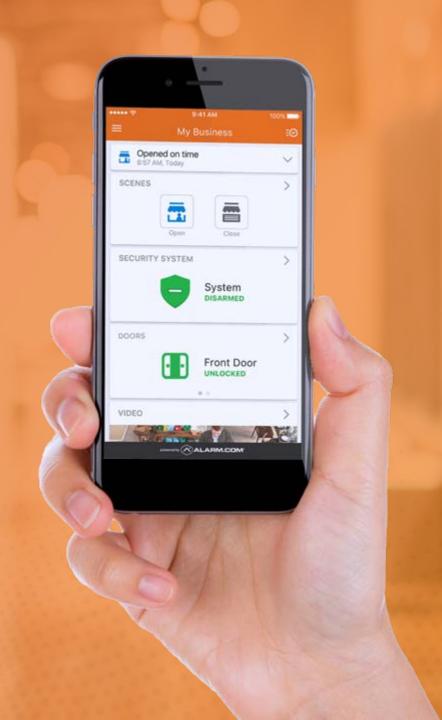


The Platform for the Connected Home and Business

FEBRUARY 2020





Safe Harbor Statement

FORWARD-LOOKING STATEMENTS

This presentation contains forward-looking statements that involve risks and uncertainties. All statements other than statements of historical fact contained in this presentation, including, but not limited to, statements regarding our potential market opportunity and growth drivers, including addressable markets and industry trends, expansion into new international markets and other verticals and other business and product development plans, including statements regarding product and feature releases and related benefits, market demand for our offerings, are forward-looking statements. Any such statements are not guarantees of future performance, but are based on our assumptions, expectations and beliefs as of the date of this presentation and are subject to substantial risks, uncertainties, assumptions, and changes in circumstances that may cause our actual results, performance, or achievements to differ materially from those expressed or implied in any forward-looking statement. Investors should not place undue reliance on our forward-looking statements. For more information about factors that may cause our actual results to differ materially from these forward-looking statements, please refer to the reports we file with the Securities and Exchange Commission (the "SEC") from time to time, including our most recent Annual Report on Form 10-K for the year ended December 31, 2019, filed with the SEC on February 26, 2020, and our subsequent filings with the SEC. Except as required by law, we assume no obligation to update these forward-looking statements publicly, or to update the reasons actual results could differ materially from those anticipated in the forward-looking statements, even if new information becomes available in the future.

Any information in this presentation on new products, features or functionality is intended to outline our general product direction. The information on new products, features, and functionality is not a commitment, promise or legal obligation to deliver any feature or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion.

NON-GAAP FINANCIAL MEASURES

This presentation also contains certain non-GAAP financial measures as defined by the SEC rules. These non-GAAP financial measures are in addition to, and not a substitute for or superior to, measures of financial performance prepared in accordance with GAAP. As required by Regulation G, we have provided a reconciliation of those measures to their most directly comparable GAAP measures, which is available in the Appendix slides to this presentation. Please refer to our February 25, 2020 press release for information as to why we believe these non-GAAP financial measures are useful to investors and others in assessing our operating results. We urge investors not to rely on any single financial measure to evaluate our business.



Company Overview

Market Opportunity

Alarm.com Solutions

Competitive Advantages

Growth Drivers

Financial Overview





Company Overview

The cloud based (SaaS) operating system which enables service providers and their subscribers to intelligently manage and control their residential and commercial properties with highly advanced IoT technology solutions.

IPO 9,000+ Founded in 6.8 million+ 1,160 in June 2015; service provider 2000 Nasdaq: employees subscribers partners **ALRM** Note: Data as of February 25, 2020

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Primarily consists of subscribers on our Alarm.com platform or non-hosted software platform to which we are delivering at least one of our solutions.



Key Investment Highlights



Large & Growing Market



Market Leader & Innovator



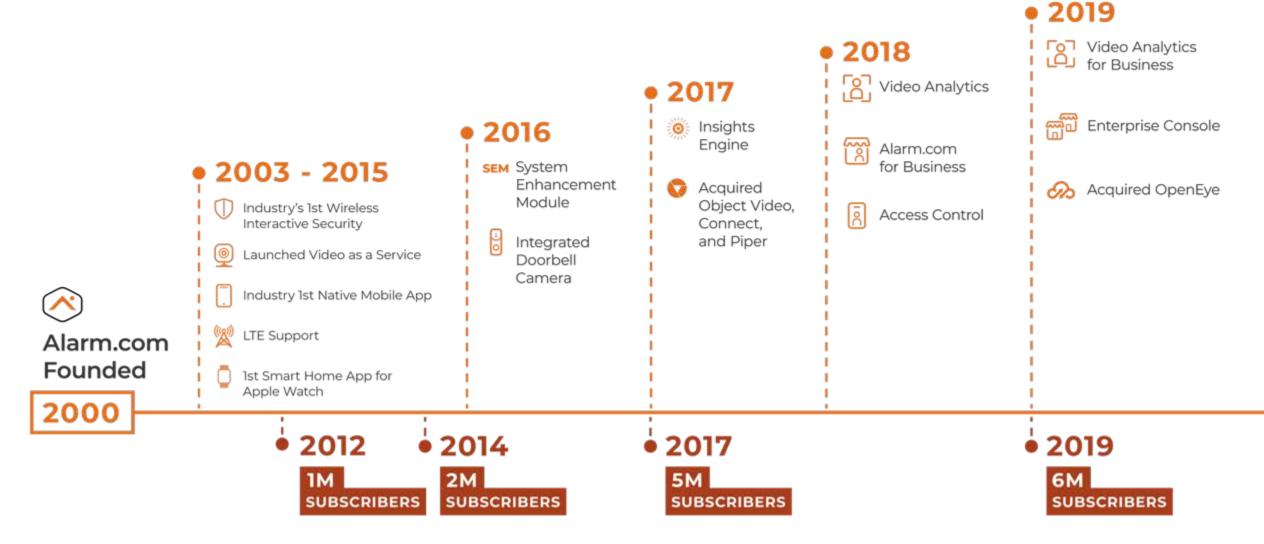
SaaS Recurring Revenue Model



Strong Growth & Profitable



Market Leading Innovation



COMPANY OVERVIEW

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Leading Platform For

INTELLIGENTLY CONNECTED PROPERTIES

6.8+
MILLION

Subscribers



200+
BILLION

Data Points

In the last year alone



100+
MILLION

Connected Devices







"Alarm.com wins **security product of the year** at CES 2019."

SECURITY SALES & INTEGRATION

"Building owners and business proprietors can manage security and life-safety systems from an **intuitive Alarm.com interface**."



"August Locks now work with home security systems powered by Alarm.com"



The Washington Post

"We are making the video camera **smarter**"

engadget

"You can expand your system with **popular smart-home devices** through Alarm.com"

WIRED

"One of the **coolest integrations** we saw was all the smart home stuff you can control through Alarm.com."















