September 2, 2026

Sprinklr Announces Second Quarter Fiscal 2027 Results

- *Q2 Total Revenue of $213.7 million, up 1% year-over-year*
- *Q2 Subscription Revenue of $194.8 million, up 3% year-over-year*
- *Q2 net cash provided by operating activities of $18.2 million, and free cash flow of $13.1 million*
- *RPO of $1.03 billion, up 11%, and cRPO up 3% year-over-year*

NEW YORK--(BUSINESS WIRE)-- Sprinklr (NYSE: CXM), the unified customer experience management (Unified-CXM) platform for modern enterprises, today reported financial results for its second fiscal quarter ended July 31, 2026.

“We delivered solid second quarter results and continued to strengthen the fundamentals of the business,” said Rory Read, President and CEO of Sprinklr. Read continued, “We believe that the pace of our AI innovation, combined with new ARR growth, increasing enterprise adoption, and contracted demand underpinned by total RPO growth, demonstrate that we are making headway on our transformation and positioning Sprinklr for durable growth.”

Second Quarter Fiscal 2027 Financial Highlights

- **Revenue**: Total revenue for the second quarter was $213.7 million, up from $212.0 million one year ago, up 1% year-over-year. Subscription revenue for the second quarter was $194.8 million, up from $188.5 million one year ago, an increase of 3% year-over-year.
- **Operating Income and Margin**: Second quarter GAAP operating income was $10.0 million, compared to $16.3 million one year ago. Non-GAAP operating income was $31.3 million, compared to $38.2 million one year ago. Second quarter GAAP operating margin was 5%, compared to 8% one year ago. Non-GAAP operating margin was 15%, compared to 18% one year ago.
- **Net Income Per Share**: Second quarter GAAP net income per share, diluted was $0.03, compared to $0.05 one year ago. Non-GAAP net income per share, diluted for the second quarter was $0.11, compared to $0.13 one year ago.
- **Cash, Cash Equivalents, and Marketable Securities**: Total cash, cash equivalents, and marketable securities as of July 31, 2026 were $452.9 million.

Free cash flow, non-GAAP operating income, non-GAAP operating margin, and non-GAAP net income per share are non-GAAP financial measures defined under “Non-GAAP Financial Measures,” and are reconciled to their closest comparable GAAP measure in the “Reconciliation of Non-GAAP Financial Measures” section below.

Financial Outlook

Sprinklr is providing the following guidance for the third fiscal quarter ending October 31, 2026:

- Subscription revenue between $196.0 million and $197.0 million.
- Total revenue between $215.0 million and $216.0 million.
- Non-GAAP operating income between $33.5 million and $34.5 million.
- Non-GAAP net income per share of approximately $0.11, assuming 239 million diluted weighted-average shares outstanding.

Sprinklr is providing the following updated guidance for the full fiscal year ending January 31, 2027:

- Subscription revenue between $782.5 million and $784.5 million.
- Total revenue between $866.5 million and $868.5 million.
- Non-GAAP operating income between $139.0 million and $141.0 million.
- Non-GAAP net income per share of approximately $0.47, assuming 240 million diluted weighted-average shares outstanding.

Non-GAAP Financial Measures

In addition to our results determined in accordance with accounting principles generally accepted in the U.S. ("U.S. GAAP"), we believe that the following non-GAAP financial measures are useful in evaluating our operating performance:

- Non-GAAP gross profit and non-GAAP gross margin;
- Non-GAAP operating income and non-GAAP operating margin; and
- Non-GAAP net income and non-GAAP net income per share.

We define these non-GAAP financial measures as the respective U.S. GAAP measures, excluding, as applicable, stock-based compensation expense and related charges; amortization of stock-based compensation expense associated with capitalized internal-use software; amortization of acquired intangible assets; restructuring charges; costs associated with acquisitions; litigation, settlement, and related costs deemed unrelated to our core business operations; facility exit costs; and the estimated tax effect of these non-GAAP adjustments. We believe that it is useful to exclude these items in order to better understand the long-term performance of our core business and to facilitate comparison of our results to those of peer companies over multiple periods.

In addition, we believe that free cash flow is also a useful non-GAAP financial measure. Free cash flow is defined as net cash provided by operating activities less cash used for purchases of property and equipment and capitalized internal-use software. We believe that free cash flow is a useful indicator of liquidity as it measures our ability to generate cash, or our need to access additional sources of cash, to fund operations and investments. We expect our free cash flow to fluctuate in future periods with changes in our operating expenses and as we continue to invest in our growth. We typically experience higher billings in the fourth quarter compared to other quarters and experience higher collections of accounts receivable in the first half of the year, which results in a decrease in accounts receivable in the first half of the year.

