC for respondents with an ARR >\$1Mn increased to 5+ from a range of 4-5 last year





What Is The Customer Lifetime Of The Respondents?



Customer Lifetime In Months

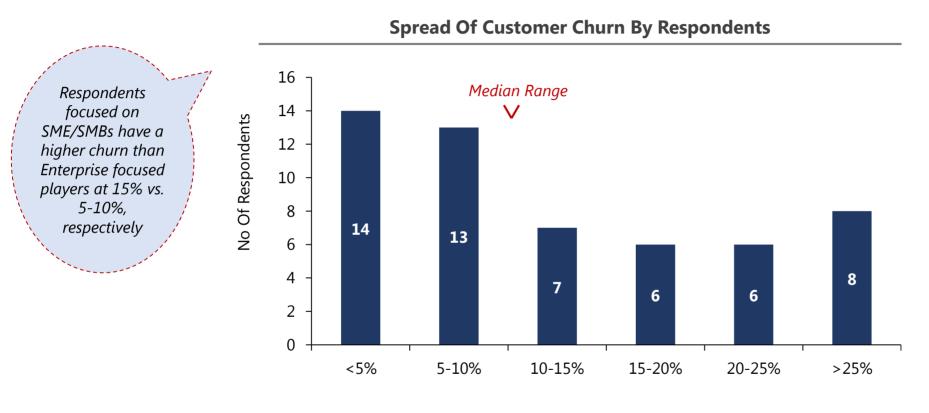
The median reported range of 24 months may understate actual customer lifetime as it may have been interpreted as the number of months the customers may have been engaged with the respondent

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What Is The Customer Churn¹ Of The Respondents ?



Average Annual Customer Churn

The median annual customer churn of our sample is ~10%, implying at 10 year lifetime; this seems overstated – We believe the customer lifetime likely lies somewhere in between at 5-6 years

¹Churn = # of Customers that dropped by year end/ # Customers at the start of the year ²Per "KeyBanc Capital Markets 2017 Private SaaS Company Survey Results". This was previously the Pacific Crest Survey

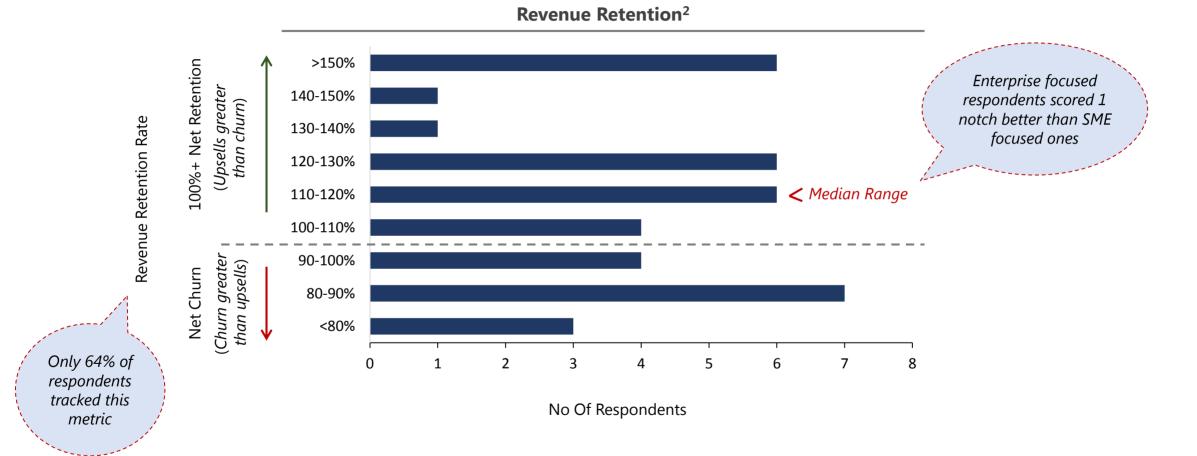
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What Is The Revenue Retention Rate¹ Of The Respondents?