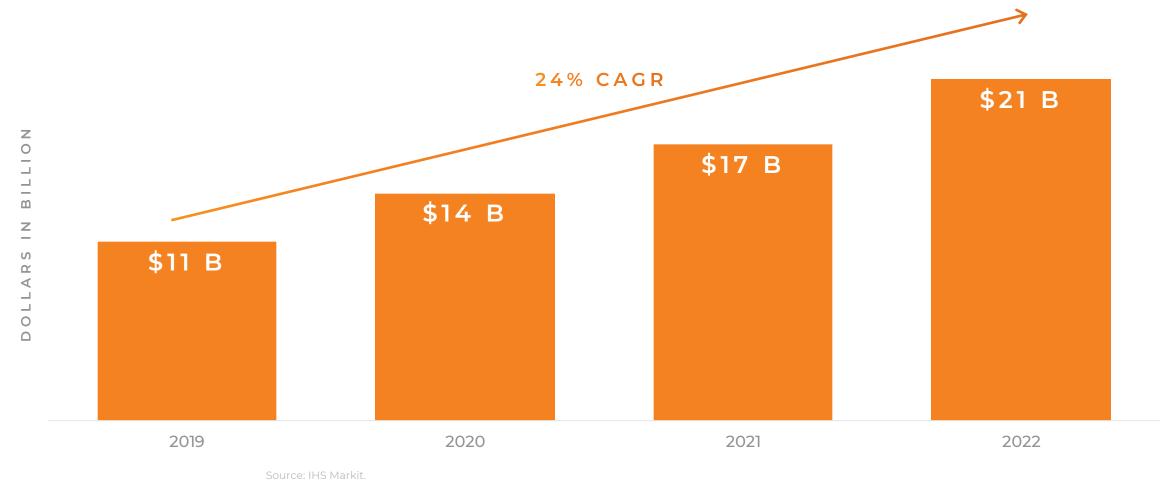


Market Opportunity



Global Smart Security Market

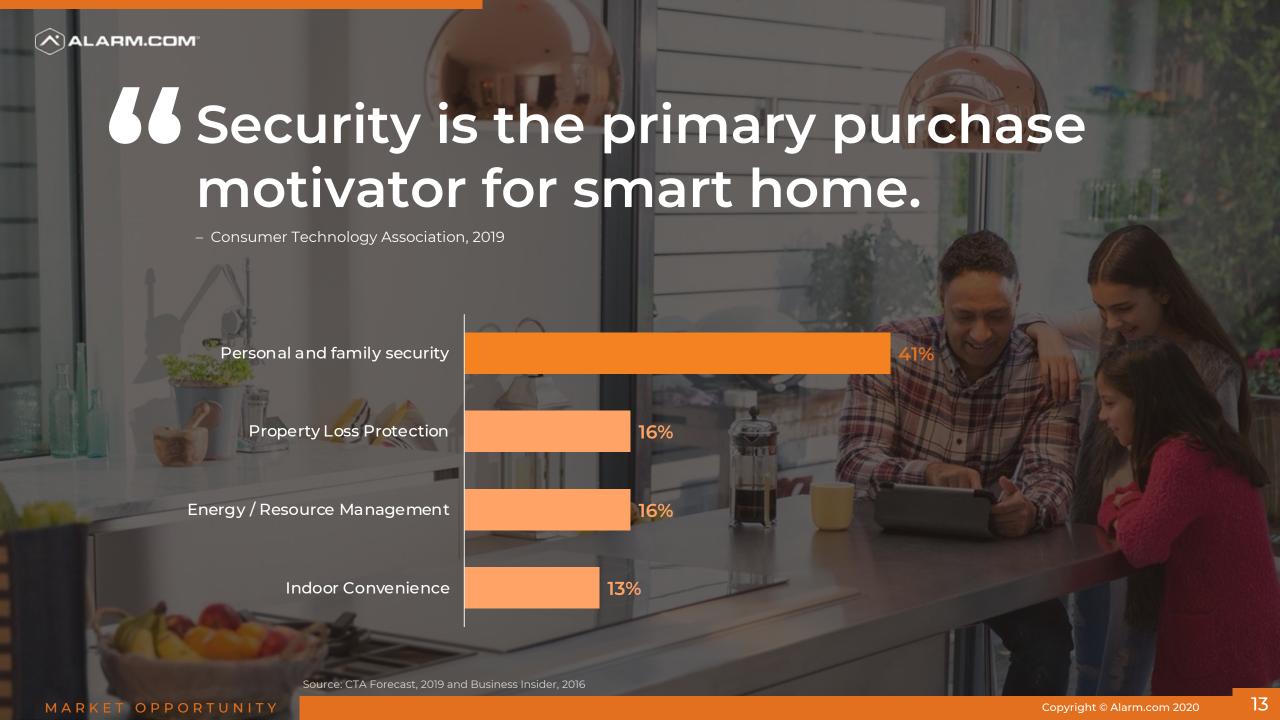
SECURITY AND VIDEO SERVICES REVENUE, RESIDENTIAL AND COMMERCIAL MARKETS



MARKET OPPORTUNITY

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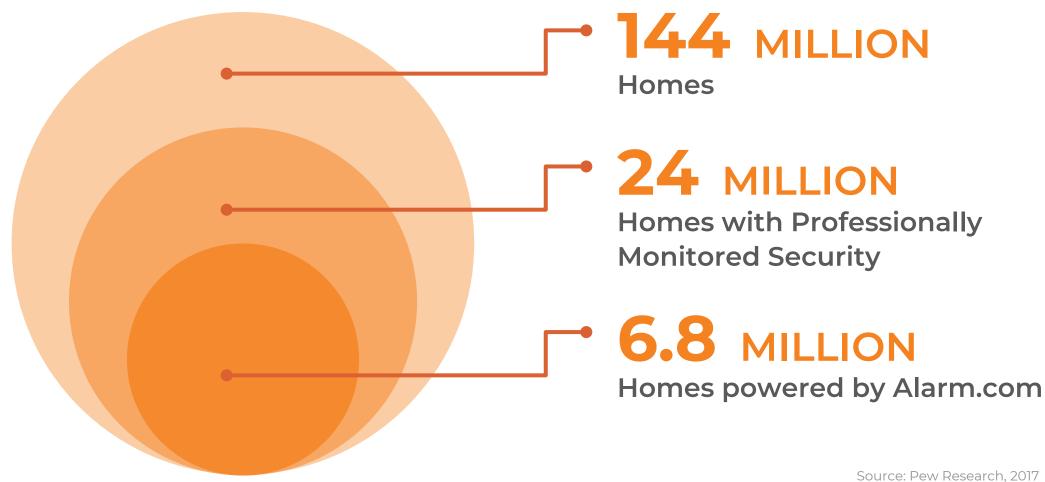






Residential Market

US AND CANADA





For Business





North American Commercial Market



SMALL & MEDIUM SIZED BUSINESS MARKET

Opportunity to upgrade to integrated, smart business solutions



~4 million target properties in US



High penetration of traditional services



COMMERCIAL BUSINESS MARKET

High growth in Video-Surveillance-as-a-Service segment as legacy video solutions shift to advanced cloud-based architectures



Video Surveillance TAM \$4.4 billion (Americas)

VSaaS market share forecast to increase from 9% in 2018 to 15% by 2022.

Sources: Memoori Research, 2018. Small Business Administration, 2014. US Energy Information Administration, 2012. IHS Markit, VSaaS Market Brief, 2018

MARKET OPPORTUNITY

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Acquisition of OpenEye

OpenEye®
The Cloud Video Platform

A LEADING PROVIDER OF CLOUD-MANAGED VIDEO SURVEILLANCE SOLUTIONS FOR THE COMMERCIAL MARKET.

