Company Overview

Who we are

The world’s leading cloud software company powering social good

Blackbaud is here to help good take over the world. Leading uniquely at the intersection point of technology and social good, Blackbaud provides cloud software, services, expertise and data intelligence that empower and connect people to drive impact for social good. Blackbaud offers comprehensive, purpose-built solutions for fundraising and relationship management, marketing and engagement, financial management, payment services, social responsibility, education management, church management, grant and award management and analytics.

With its global headquarters in Charleston, South Carolina and operations in the United States, Australia, Canada, Costa Rica and the United Kingdom, Blackbaud has been driving impact for nearly four decades. For more information, visit blackbaud.com.

Who we serve

The social good community

Blackbaud is proud to serve the entire social good community, which spans a wide variety of organizational structures and an even greater diversity of missions. Our solutions are purpose-built for the unique needs of nonprofits, higher education institutions, K–12 schools, healthcare organizations, faith communities, arts and cultural organizations, foundations, companies and individual change agents. Our customers serve as a constant source of inspiration to us, and we are extremely proud to play a part in building a better world alongside them.

How we help

Millions of users in over 100 countries

Organizations that use Blackbaud technology raise, grant, and invest more than $100B in their programming each year. Our solutions and services help customers:

- Raise the resources they need by improving communications, building better relationships with supporters, increasing donations and more
- Deliver their programs with integrated solutions
- Manage their operations with back-office solutions built for efficiency and accountability
- Understand their outcomes with industry-leading analytics that transform information into insight

FAST FACTS

NASDAQ: BLKB

Global HQ:
Blackbaud, Inc.
65 Fairchild St, Charleston, SC
29492

P: 800.443.9441

W: blackbaud.com

President and CEO:
Michael “Mike” Gianoni

Chief Financial Officer:
Anthony “Tony” Boor

Media Contact:
media@blackbaud.com

Founded: 1981

Locations:
Headquartered in Charleston, SC with operations throughout the United States, Australia, Canada, Costa Rica, and the United Kingdom.

Employees: 3,400

Awards/Recognition:
Named by IDC as One of the Top 30 Largest Cloud Software Providers Worldwide
2020 Fast Company Best Workplaces for Innovators
2020 & 2018 Forbes Best Employers for Women
2019 & 2018 Forbes Best Employers for Diversity
2019 & 2018 Anita B.Org Top Companies for Women Technologists
2017 & 2016 Forbes Most Innovative Growth Companies
2016 Forbes Fast Tech 25 Ranking
2017 CogX Best AI Innovation in Charity
2017 Fortune’s 56 Companies Changing the World List
Company Overview

Building a better world

At Blackbaud, driving social impact isn’t a side project; it’s our business.

Since day one, 100% of our work has been focused on building a better world. Our commitment to driving social good is central to everything we do, including:

- Making our social good customers more effective and strengthening the broader social economy through our cloud software, services, expertise and data intelligence
- Contributing to the Ecosystem of Good® through our corporate citizenship practices
- Empowering our employees as individual agents of good

By connecting the social good community, we can accomplish more together than we can individually. Blackbaud’s corporate citizenship strategies enable us not just to power this Ecosystem of Good, but to participate in it.

We are committed to governing our business ethically, being a caring employer, contributing to causes and communities through corporate philanthropy and pursuing sustainability. In our robust corporate social responsibility efforts, we prioritize:

- Empowering our people as agents of good
  A thriving social economy depends on engaged individual change agents, so we support the passion of our employees through cultivating a vibrant commitment to board leadership across our staff (with a quarter of employees serving on social good boards and committees), and supporting and amplifying employee commitment to causes through corporate matching and time off for volunteering.

- Helping the cities where we live and work to thrive
  We are proud to contribute to the many communities around the world where our 3,400 employees live and work each day. We’ve demonstrated our deep commitment to the home of our global headquarters, Charleston, SC, with a $1M gift to the International African American Museum and in every city where we work through employee-led grants and service projects.

Our corporate citizenship

We are here to help good take over the world.

This comprehensive commitment and the real impact it drives is why Fortune named Blackbaud one of 56 companies “Changing the World” in 2017.

SHARED VALUE

As a shared value company, Blackbaud drives social good while addressing a market need. In doing so, we create lasting value for our customers, our shareholders and the broader social economy. The opportunity we address is significant: The nonprofit sector alone represents the third largest workforce in the U.S. behind manufacturing and retail. The stakes are high: Every 1% improvement in fundraising effectiveness in the social good space makes $3.7B more available for program work that advances social good.

By focusing wholly on this vital and underserved market, Blackbaud has built not just a successful business model, but an innovation engine that has played a role in driving advances on social issues of every kind.

Blackbaud employees and their families showing their pride at the MLK Day parade in downtown Charleston, January 2020
Building a healthy future in tech and social good communities

Leading uniquely at the intersection of technology and social good, it is our responsibility and privilege to serve these industry communities.

Social Good Community
- Sharing research and insights to drive impact across the philanthropic sector through the Blackbaud Institute
- Engaging in social good and social innovation initiatives that lift the philanthropic community such as #GivingTuesday, AFP and The Giving Institute (Giving USA)
- Supporting the social good community’s response to major disasters

Tech Community
- Investing in the next generation of diverse tech leaders through Camp Blackbaud (bi-annual software development camps for children) and K-12 tech education initiatives
- Supporting women in tech in partnership with several organizations

2019 financial highlights

Stock Symbol: BLKB Listed on NASDAQ Global Select Market
Research & Development: Over $135M invested in research and development in 2019
Investor Relations Contact: Steve Hufford Director, Investor Relations 843.654.2655 steve.hufford@blackbaud.com

Blackbaud has a highly stable customer base as illustrated by its retention rate of over 90%.
- $902.4M total non-GAAP revenue, up 6.0% from 2018
- $833.5M in non-GAAP recurring revenue, representing 92% of total non-GAAP revenue
- Non-GAAP organic recurring revenue increased 5.8%
- Non-GAAP income from operations was $151.6M, with a non-GAAP operating margin of 16.8%
- Non-GAAP net income was $108.0M, with non-GAAP diluted earnings per share of $2.24
- Dividend payments: $23.6M
- Non-GAAP free cash flow was $124.1M

Social Good Initiatives

In addition to the traditional corporate philanthropy and employee volunteerism programs found at most companies, Blackbaud is engaged in an array of social responsibility initiatives. Highlights include:

#GivingTuesday
Blackbaud is a founding partner of the #GivingTuesday movement.

One80 Place
Engaging our employees and community to better understand homelessness and provide support through volunteer days and financial support

International African American Museum
Supporting the nation’s first-of-its-kind museum with a digital media lab to honor African-American heritage and connect visitors to their ancestral roots

Blackbaud Community Matters Grants
Running a company-wide grants program in communities where we have offices, relying on employee-led committees to make funding decisions