However, non-GAAP financial measures have limitations in their usefulness to investors because they have no standardized meaning prescribed by U.S. GAAP and are not prepared under any comprehensive set of accounting rules or principles. In addition, other companies, including companies in our industry, may calculate similarly titled non-GAAP

financial measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. As a result, our non-GAAP financial measures are presented for supplemental informational purposes only and should not be considered in isolation or as a substitute for our condensed consolidated financial statements presented in accordance with U.S. GAAP.

Conference Call Information

Sprinklr will host a conference call today, September 2, 2026, to discuss its second quarter fiscal 2027 financial results, as well as the third quarter and full year fiscal 2027 outlook, at 8:30 a.m. Eastern Time, 5:30 a.m. Pacific Time. Investors are invited to join the webcast by visiting: https://investors.sprinklr.com/. To access the call by phone, dial 877-459-3955 (domestic) or 201-689-8588 (international). The conference ID number is 13762253. The webcast will be available live, and a replay will be available following completion of the live broadcast for approximately 90 days.

About Sprinklr, Inc.

Sprinklr is the definitive, AI-native platform for Unified Customer Experience Management (Unified-CXM), empowering brands to deliver extraordinary experiences at scale — across every customer touchpoint.

By combining human intelligence with the enhancements and insights of artificial intelligence, Sprinklr helps brands earn trust and loyalty through personalized, seamless, and efficient customer interactions. Sprinklr's unified platform provides powerful solutions for every customer-facing team — spanning social media management, marketing, advertising, customer feedback, and omnichannel contact center management — enabling enterprises to unify data, break down silos, and act on real-time insights.

Today, 1,600+ enterprises — including Microsoft, P&G, Samsung, and 59% of the Fortune 100 — rely on Sprinklr to help them deliver consistent, trusted customer experiences worldwide.

Forward-Looking Statements

This press release contains express and implied "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our financial outlook for the third quarter and full year fiscal 2027 and our ability to execute on our business transformation and position Sprinklr for durable growth. In some cases, you can identify forward-looking statements by terms such as "anticipate," "believe," "estimate," "expect," "intend," "may," "might," "plan," "project," "will," "would," "should," "could," "can," "predict," "potential," "target," "explore," "continue," or the negative of these terms, and similar expressions intended to identify forward-looking statements. By their nature, these statements are subject to numerous uncertainties and risks, including factors beyond our control, that could cause actual results, performance, or achievement to differ materially and adversely from those anticipated or implied in the statements, including: the risk that the potential benefits of the stock repurchase program are not realized; our historical growth may not be indicative of our future growth; our revenue growth rate has fluctuated in prior periods; our ability to achieve or maintain profitability; we derive the substantial majority of our revenue from subscriptions to our Unified-CXM platform; our

ability to manage our growth and organizational change; the market for Unified-CXM solutions is rapidly evolving; our ability to attract new customers in a manner that is cost-effective and assures customer success; our ability to attract and retain customers to use our products; our ability to drive customer subscription renewals and expand our sales to existing customers; our ability to effectively develop platform enhancements, introduce new products, or keep pace with technological developments, including with respect to artificial intelligence; the market in which we participate is new and rapidly evolving and our ability to compete effectively; our business and growth depend in part on the success of our strategic relationships with third parties; our ability to develop and maintain successful relationships with partners who provide access to data that enhances our Unified-CXM platform's artificial intelligence capabilities; the majority of our customer base consists of large enterprises, and we currently generate a significant portion of our revenue from a relatively small number of enterprises; our investments in research and development; our ability to expand our sales and marketing capabilities; our sales cycle with enterprise and international clients can be long and unpredictable; certain of our results of operations and financial metrics may be difficult to predict; our ability to maintain data privacy and data security; we rely on third-party cloud service providers; the sufficiency of our cash, cash equivalents, and marketable securities to meet our liquidity needs; our ability to comply with modified or new laws and regulations applying to our business; our ability to successfully enter into new markets and manage our international expansion; the attraction and retention of qualified employees and key personnel; our ability to effectively manage our growth and future expenses and maintain our corporate culture; our ability to maintain, protect, and enhance our intellectual property rights; unstable economic, political, and market conditions, including as a result of public health crises, fluctuations in inflation, interest, and foreign currency rates, the imposition of tariffs in the U.S. and abroad, the recent and any future U.S. government shutdown, or geopolitical actions, such as war and terrorism or the perception that such hostilities may be imminent; and our ability to successfully defend litigation brought against us. Additional risks and uncertainties that could cause actual outcomes and results to differ materially from those contemplated by the forward-looking statements are or will be discussed in our Quarterly Report on Form 10-Q for the fiscal quarter ended April 30, 2026, filed with the Securities and Exchange Commission ("SEC") on June 4, 2026, under the caption "Risk Factors," and in other filings that we make from time to time with the SEC. Forward-looking statements speak only as of the date the statements are made and are based on information available to Sprinklr at the time those statements are made and/or management's good faith belief as of that time with respect to future events. Sprinklr assumes no obligation to update forward-looking statements to reflect events or circumstances after the date they were made, except as required by law.