- Acquired in October 2019
- 100+ employees
- A leader in commercial VSaaS market
- Cloud-managed architecture
- Deployed to 15,000+ locations
- 400+ active service provider partners



ENGINEERED FOR ENTERPRISE COMMERCIAL AND NATIONAL ACCOUNT CUSTOMERS:







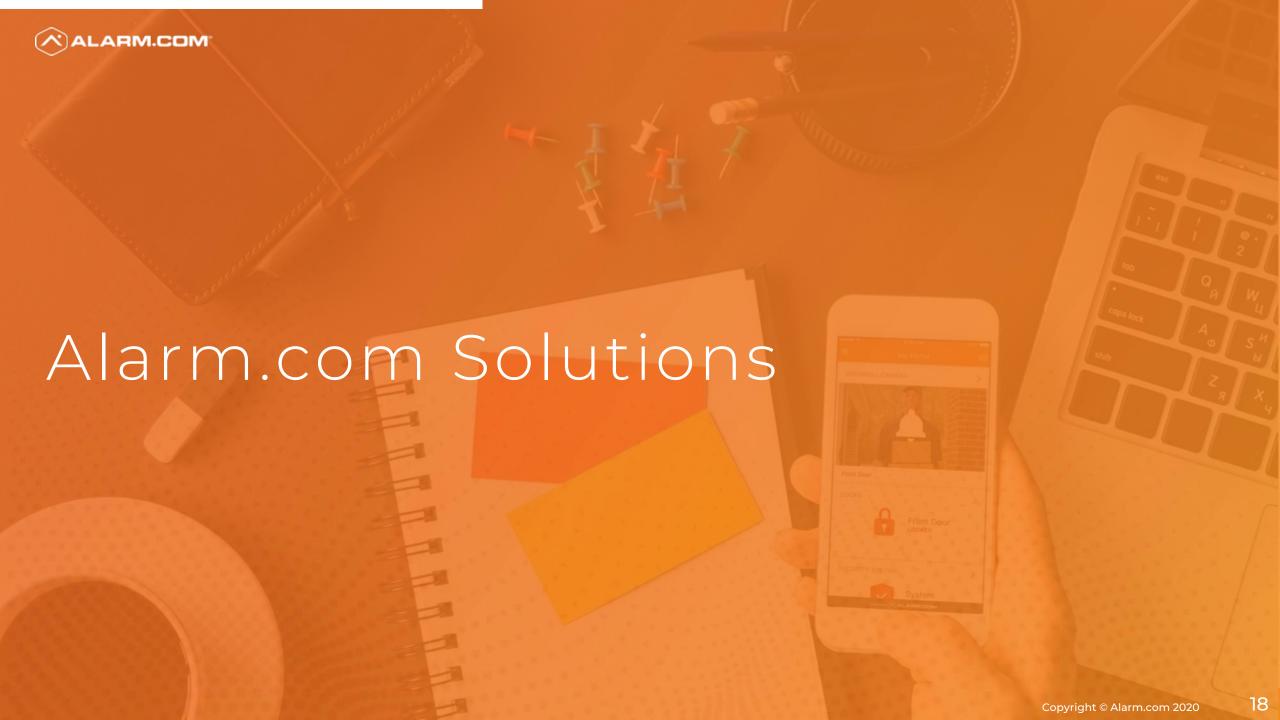














Alarm.com Platform AN UNIFIED EXPERIENCE



INTELLIGENT SOLUTIONS

















Security

Access

Video

Energy

Lights

Garage

Water

Wellness

INTERNET OF THINGS ECOSYSTEM





































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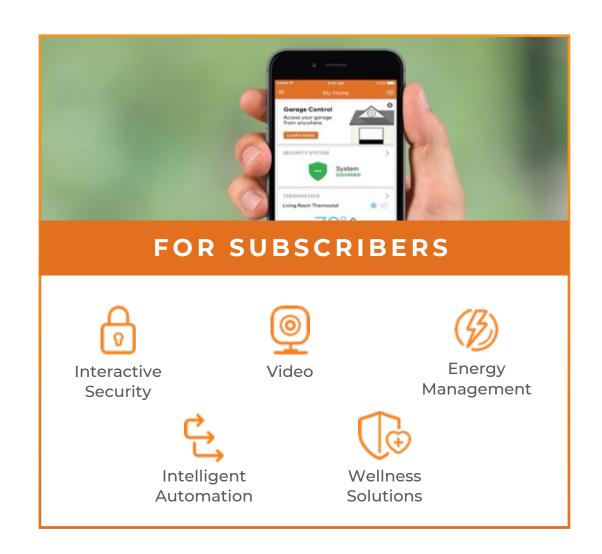


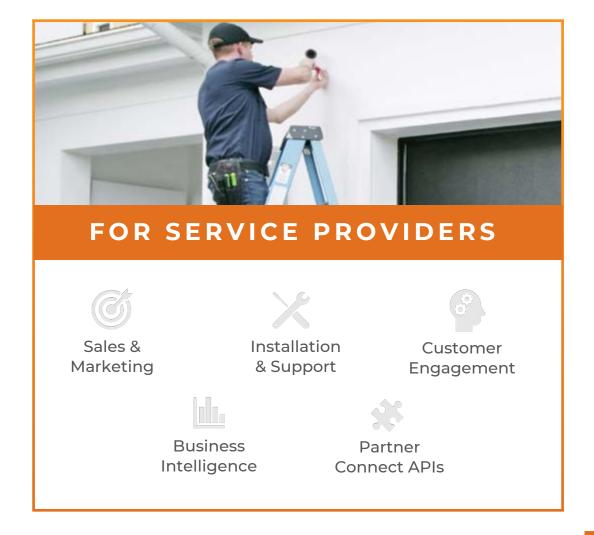
ADVANCED CLOUD PLATFORM





Market Leading Solutions and Applications







Smarter Security

- Patented protection
- Dedicated cellular connection and broadband dual-path
- Persistent awareness
- Al smart alerts





Video Solutions

- Indoor, outdoor, and doorbell cameras
- Live HD streaming
- Video Analytics and smart alerts
- Location-based privacy



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Energy Management

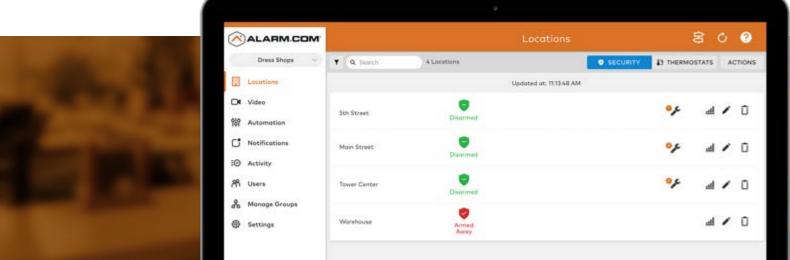
- Intelligent savings and comfort
- Room to room temp control
- Property protection from mold and frozen pipes
- Easily installed and remotely supported