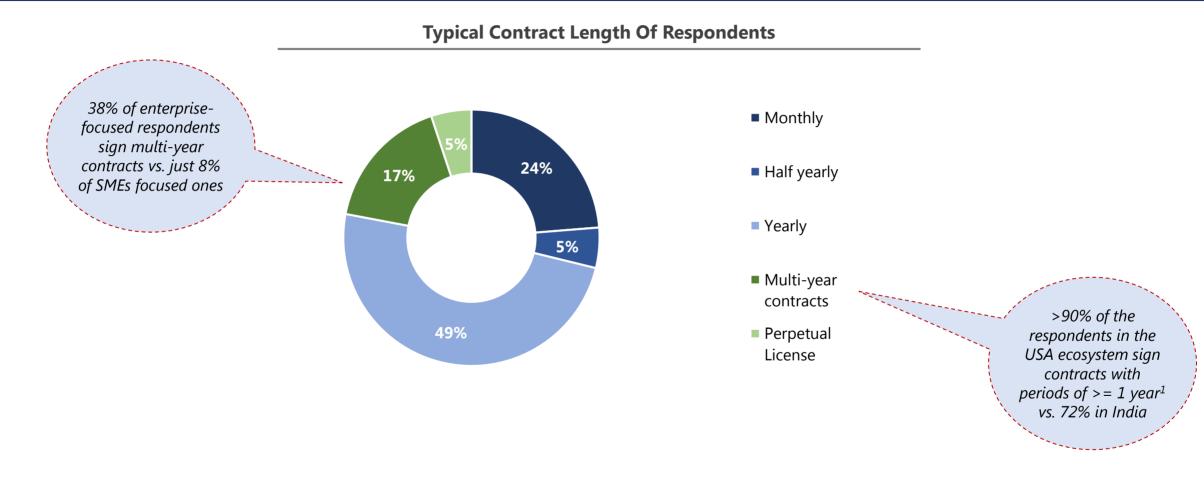
Of respondents that this metric – just 64% of the total respondents – >60% reported 100%+ revenue retention

DCS advisory ¹Revenue Retention Rate is defined as the revenues produced from customers acquired in period 1 divided into the revenues produced by the same customers in the next period expressed as a percentage

²Subset of 38 respondents tracking revenue retention



What Are The Respondents' Typical Contract Lengths?



In line with last years results, annual contracts dominate our sample



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Which Kind Of Pricing Metrics Do The Respondents Use?

2% Based on usage User-based pricing Number of users or employees continues to decline YoY from 53% in 2015 Number of transactions 8% to 45% in 2016 to 34% 34% in 2017 No of instances 12% Database size Fixed 34% Other

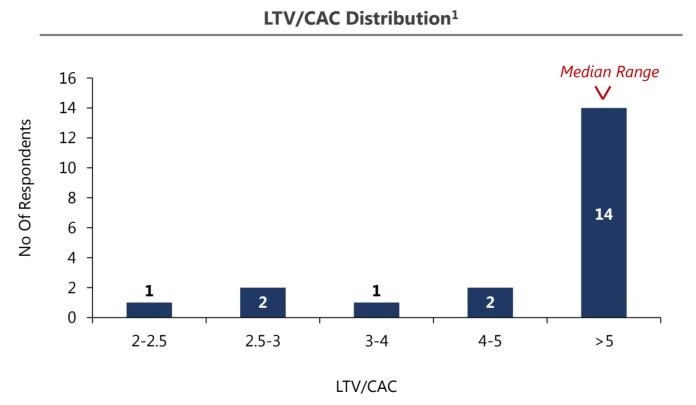
68% of our respondents leverage usage- or user-based pricing vs. 65% reported in equivalent surveys of US-based SaaS companies¹

Distribution Of Pricing Metrics Used





What Is The LTV/CAC Of The Respondents? (>\$1Mn ARR)



For respondents at \$1Mn+ ARR, the median reported LTV/CAC was >5. Note however that only 71% of \$1Mn+ ARR respondents tracked/ reported this metric







Funding Funding And Valuation







Over a third of our sample has never raised external capital. Those that have, have raised \$1-5Mn (median) at 7.5-10.0x of ARR (median)



In-line with last year, bootstrapped businesses in our sample are larger in terms of ARR but reported slower growth than their seed funded peers