Key Business Metrics

RPO. RPO, or remaining performance obligations, represents contracted revenues that have not yet been recognized, and include deferred revenue and amounts that will be invoiced and recognized in future periods.

cRPO. cRPO, or current RPO, represents contracted revenues that have not yet been recognized, and include deferred revenue and amounts that will be invoiced and recognized in the next 12 months.

Sprinklr, Inc.
Condensed Consolidated Balance Sheets
(in thousands)
(unaudited)

	July 31, 2026	January 31, 2026
Assets		
Current assets:		
Cash and cash equivalents	$ 231,415	$ 162,969
Marketable securities	221,488	339,537
Accounts receivable, net of allowance of $7.5 million and $7.4 million, respectively	172,555	278,081
Prepaid expenses and other current assets	114,739	107,393
Total current assets	740,197	887,980
Property and equipment, net	31,299	33,454
Goodwill and other intangible assets	56,145	50,144
Operating lease right-of-use assets	38,079	43,094
Deferred tax asset, non-current	60,161	70,400
Other non-current assets	125,898	119,989
Total assets	$ 1,051,779	$ 1,205,061
Liabilities and stockholders' equity		
Liabilities		
Current liabilities:		
Accounts payable	$ 29,638	$ 33,781
Accrued expenses and other current liabilities	59,052	91,538
Operating lease liabilities, current	7,295	8,433
Deferred revenue	380,014	420,339
Total current liabilities	475,999	554,091
Deferred revenue, non-current	15,864	12,824
Operating lease liabilities, non-current	34,057	38,299
Other liabilities, non-current	6,382	7,204
Total liabilities	532,302	612,418
Commitments and contingencies		
Stockholders' equity		
Class A common stock	4	4
Class B common stock	3	3
Treasury stock	—	(23,831)
Additional paid-in capital[(1)]	818,625	922,872
Accumulated other comprehensive loss	(9,760)	(5,711)
Accumulated deficit[(1)]	(289,395)	(300,694)
Total stockholders' equity	519,477	592,643
Total liabilities and stockholders' equity	$ 1,051,779	$ 1,205,061

(1) During the first fiscal quarter of fiscal year 2027, the Company changed the presentation of its share repurchase activity within stockholders' equity from accumulated deficit to additional paid-in capital. Prior-period balances have been recast to conform to the current-period presentation. This change represents a reclassification within equity only and does not affect total stockholders' equity, net income, or cash flows.

Sprinklr, Inc.
Condensed Consolidated Statements of Operations
(in thousands, except per share data)
(unaudited)

	Three Months Ended July 31,		Six Months Ended July 31,	
	2026	2025	2026	2025
Revenue:				
Subscription	$ 194,845	$ 188,473	$ 389,634	$ 372,600
Professional services	18,898	23,567	43,588	44,940
Total revenue	213,743	212,040	433,222	417,540
Cost of revenue:				
Subscription[(1)]	50,880	43,177	101,734	85,363
Professional services[(1)]	23,672	24,261	49,266	44,706
Total cost of revenue	74,552	67,438	151,000	130,069
Gross profit	139,191	144,602	282,222	287,471
Operating expenses:				
Research and development[(1)]	24,434	23,162	47,794	45,973
Sales and marketing[(1)]	70,926	70,583	145,857	141,654
General and administrative[(1)]	34,302	35,569	69,087	69,998
Restructuring[(1)]	(428)	(984)	(1,082)	15,329
Total operating expenses	129,234	128,330	261,656	272,954
Operating income	9,957	16,272	20,566	14,517
Other income, net	2,789	7,469	8,478	14,399
Income before provision for income taxes	12,746	23,741	29,044	28,916
Provision for income taxes	5,628	11,126	17,745	17,869
Net income	$ 7,118	$ 12,615	$ 11,299	$ 11,047
Net income per share, basic	$ 0.03	$ 0.05	$ 0.05	$ 0.04
Weighted average shares used in computing net income	235,556	254,391	237,996	255,501
Net income per share, diluted	$ 0.03	$ 0.05	$ 0.05	$ 0.04
Weighted average shares used in computing net income	237,840	263,201	240,366	264,442