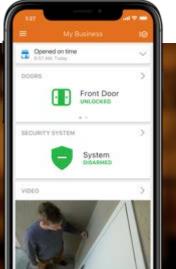


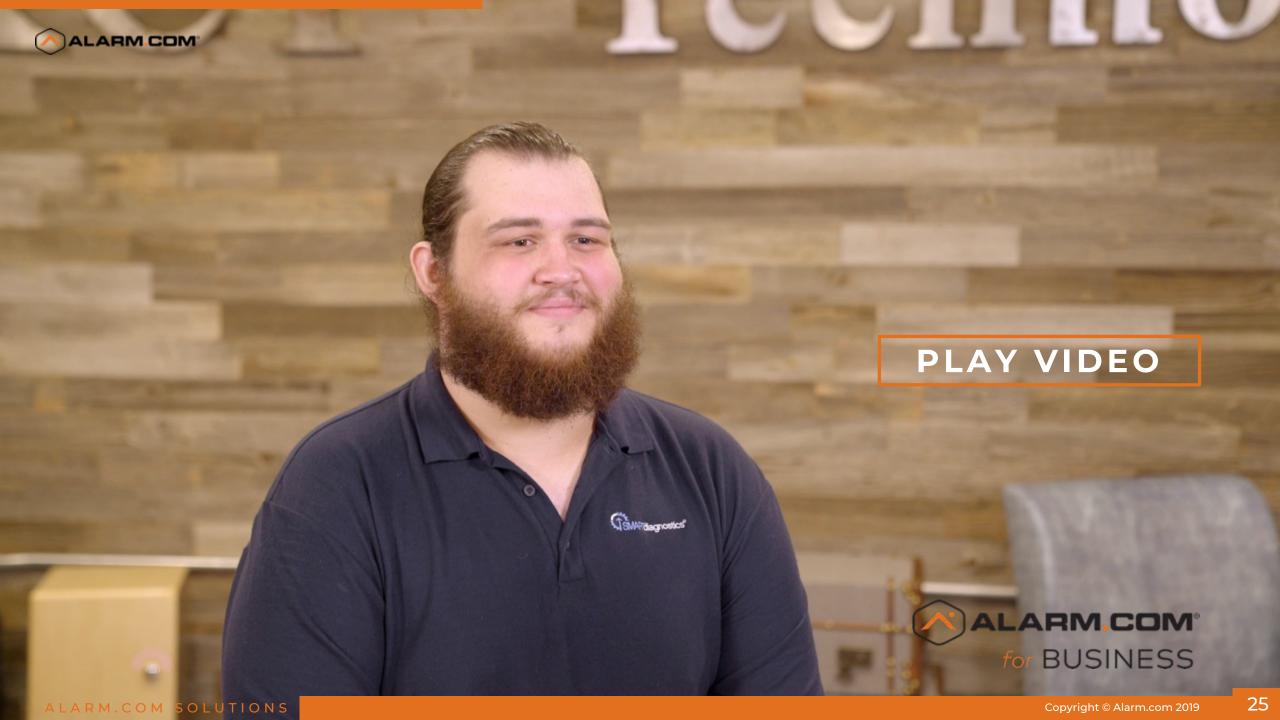


A Unified Commercial Solution







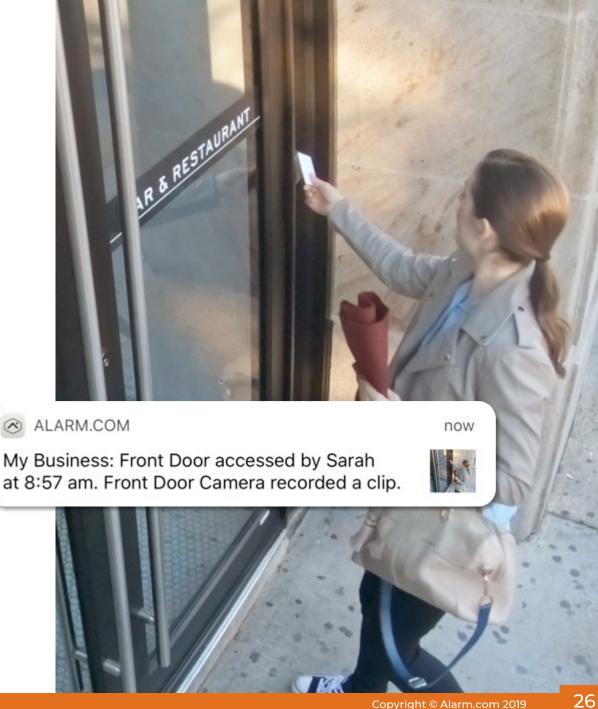




Commercial-Grade Video Solutions

Flexibly addresses the needs of many types of small and medium sized business

- Broad portfolio of commercial-grade video cameras
- Integrated with intrusion and access control into a single, intelligent solution
- Live streaming HD video and recorded clips of important activity
- Video analytics detects important activity and alerts subscribers



ALARM.COM SOLUTIONS



Smarter Access Control

Securely manage access to assets and facilities ranging from storefronts to entire offices

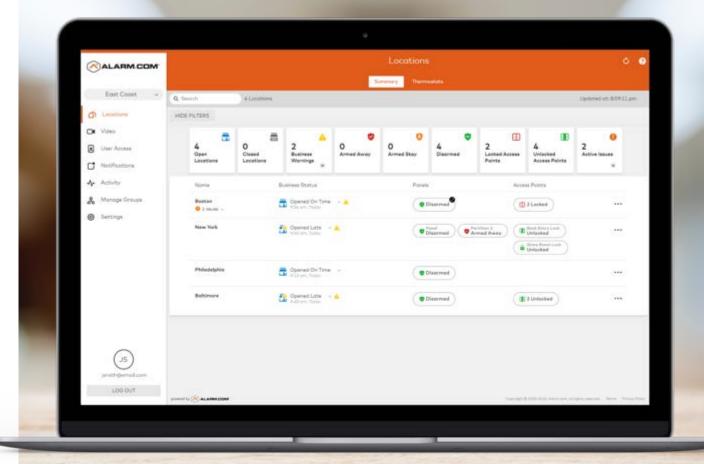
- Intuitive, cloud-based user management software designed for the SMB market
- Enterprise console centralizes permission management across access points, locations, and users
- Retrofit friendly and minimal on-site hardware for competitive price point
- Automatically spots unusual access activity and alerts subscriber





Enterprise Console

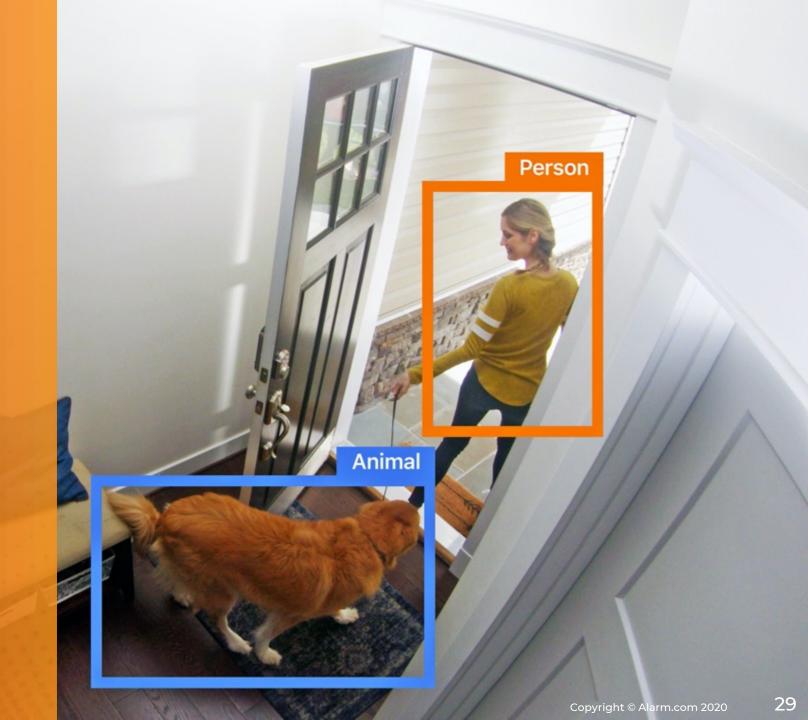
- Efficiently manage multiple business locations from a single console
- Integrated view of security, video, access control, and energy solutions
- Create and assign enterprise access plans and schedules



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ALARM.COM SOLUTIONS
Alarm Al







Service Provider Analytics

HVAC Analytics

Quality Engineering Analytics

Unexpected Activity

Wellness

Business Intelligence





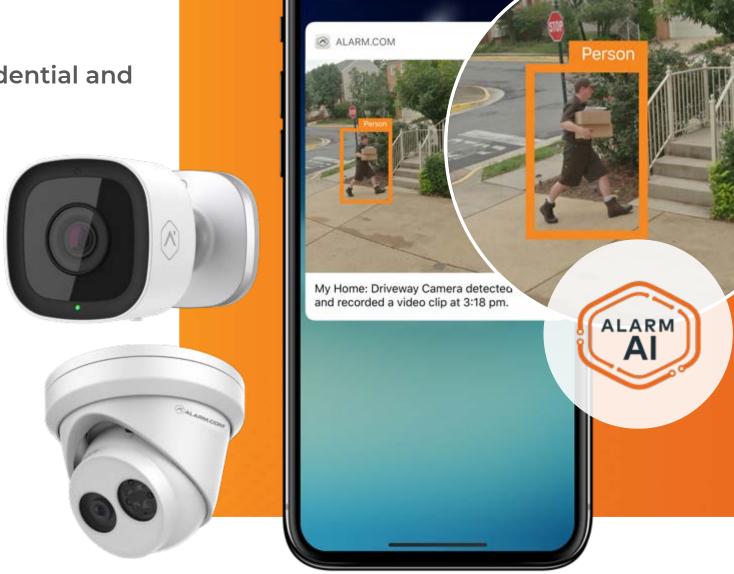


Video Analytics

Enhanced service plans for both residential and commercial-grade cameras

ALERTS THAT MATTER

- Advanced security and awareness
- Easily customized to identify highly specific activity
- Catch the unexpected







