

**Reconciliation of GAAP to Non-GAAP Measures
For the Three Months Ended March 31, 2014 and 2013
(unaudited, in thousands)**

	Three Months Ended March 31,	
	2014	2013
Non-GAAP total sales and marketing:		
Sales and marketing (GAAP)	\$ 25,991	\$ 22,902
Less: Amortization of intangible assets	2,892	2,146
Stock-based compensation expense	3,143	3,201
Non-GAAP total sales and marketing:	<u>\$ 19,956</u>	<u>\$ 17,555</u>
 Non-GAAP total sales and marketing as % of non-GAAP revenue:	 19.6%	 19.7%

	Three Months Ended March 31,	
	2014	2013
Non-GAAP total general and administrative:		
General and administrative (GAAP)	\$ 20,929	\$ 16,507
Less: Acquisition related expense	881	2,774
Stock-based compensation expense	3,163	2,163
Litigation related expense	4,677	406
Non-GAAP total general and administrative:	<u>\$ 12,208</u>	<u>\$ 11,164</u>
 Non-GAAP total general and administrative as % of non-GAAP revenue:	 12.0%	 12.5%

	Three Months Ended March 31,	
	2014	2013
Non-GAAP total operating expense:		
Operating expense (GAAP)	\$ 61,761	\$ 51,447
Less: Amortization of intangible assets	2,892	2,146
Acquisition related expense	881	2,774
Stock-based compensation expense	8,218	6,495
Litigation related expense	4,677	406
Non-GAAP total operating expense:	<u>\$ 45,093</u>	<u>\$ 39,626</u>
 Non-GAAP total operating expense as % of non-GAAP revenue:	 44.3%	 44.5%

	Three Months Ended March 31,	
	2014	2013
Non-GAAP operating income:		
Operating income (loss) (GAAP)	\$ (1,125)	\$ 2,170
Acquisition-related and other deferred revenue	1,324	2
Amortization of intangible assets	5,315	4,113
Stock-based compensation expense	9,225	7,245
Acquisition related expense	881	2,774
Litigation related expense	4,677	406
Non-GAAP operating income	<u>\$ 20,297</u>	<u>\$ 16,710</u>
 Non-GAAP operating margin	 19.9%	 18.8%

Reconciliation of GAAP to Non-GAAP Measures
For the Three Months Ended March 31, 2014 and 2013
(unaudited, in thousands, except per share data)

	Three Months Ended	
	March 31,	
	2014	2013
Non-GAAP net income:		
Net income (loss) (GAAP)	\$ (836)	\$ 1,018
Acquisition-related and other deferred revenue	1,324	2
Amortization of intangible assets	5,315	4,113
Stock-based compensation expense	9,225	7,245
Acquisition related expense	881	2,774
Litigation related expense	4,677	406
Loss on disposal of assets	20	3
Subtotal of tax deductible items	<u>21,442</u>	<u>14,543</u>
Tax impact of tax deductible items ⁽¹⁾	(8,577)	(5,817)
Tax expense resulting from applying effective tax rate ⁽²⁾	28	231
Non-GAAP net income	<u>\$ 12,057</u>	<u>\$ 9,975</u>
Non-GAAP net income per share - diluted	\$ 0.16	\$ 0.13
Weighted average shares - diluted	76,722	75,454
Weighted average effect of dilutive securities	746	-
Non-GAAP weighted average shares - diluted	<u>77,468</u>	<u>75,454</u>

⁽¹⁾ Reflects the removal of the tax benefit associated with the amortization of intangible assets, stock-based compensation expense, Acquisition related deferred revenue adjustment and Acquisition related expense.

⁽²⁾ Represents adjusting to a normalized effective tax rate of 40%.

	Three Months Ended	
	March 31,	
	2014	2013
Annualized Non-GAAP on demand revenue per average on demand unit:		
On demand revenue (GAAP)	\$ 97,008	\$ 85,322
Acquisition-related and other deferred revenue	1,324	2
Non-GAAP on demand revenue	<u>\$ 98,332</u>	<u>\$ 85,324</u>
Ending on demand units	9,285	8,545
Average on demand units	9,154	8,329
Annualized Non-GAAP on demand revenue per average on demand unit	<u>\$ 42.97</u>	<u>\$ 40.98</u>
Annual customer value of on demand revenue ⁽¹⁾	\$ 398,976	\$ 350,174

⁽¹⁾ This metric represents management's estimate for the current annual run-rate value of on demand customer relationships. This metric is calculated by multiplying ending on demand units times annualized Non-GAAP on demand revenue per average on demand unit for the periods presented.