(1) Includes stock-based compensation expense, net of amounts capitalized, as follows:

	Three Months Ended July 31,		Six Months Ended July 31,	
(in thousands)	2026	2025	2026	2025
Cost of revenue:				
Subscription	$ 388	$ 223	$ 736	$ 488
Professional services	566	726	1,344	1,118
Research and development	4,046	4,204	8,220	8,090
Sales and marketing	4,485	6,124	9,282	12,419
General and administrative	10,926	10,027	20,830	19,603
Restructuring	—	—	—	866
Stock-based compensation expense, net of amounts capitalized	$ 20,411	$ 21,304	$ 40,412	$ 42,584

Sprinklr, Inc.
Condensed Consolidated Statements of Cash Flows
(in thousands)
(unaudited)

	Six Months Ended July 31,	
	2026	**2025**
Cash flows from operating activities:		
Net income	$ 11,299	$ 11,047
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization expense	9,147	9,348
Provision for credit losses	685	2,468
Stock-based compensation, net of amounts capitalized	40,412	42,584
Non-cash lease expense	4,281	3,914
Deferred income taxes	10,236	9,822
Net accretion on marketable securities	(871)	(3,587)
Other non-cash items, net	4	31
Changes in operating assets and liabilities:		
Accounts receivable	105,066	80,987
Prepaid expenses and other assets	(13,324)	(3,831)
Accounts payable	(4,321)	609
Operating lease liabilities	(4,547)	(4,024)
Accrued expenses and other liabilities	(35,860)	(17,615)
Deferred revenue	(33,661)	(13,186)
Net cash provided by operating activities	88,546	118,567
Cash flows from investing activities:		
Purchases of marketable securities	(69,018)	(269,697)
Proceeds from sales and maturities of marketable securities	187,702	262,629
Purchases of property and equipment	(701)	(654)
Capitalized internal-use software	(8,912)	(7,459)
Acquisitions, net of cash acquired	(4,860)	—
Other investing activities	—	(262)
Net cash provided by (used in) investing activities	104,211	(15,443)
Cash flows from financing activities:		
Proceeds from issuance of common stock upon exercise of stock options	1,269	12,939
Proceeds from issuance of common stock upon ESPP purchases	2,121	2,785
Payments for repurchase of Class A common shares and related excise tax	(125,796)	(140,845)
Net cash used in financing activities	(122,406)	(125,121)
Effect of exchange rate fluctuations on cash, cash equivalents, and restricted cash	(1,789)	2,295
Net change in cash, cash equivalents, and restricted cash	68,562	(19,702)
Cash, cash equivalents, and restricted cash at beginning of period	171,508	153,533
Cash, cash equivalents, and restricted cash at end of period	$ 240,070	$ 133,831

Sprinklr, Inc.
Reconciliation of Non-GAAP Financial Measures
(in thousands)
(unaudited)

	Three Months Ended July 31,		Six Months Ended July 31,	
	2026	**2025**	**2026**	**2025**
Non-GAAP gross profit and gross margin:				
U.S. GAAP gross profit	$ 139,191	$144,602	$282,222	$287,471
Stock-based compensation expense and related charges[1]	975	955	2,127	1,625
Amortization of stock-based compensation expense - capitalized internal-use software	632	692	1,269	1,341
Non-GAAP gross profit	$ 140,798	$146,249	$285,618	$290,437
Gross margin	65%	68%	65%	69%
Non-GAAP gross margin	66%	69%	66%	70%
Non-GAAP operating income and operating margin:				
U.S. GAAP operating income	$ 9,957	$ 16,272	$ 20,566	$ 14,517
Stock-based compensation expense and related charges[2]	20,685	21,450	41,180	42,214
Amortization of stock-based compensation expense - capitalized internal-use software	632	692	1,269	1,341
Litigation costs[3]	172	816	820	1,585
Acquisition-related charges	281	—	281	—
Restructuring costs[4]	(428)	(984)	(1,082)	15,329
Non-GAAP operating income	$ 31,299	$ 38,246	$ 63,034	$ 74,986
Operating margin	5%	8%	5%	3%
Non-GAAP operating margin	15%	18%	15%	18%
Free cash flow:				
Net cash provided by operating activities	$ 18,170	$ 34,791	$ 88,546	$118,567
Purchase of property and equipment	(373)	(365)	(701)	(654)
Capitalized internal-use software	(4,679)	(4,673)	(8,912)	(7,459)
Free cash flow	$ 13,118	$ 29,753	$ 78,933	$110,454