Competitive Advantages



Go to Market Strategy



9,000+

Service Provider Partners









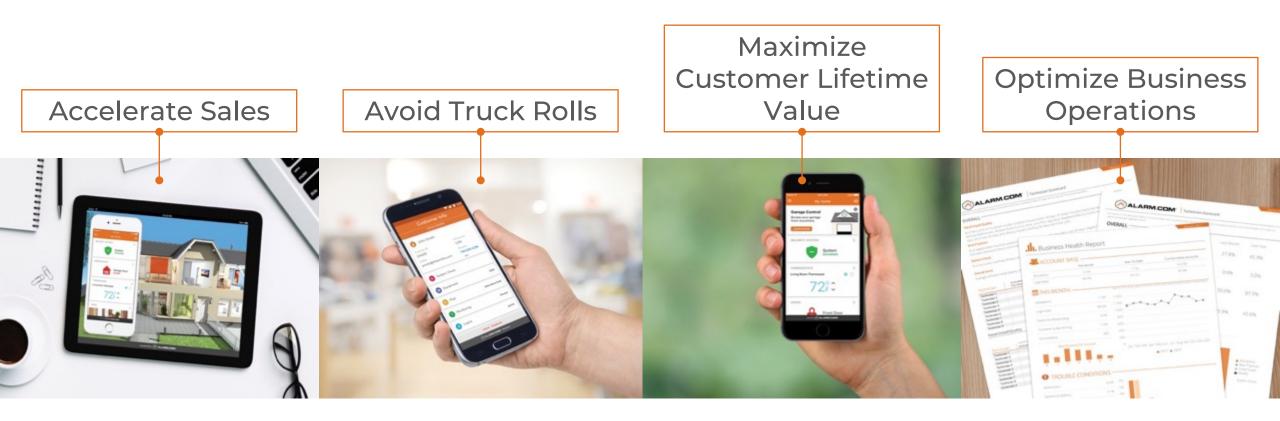
Commercial

- Small & Medium Sized Business
- **Enterprise**



Partner Productivity Solutions

A full suite of installation, support, and business management services that help service providers efficiently install and support Alarm.com's solutions



COMPETITIVE ADVANTAGES

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How We're Different

Alarm.com has continued to achieve strong growth even as the DIY/Retail market segment has attracted more entrants, thanks to several key distinctions:

Г	١,	IV	/ RE ⁻	ΓΛΙΙ	DD	OD	CTC
	,		/ KC		PK	OD	$C \mid S$

Typically standalone devices with limited capability; added devices require separate apps and limited integration

Primarily home automation devices that narrowly address convenience use cases

User-installed

Self-supported

Typically self-monitored

ALARM.COM

Broad system of multiple devices enhanced with proactive capabilities driven by analytics

Security first, purchase triggered by life event (family expansion, new home, etc.), but they also value home automation

Professional installation ensures reliable performance

Ongoing tech support delivers long-term value

Professionally-monitored





Compelling Growth Drivers



Add more subscribers

Currently 6.8 million+



Upsell and cross sell existing subscribers

In-App Promotions and Upsell Engine



Grow Commercial

Expand in SMB and enterprise markets, grow adoption of video and access control services



Grow International

Add new markets and strategic partners



Grow Verticals

Energy Utilities,
Property Mgmt. HVAC
channel, water,
Wellness



Add more Service Provider Partners

Currently 9,000+

38

GROWTH DRIVERS

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Global Market



Delivering solutions in

40+ countries



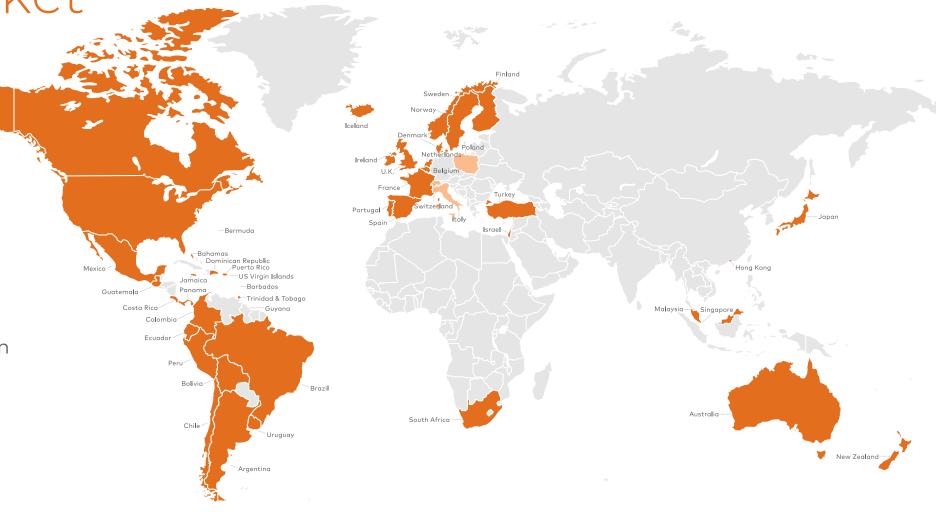
5.3%

Global smart home penetration



1.4B - 1.5B

Households worldwide



Alarm.com services are available

Targeted future expansion











Global Service Provider Partners















SEE MORE EXAMPLES AT: international.poweredbyalarm.com





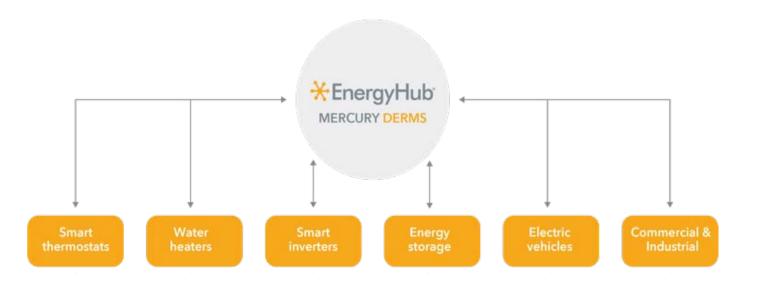


Energy Utilities



ENTERPRISE SOFTWARE SOLUTIONS FOR ENERGY UTILITIES

Optimizes distributed energy resources to reduce usage during periods of peak demand





40 utility clients, including 12 of the top-50 in the US



Programs available to 25 percent of U.S homes



Largest connected device manufacturer ecosystem

PARTNERS:











2012

Pioneered Bring Your Own Thermostat® program delivery model

GROWTH DRIVERS

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Property Management

(1) PointCentral®

AN ALARM.COM COMPANY

Enterprise smart home automation services for property management of single-family and multi-family dwellings

ADVANTAGES

- Operational efficiencies for operators
- Asset protection for owners
- In-demand amenity for residents

MARKET OPPORTUNITY



27 MILLION

Multi-family units

16 MILLION

Single-family rental households



~1 MILLION

Vacation rental properties

Source: National Multifamily Housing Council, Urban Institute, and Wall Street Journal





HVAC Channel





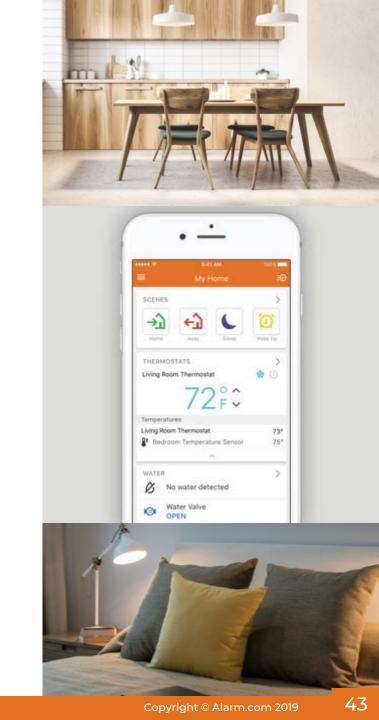
Enabling the HVAC channel to deliver advanced smart home automation solutions