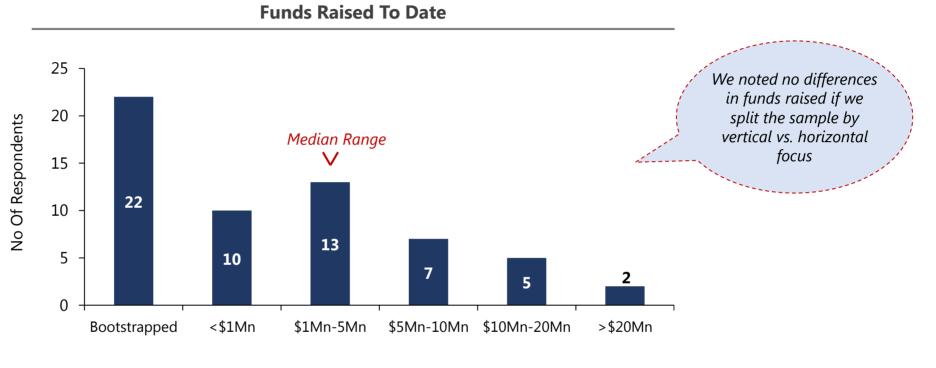


On average, our sample has raised ~\$4 to generate ~\$1 of ARR





How Much Funding Have Respondents Raised?



Funding Raised

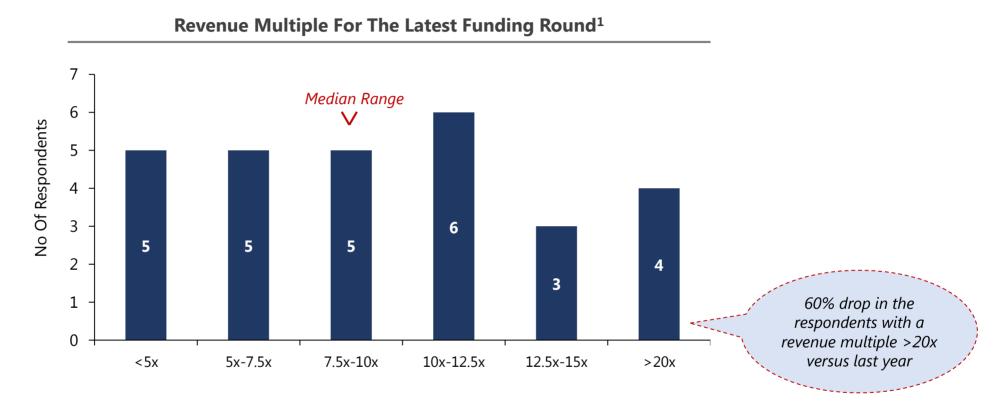
The median funding raised by respondents remains unchanged from last year at \$1Mn-5Mn







At What Revenue Multiple Have Respondents Raised Their Most Recent Round?



Revenue Multiple Of Latest Funding Round

Our typical funded respondent has raised money at 7.5-10x of ARR

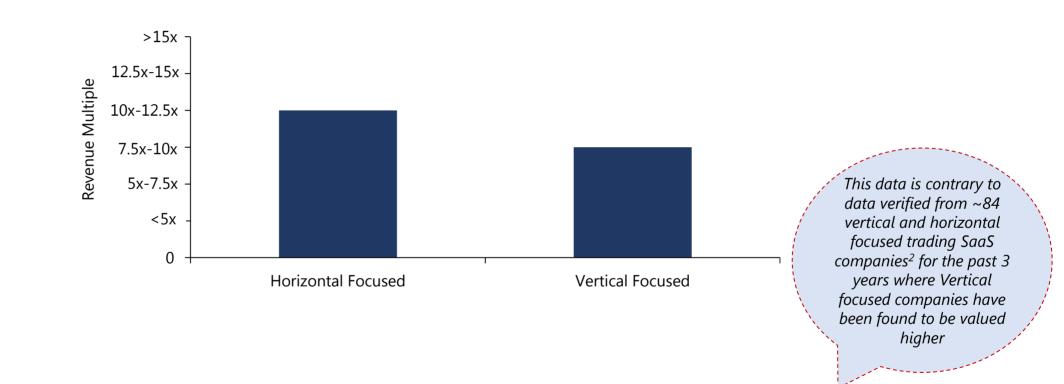


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Are The Revenue Multiples Being Driven By The Customer Focus Of Respondents?