[1] Employer payroll tax related to stock-based compensation for the periods ended July 31, 2026 and 2025 was immaterial as to the impact to gross profit.

[2] Includes employer payroll tax related to stock-based compensation expense of $0.3 million and $0.1 million for the three months ended July 31, 2026 and 2025, respectively, and $0.8 million and $0.5 million of employer payroll tax related to stock-based compensation expense for the six months ended July 31, 2026 and 2025, respectively.

[3] Relates to litigation, settlement, and related costs deemed unrelated to our core business operations.

[4] Includes employer payroll tax related to restructuring expenses of nil for both the three and six months ended July 31, 2026 and nil and $0.7 million for the three and six months ended July 31, 2025, respectively.

	Three Months Ended July 31,					
	2026			2025		
	(in thousands)	Per Share-Basic	Per Share-Diluted	(in thousands)	Per Share-Basic	Per Share-Diluted
Non-GAAP net income and earnings per share:						
U.S. GAAP net income	$ 7,118	$ 0.03	$ 0.03	$ 12,615	$ 0.05	$ 0.05
Stock-based compensation expense and related charges[1]	20,685	0.09	0.09	21,450	0.08	0.08
Amortization of stock-based compensation expense - capitalized internal-use software	632	—	—	692	—	—
Income tax expense[2]	(3,235)	(0.01)	(0.01)	(760)	—	—
Litigation costs[3]	172	—	—	816	—	—
Acquisition-related costs	281	—	—	—	—	—
Restructuring costs[4]	(428)	—	—	(984)	—	—
Non-GAAP net income	$ 25,225	$ 0.11	$ 0.11	$ 33,829	$ 0.13	$ 0.13
Weighted-average shares outstanding		235,556	237,840		254,391	263,201

	Six Months Ended July 31,					
	2026			2025		
	(in thousands)	Per Share-Basic	Per Share-Diluted	(in thousands)	Per Share-Basic	Per Share-Diluted
Non-GAAP net income and earnings per share:						
U.S. GAAP net income	$ 11,299	$ 0.05	$ 0.05	$ 11,047	$ 0.04	$ 0.04
Stock-based compensation expense and related charges[1]	41,180	0.17	0.17	42,214	0.17	0.16
Amortization of stock-based compensation expense - capitalized internal-use software	1,269	—	—	1,341	—	—
Income tax expense[2]	(848)	—	—	(5,371)	(0.02)	(0.02)
Litigation costs[3]	820	—	—	1,585	0.01	0.01
Acquisition-related costs	281	—	—	—	—	—
Restructuring costs[4]	(1,082)	—	—	15,329	0.06	0.06
Non-GAAP net income	$ 52,919	$ 0.22	$ 0.22	$ 66,145	$ 0.26	$ 0.25
Weighted-average shares outstanding		237,996	240,366		255,501	264,442

[1] Includes employer payroll tax related to stock-based compensation of $0.3 million and $0.1 million for the three months ended July 31, 2026 and 2025, respectively, and $0.8 million and $0.5 million for the six months ended July 31, 2026 and 2025, respectively.

[2] Represents the Company's current and deferred income tax expense commensurate with the non-GAAP measure of profitability using a non-GAAP tax rate of 26% for the three and six months ended July 31, 2026 and 2025. The Company uses an annual tax rate in its computation of the non-GAAP income tax provision and excludes the direct impact of stock-based compensation expense, employer tax costs related to stock-based compensation, intangible amortization expense, amortization of stock-based compensation expense associated with capitalized internal-use software, non-recurring litigation costs, restructuring costs, and settlement of prior year tax positions.

[3] Relates to litigation, settlement, and related costs deemed unrelated to our core business operations.

[4] Includes employer payroll tax related to restructuring expenses of nil for the three and six months ended July 31, 2026 and nil and $0.7 million for the three and six months ended July 31, 2025, respectively.

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