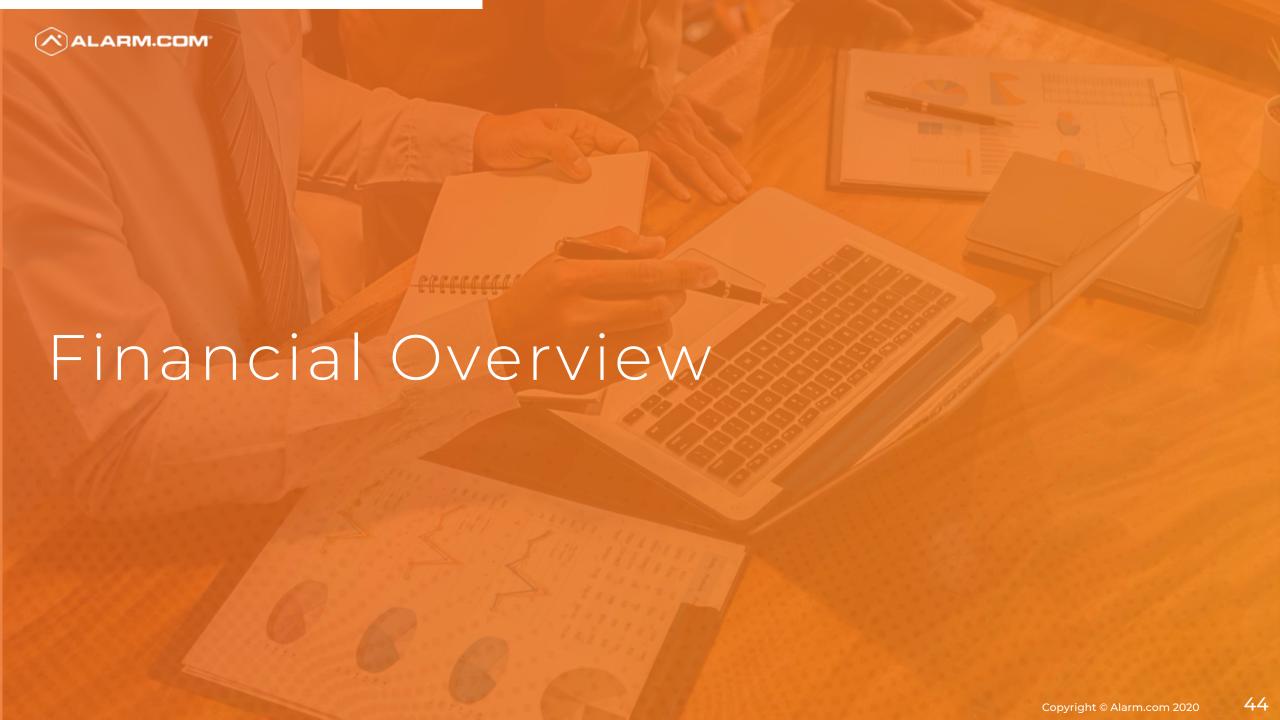
- Integrated home energy management, automation, and video services.
- Service revenue opportunity for HVAC channel.
- Al monitors HVAC and proactively detects trouble conditions before escalating into higher cost repairs or failures.

PARTNERS:











4Q19 Snapshot – Continued Strong Execution

Year-over-Year Growth



SaaS & LICENSE REVENUE



ADJUSTED EBITDA (NON-GAAP)



TOTAL REVENUE



86% SaaS 63% Total

GROSS MARGIN



65% **\$13.0** M

NET INCOME (GAAP)



48% **\$21.5** M

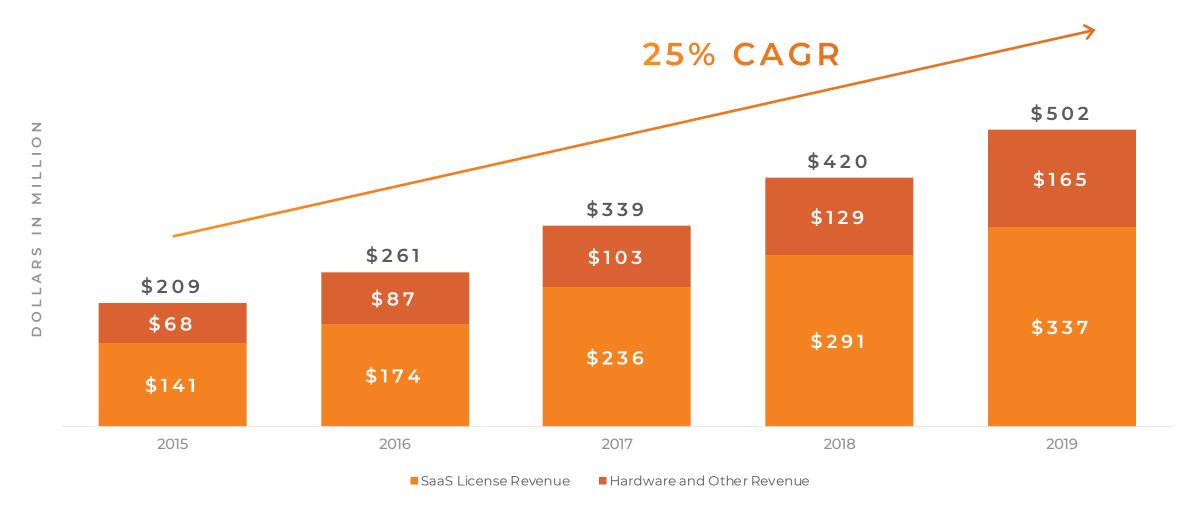
NET INCOME (NON-GAAP)

45

Current data represents results as of fiscal quarter ended December 31, 2019.



Consistent Revenue Growth



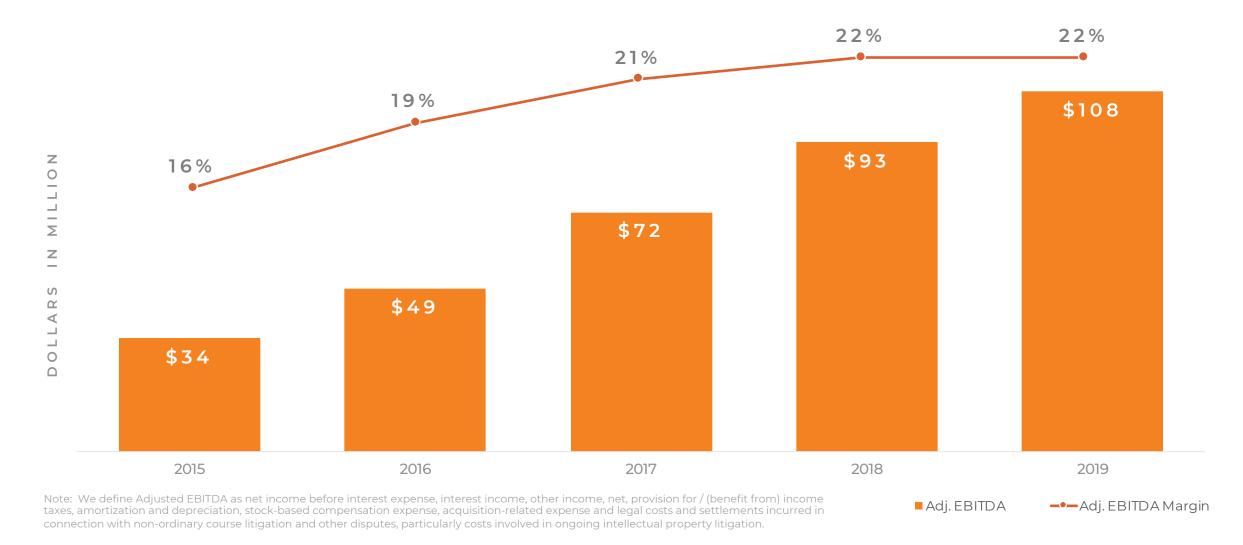
FINANCIAL OVERVIEW

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Track Record of Profitability



FINANCIAL OVERVIEW

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Key Financial Highlights

Scale

- Highly scalable platform
- 6.8 million+ subscribers
- 100 million+ connected devices
- 200 billion+ data points processed in 2019



Growing

- Strong compound annual revenue growth
- TAM expanding with IoT applications for commercial and residential



Recurring

- High SaaS and license recurring revenue model
- SaaS and license revenue renewal rate of 94%



Profitable

- Strong cash flow and profitable
- Increased operating leverage as business scales
- Favorable unit economics, payback of S&M in 15 months





Appendix



Investor Data Sheet

Alarm.com Holdings, Inc.