Median Revenue Multiple By Customer Focus¹



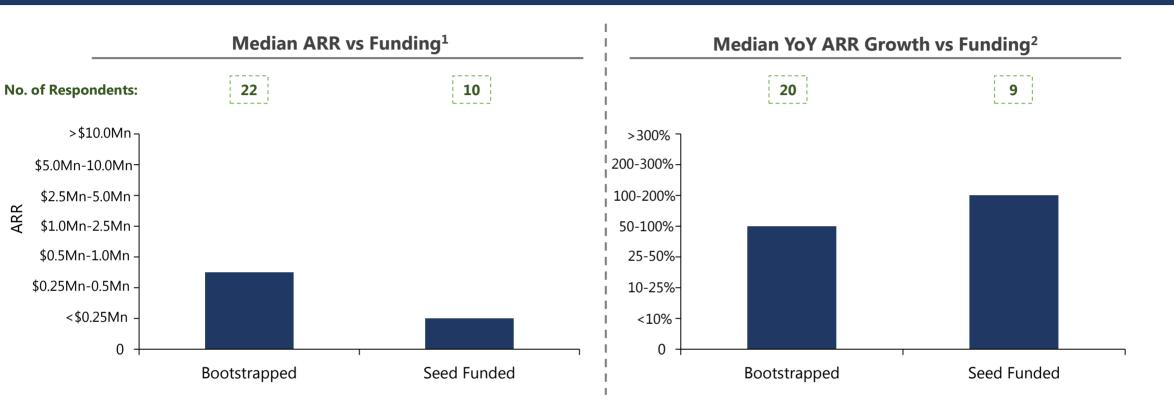
Based on our sample, investors seem to give a higher median revenue multiple to horizontally focused SaaS, a finding contrary to global norms



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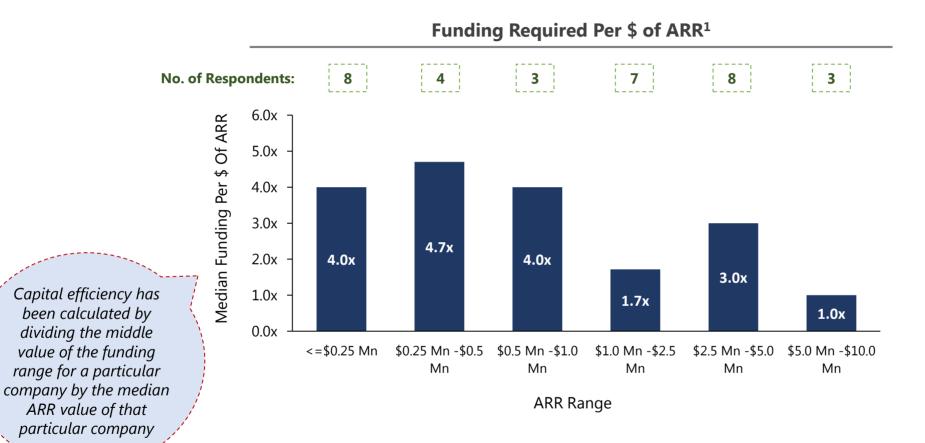
Bootstrapped Vs Seed Funded



In-line with last year, bootstrapped businesses in our sample are larger in terms of ARR but reported slower growth than their seed funded peers







Our sample generates ~\$1 of ARR for every \$4 of capital raised

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Participants Some Of Our Survey Participants





Some Of Our Survey Respondents







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DCS Advisory Credentials

A Leading Investment Bank With Tech Focus





Premier Advisory Boutique to Growth Companies





As part of Daiwa's global platform, we have over 900 professionals in 37 offices worldwide, providing clients with extensive coverage and access to parties throughout the Americas, Europe and Asia

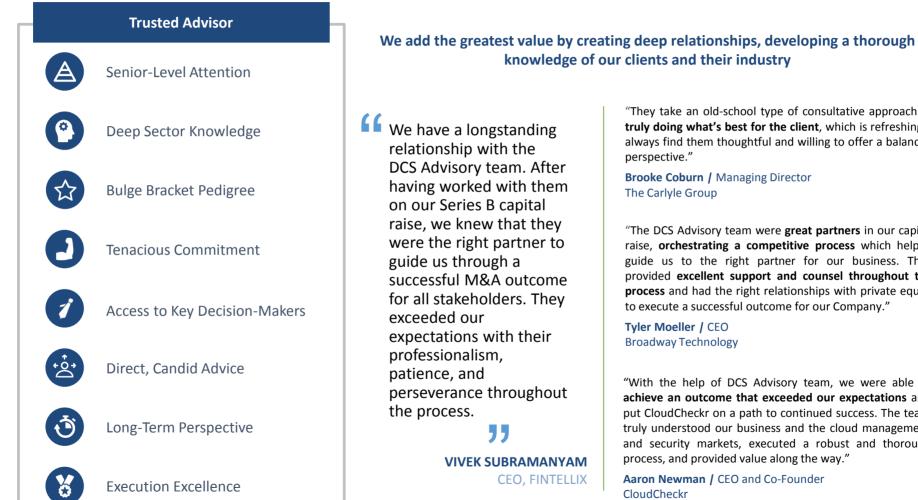


- Trusted strategic advisor to growth companies
- Dedicated teams with deep domain expertise
- Day-to-day hands-on senior leadership
- Deep, broad relationship network with corporate decision makers and private equity investors