Select Financial Data | Fiscal Year End December 31 | (\$ in thousands)

Statement of Operations Data:	2017	2018	2019	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
SaaS and license revenue ¹	\$236,283	\$291,072	\$337,375	\$67,988	\$70,968	\$74,292	\$77,824	\$80,055	\$82,334	\$84,924	\$90,062
Hardware and other revenue	102,654	129,422	164,988	24,768	33,520	37,556	33,578	32,280	39,326	42,956	50,426
Total revenue	338,937	420,494	502,363	92,756	104,488	111,848	111,402	112,335	121,660	127,880	140,488
Cost of SaaS and license revenue ²	35,610	44,933	50,066	10,806	11,027	11,501	11,599	12,325	12,665	12,438	12,638
Cost of hardware and other revenue	80,578	100,782	133,533	17,571	25,461	30,491	27,259	26,625	31,891	35,085	39,932
Total cost of revenue	116,188	145,715	183,599	28,377	36,488	41,992	38,858	38,950	44,556	47,523	52,570
Net income (loss)	\$29,251	\$21,524	\$53,330	\$10,515	\$10,733	(\$7,652)	\$7,928	\$9,010	\$13,796	\$17,690	\$12,834
Net income (loss) attributable to common stockholders	\$29,238	\$21,521	\$53,531	\$10,512	\$10,732	(\$7,652)	\$7,928	\$9,010	\$13,796	\$17,690	\$13,035
Net income (loss) attributable to common stockholders per share, diluted	\$0.59	\$0.43	\$1.06	\$0.21	\$0.22	(\$0.16)	\$0.16	\$0.18	\$0.27	\$0.35	\$0.26
Weighted-av erage common shares outstanding - diluted	49,153,948	49,692,184	50,273,889	49,268,255	49,497,088	47,812,642	49,865,890	50,172,818	50,283,990	50,152,807	50,184,451
Balance Sheet Data (as of):											
Cash and cash equivalents	\$96,329	\$146,061	\$119,629	\$96,798	\$105,959	\$124,243	\$146,061	\$122,442	\$150,851	\$164,323	\$119,629
Non-GAAP financial measures ³ :											
Adjusted EBITDA ³	\$71,628	\$93,081	\$108,307	\$22,958	\$23,409	\$25,821	\$20,893	\$24,252	\$27,715	\$26,320	\$30,020
Adjusted net income ³	45,104	66,105	77,051	16,654	16,761	18,166	14,524	17,170	19,903	18,598	21,380
Adjusted net income attributable to common stockholders ³	45,095	66,102	77,210	16,652	16,760	18,166	14,523	17,170	19,903	18,598	21,539

¹ Includes software license revenue of \$10.6 million and \$10.7 million for the three months ended December 31, 2019 and 2018, and \$43.4 million and \$41.3 million for the years ended December 31, 2019 and 2018, respectively.

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² Includes cost of software license revenue of \$0.3 million and \$0.4 million for the three months ended December 31, 2019 and 2018, and \$1.3 million and \$1.7 million for the years ended December 31, 2019 and 2018, respectively.

Adjusted EBITDA, adjusted net income and adjusted net income attributable to common stockholders are non-GAAP financial measures - see next page for reconciliation to GAAP.



Investor Data Sheet

Alarm.com Holdings, Inc.

Non-GAAP Reconciliations | Fiscal Year Ended December 31 | (\$ in thousands)

				1 11				,				
	2017	2018	2019	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Adjusted EBITDA:	2017	2010	2019	2018	2018	2018	2018	2019	2019	2019	2019	
Net income / (loss)	\$29,251	\$21,524	\$53,330	\$10,515	\$10,733	(\$7,652)	\$7,928	\$9,010	\$13,796	\$17,690	\$12,834	
Adjustments:												
Interest expense, interest income and other income, net	1,133	503	(8,483)	276	331	19	(123)	(31)	(64)	(8,368)	(20)	
Provision for / (benefit from) income tax	2,990	(9,825)	5,566	1,202	(2,554)	(9,061)	588	242	313	2,873	2,138	
Amortization and depreciation expense	17,734	21,721	22,134	5,025	5,238	5,891	5,567	5,228	5,138	5,467	6,301	
Stock-based compensation expense	7,413	13,429	20,603	2,669	3,544	3,457	3,759	4,266	5,420	5,035	5,882	
Acquisition-related expense	5,895	-	2,403	-	_	_	_	_	_	1,590	813	
Litigation expense	7,212	45,729	12,754	3,271	6,117	33,167	3,174	5,537	3,112	2,033	2,072	
Total adjustments	42,377	71,557	54,977	12,443	12,676	33,473	12,965	15,242	13,919	8,630	17,186	
Adjusted EBITDA	\$71,628	\$93,081	\$108,307	\$22,958	\$23,409	\$25,821	\$20,893	\$24,252	\$27,715	\$26,320	\$30,020	
Adjusted net income:												
Net income / (loss), as reported	\$29,251	\$21,524	\$53,330	\$10,515	\$10,733	(\$7,652)	\$7,928	\$9,010	\$13,796	\$17,690	\$12,834	
Provision for / (benefit from) income tax	2,990	(9,825)	5,566	1,202	(2,554)	(9,061)	588	242	313	2,873	2,138	
Income / (loss) before income taxes	32,241	11,699	58,896	11,717	8,179	(16,713)	8,516	9,252	14,109	20,563	14,972	
Adjustments:												
Interest income and other income, net	(1,066)	(2,415)	(11,457)	(396)	(420)	(717)	(882)	(852)	(850)	(9,083)	(672)	
Amortization expense	12,282	15,235	14,334	3,820	3,797	3,801	3,817	3,531	3,403	3,404	3,996	
Stock-based compensation expense	7,413	13,429	20,603	2,669	3,544	3,457	3,759	4,266	5,420	5,035	5,882	
Acquisition-related expense	5,895	-	2,403	-	_	_	_	_	_	1,590	813	
Litigation expense	7,212	45,729	12,754	3,271	6,117	33,167	3,174	5,537	3,112	2,033	2,072	
Non-GAAP adjusted income before income taxes	63,977	83,677	97,533	21,081	21,217	22,995	18,384	21,734	25,194	23,542	27,063	
Income tax es	(18,873)	(17,572)	(20,482)	(4,427)	(4,456)	(4,829)	(3,860)	(4,564)	(5,291)	(4,944)	(5,683)	
Non-GAAP adjusted net income	\$45,104	\$66,105	\$77,051	\$16,654	\$16,761	\$18,166	\$14,524	\$17,170	\$19,903	\$18,598	\$21,380	

APPENDIX Copyright © Alarm.com 2020 51



Investor Data Sheet

Alarm.com Holdings, Inc.

Non-GAAP Reconciliations | Fiscal Year Ended December 31 | (\$ in thousands)

	2017	2018	2019	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Adjusted net income attributable to common stockholders:	2017	2010	2019	2018	2018	2018	2018	2019	2019	2019	2019
Net income / (loss) attributable to common stockholders, as reported	\$29,238	\$21,521	\$53,531	\$10,512	\$10,732	(\$7,652)	\$7,928	\$9,010	\$13,796	\$17,690	\$13,035
Provision for / (benefit from) income taxes	2,990	(9,825)	5,566	1,202	(2,554)	(9,061)	588	242	313	2,873	2,138
Income / (loss) attributable to common stockholders before taxes	32,228	11,696	59,097	11,714	8,178	(16,713)	8,516	9,252	14,109	20,563	15,173
Adjustments:											
Interest income and other income, net	(1,066)	(2,415)	(11,457)	(396)	(420)	(717)	(882)	(852)	(850)	(9,083)	(672)
Amortization expense	12,282	15,235	14,334	3,820	3,797	3,801	3,817	3,531	3,403	3,404	3,996
Stock-based compensation expense	7,413	13,429	20,603	2,669	3,544	3,457	3,759	4,266	5,420	5,035	5,882
Acquisition-related expense	5,895	-	2,403	_	_	-	_	_	_	1,590	813
Litigation expense	7,212	45,729	12,754	3,271	6,117	33,167	3,174	5,537	3,112	2,033	2,072
Non-GAAP adjusted income attributable to common stockholders before income											
taxes	63,964	83,674	97,734	21,078	21,216	22,995	18,384	21,734	25,194	23,542	27,264
Income tax es	(18,869)	(17,572)	(20,524)	(4,426)	(4,456)	(4,829)	(3,860)	(4,564)	(5,291)	(4,944)	(5,725)
Non-GAAP adjusted net income attributable to common stockholders	\$45,095	\$66,102	\$77,210	\$16,652	\$16,760	\$18,166	\$14,524	\$17,170	\$19,903	\$18,598	\$21,539
Non-GAAP adjusted net income attributable to common stockholders per											
share - diluted ¹	\$0.92	\$1.33	\$1.54	\$0.34	\$0.34	\$0.36	\$0.29	\$0.34	\$0.40	\$0.37	\$0.43

For periods with GAAP net losses and non-GAAP adjusted net income, the weighted-average outstanding shares used to calculate diluted non-GAAP adjusted net income per share includes potentially dilutive securities that were excluded from the calculation of GAAP net income per share as the effect was anti-dilutive.

A P P E N D I X

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Supplemental Financial Data

Alarm.com Holdings, Inc.

Supplemental Financial Data | Fiscal Year Ended December 31 | (\$ in thousands)

Supplemental Financial Data Fiscal fear Ended December 31 (\$ in thousands)											
Supplemental Financial Data:	2017	2018	2019	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
SaaS and license revenue ¹	\$236,283	\$291,072	\$337,375	\$67,988	\$70,968	\$74,292	\$77,824	\$80,055	\$82,334	\$84,924	\$90,062
Hardware and other revenue	102,654	129,422	164.988	24,768	33,520	37.556	33.578	32.280	39.326	42.956	50,426
Total revenue	338,937	420,494	502,363	92,756	104,488	111,848	111,402	112,335	121,660	127,880	140,488
				,				,			
Cost of SaaS and license revenue ²	35,610	44,933	50,066	10,806	11,027	11,501	11,599	12,325	12,665	12,438	12,638
Cost of hardware and other revenue Total cost of revenue	80,578	100,782	133,533	17,571	25,461	30,491	27,259	26,625	31,891 44,556	35,085	39,932
	116,188	145,715	183,599	28,377	36,488	41,992	38,858	38,950		47,523	52,570
Sales and marketing	43,490	55,902	61,815	10,822	14,612	14,128	16,340	13,228	15,631	14,533	18,423
General and administrative	55,396	95,750	69,959	16,162	18,119	43,662	17,807	19,212	13,872	18,701	18,174
Research and development	72,755	89,204	114,443	20,377	21,521	22,869	24,437	26,496	28,418	29,461	30,068
Amortization and depreciation	17,734	21,721	22,134	5,025	5,238	5,891	5,567	5,228	5,138	5,467	6,301
Total operating expenses	189,375	262,577	268,351	52,386	59,490	86,550	64,151	64,164	63,059	68,162	72,966
Operating income / (loss)	33,374	12,202	50,413	11,993	8,510	(16,694)	8,393	9,221	14,045	12,195	14,952
Interest expense	(2,199)	(2,918)	(2,974)	(672)	(751)	(736)	(759)	(821)	(786)	(715)	(652)
Interest income	1,031	2,272	4,922	371	410	661	830	808	806	2,703	605
Other income, net	35	143	6,535	25	10	56	52	44	44	6,380	67
Income / (loss) before income taxes	32,241	11,699	58,896	11,717	8,179	(16,713)	8,516	9,252	14,109	20,563	14,972
Provision for / (benefit from) income taxes	2,990	(9,825)	5,566	1,202	(2,554)	(9,061)	588	242	313	2,873	2,138
Net income (loss)	\$29,251	\$21,524	\$53,330	\$10,515	\$10,733	(\$7,652)	\$7,928	\$9,010	\$13,796	\$17,690	\$12,834
Net income (loss) attributable to common stockholders	\$29,238	\$21,521	\$53,531	\$10,512	\$10,732	(\$7,652)	\$7,928	\$9,010	\$13,796	\$17,690	\$13,035
Stock-based compensation expense data:											
Sales and marketing	\$561	\$1,196	\$2,075	\$235	\$319	\$301	\$341	\$380	\$471	\$534	\$690
General and administrative	2,638	4,901	6,474	1,028	1,481	1,191	1,201	1,267	1,781	1,714	1,712
Research and development	4,214	7,332	12,054	1,406	1,744	1,965	2,217	2,619	3,168	2,787	3,480
Total stock-based compensation expense	\$7,413	\$13,429	\$20,603	\$2,669	\$3,544	\$3,457	\$3,759	\$4,266	\$5,420	\$5,035	\$5,882
As a percent of revenue:											
Cost of SaaS and license revenue as a percentage of SaaS and											
license revenue	15%	15%	15%	16%	16%	15%	15%	15%	15%	15%	14%
Cost of hardware and other revenue as a percentage of hardware											
and other revenue	78%	78%	81%	71%	76%	81%	81%	82%	81%	82%	79%
Sales and marketing	13%	13%	12%	12%	14%	13%	14%	12%	13%	11%	13%
General and administrative	16%	23%	14%	17%	17%	39%	16%	17%	12%	15%	13%
Research and development	22%	21%	23%	22%	21%	20%	22%	23%	23%	23%	22%
Amortization and depreciation	5%	5%	4%	5%	5%	5%	5%	5%	4%	4%	4%
Total operating expenses	56%	62%	53%	56%	57%	77%	57%	57%	52%	53%	52%
Operating income / (loss)	10%	3%	10%	13%	8%	-15%	8%	8%	11%	10%	11%
Net income (loss)	9%	5%	11%	11%	10%	-7%	7%	8%	11%	14%	9%
Net income (loss) attributable to common stockholders	9%	5%	11%	11%	10%	-7%	7%	8%	11%	14%	9%
1 Includes software license revenue of \$10.6 million and \$10.7 million for t	the three months and	nd December 31	2010 and 2018, ar	nd \$43.4 million and	\$11.3 million for the	vears anded Dec	combor 31, 2010, and	d 2018 recognitive	V		

¹ Includes software license revenue of \$10.6 million and \$10.7 million for the three months ended December 31, 2019 and 2018, and \$43.4 million and \$41.3 million for the years ended December 31, 2019 and 2018, respectively.

A P P E N D I X

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² Includes cost of software license revenue of \$0.3 million and \$0.4 million for the three months ended December 31, 2019 and 2018, and \$1.3 million and \$1.7 million for the years ended December 31, 2019 and 2018, respectively.





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