Advisor to Growth Companies and Their Financial Sponsors





"They take an old-school type of consultative approach to truly doing what's best for the client, which is refreshing. I always find them thoughtful and willing to offer a balanced

Brooke Coburn / Managing Director The Carlyle Group

"The DCS Advisory team were great partners in our capital raise, orchestrating a competitive process which helped guide us to the right partner for our business. They provided excellent support and counsel throughout the process and had the right relationships with private equity to execute a successful outcome for our Company."

Tyler Moeller / CEO **Broadway Technology**

"With the help of DCS Advisory team, we were able to achieve an outcome that exceeded our expectations and put CloudCheckr on a path to continued success. The team truly understood our business and the cloud management and security markets, executed a robust and thorough process, and provided value along the way."

Aaron Newman / CEO and Co-Founder



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Leadership In Enterprise Software Transactions Globally



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iSPIRT Credentials A Leading Think Tank





What we do...



Product Business Skill Building

Services vs Product mindset Lifecycle of entrepreneurship Learn from peers/don't reinvent

Simplified Regulations

Fund of Funds, Stay-in-India Checklist, List in India, Open APIs, Grand Challenges, Buying products not Projects, No Software Patents, Financial Inclusion, Healthcare Inclusion, Regulatory sandbox, Digital goods tax definition, Net Neutrality Policy, Open Source Policy, Privacy law, Civil society watchdogs.



Enhanced Market Access

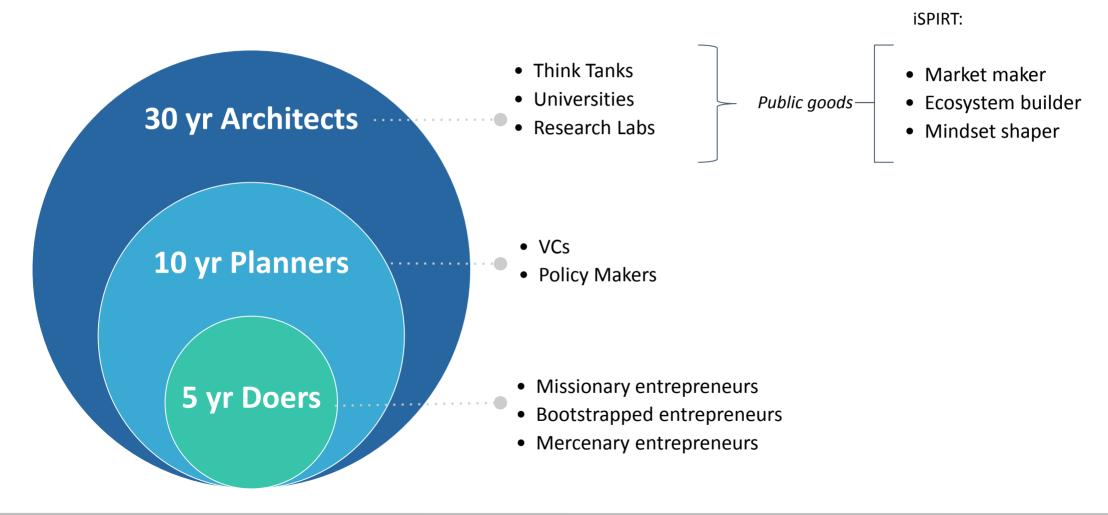
Buy products vs unique solutions and services - B2C or B2B, Local or Global Events/Matchmaking/Deals

Public Tech Platforms APIs

India Stack, Impact of inflection points on Government/PSUs/Private Sector across verticals













| Klaas Oskam | Nitin Bhatia | Nishant Malhotra | Varun Potturu |
|-----------------------------|------------------------------|--------------------------------|-------------------------------|
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