

ServiceTitan Announces Fiscal First Quarter Financial Results

LOS ANGELES – June 5, 2025 – ServiceTitan (NASDAQ: TTAN), the software platform that powers the trades, today announced financial results for the fiscal first quarter ended April 30, 2025.

“I am humbled by the way that our team, in partnership with our customers, performed this quarter,” said Ara Mahdessian, Co-Founder and CEO. “The quality and breadth of execution underscore our opportunity to transform the lives of every hardworking contractor in the trades.”

“The ROI we deliver to our customers continues to be our greatest advantage,” said Vahe Kuzoyan, Co-Founder and President, “We're building a series of stacking S-curves to put ourselves in a position to deliver transformative customer outcomes, and each of our four primary areas of focus this year are off to a strong start.”

Fiscal First Quarter 2026 Financial and Operational Highlights:

	Fiscal First Quarter 2026		Fiscal First Quarter 2025	
		(in millions, except percentages and GTV)		
Gross transaction volume ("GTV") (in billions)	\$	17.7	\$	14.5
YOY GTV growth		22%		23%
Total revenue	\$	215.7	\$	170.3
YOY revenue growth		27%		25%
Platform revenue	\$	208.0	\$	163.2
YOY platform revenue growth		27%		27%
GAAP loss from operations	\$	(49.5)	\$	(53.4)
Non-GAAP income from operations ⁽¹⁾	\$	16.2	\$	3.3
Non-GAAP operating margin ⁽¹⁾		7.5%		1.9%
Net cash used in operating activities	\$	(14.6)	\$	(19.2)
Non-GAAP free cash flow ⁽¹⁾	\$	(22.3)	\$	(24.6)
Net dollar retention		> 110%		> 110%

⁽¹⁾This press release uses non-GAAP financial measures that adjust GAAP financial measures for the impact of various items. See the section titled “Non-GAAP Financial Measures” and the tables entitled “GAAP to Non-GAAP Reconciliation” below for additional information.

Fiscal Second Quarter and Fiscal Year 2026 Financial Outlook:

For the second quarter of fiscal 2026 and for the full fiscal year 2026, the Company currently expects:

	Fiscal Second Quarter 2026	<i>(in millions)</i>		Full Fiscal Year 2026
Total revenue	\$228 - \$230			\$910 - \$920
Non-GAAP income from operations ⁽²⁾	\$17 - \$18			\$54 - \$59

⁽²⁾ ServiceTitan is not able, at this time, to provide an outlook for GAAP loss from operations or a reconciliation of expected non-GAAP income from operations to GAAP income loss from operations for the second quarter of fiscal 2026 or for the full fiscal year 2026 because of the difficulty of estimating certain items excluded from non-GAAP income from operations that cannot be reasonably calculated or predicted without unreasonable efforts. For example, charges related to stock-based compensation expense require additional inputs, such as the number and value of awards granted, that are not currently ascertainable.

Conference Call Information:

The financial results and business highlights will be discussed on a conference call and webcast scheduled at 2:00 p.m. Pacific Time (5:00 p.m. Eastern Time) on Thursday, June 5, 2025. Online registration for this event conference call can be found here. The live webcast of the conference call can be accessed from ServiceTitan’s investor relations website at <http://investors.servicetitan.com>.

Following completion of the events, a webcast replay will also be available at <http://investors.servicetitan.com> for 12 months.

About ServiceTitan

ServiceTitan is the software platform that powers trades businesses. The company’s cloud-based, end-to-end solution gives contractors the tools they need to run and grow their business, manage their back office, and provide a stellar customer experience. By bringing an integrated SaaS platform to an industry historically underserved by technology, ServiceTitan is equipping tradespeople with the technology they need to keep the world running.

Forward Looking Statements

This press release contains forward-looking statements within the meaning of the Securities Act of 1933, as amended, the Securities Exchange Act of 1934, as amended, and the Private Securities Litigation Reform Act of 1995. All statements other than statements of historical facts contained in this press release may be forward-looking statements. In some cases, you can identify forward-looking statements because they contain words such as “anticipate,” “believe,” “contemplate,” “continue,” “could,” “estimate,” “expect,” “intend,” “may,” “plan,” “potential” “predict,” “project,” “should,” “target,” or “will,” or the negative of these words or other similar terms or expressions that concern ServiceTitan’s expectations, strategy, plans or intentions. Forward-looking statements in this release include, but are not limited to, statements regarding ServiceTitan’s financial outlook for total revenue and non-GAAP income from operations for the second quarter of fiscal year 2026 ending July 31, 2025 and the full fiscal year ending January 31, 2026. ServiceTitan’s expectations and beliefs regarding these matters may not materialize, and actual results in future periods are subject to risks and uncertainties that could cause actual results to differ materially from those projected, including those more fully described under the caption “*Risk Factors*” in our Annual Report on Form 10-K for fiscal 2025 as filed with the SEC on April 2, 2025, which should be read in conjunction with this press release and the financial results included herein. Additional information will be set forth in our Quarterly Report on Form 10-Q for the fiscal first 2026 quarter ended April 30, 2025. The forward-looking statements in this release are based on information available to ServiceTitan as of the date hereof, and ServiceTitan undertakes no obligation to update any forward-looking statements, except as required by law.

Press Contact
Max Wertheimer
ServiceTitan, Inc.
press@servicetitan.com

Investor Contact
Jason Rechel
ServiceTitan, Inc.
investors@servicetitan.com

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

	Three Months Ended April 30,	
	2025	2024
Revenue:		
Platform	\$ 207,982	\$ 163,225
Professional services and other	7,710	7,103
Total revenue	215,692	170,328
Cost of revenue:		
Platform	50,037	47,757
Professional services and other	17,259	16,591
Total cost of revenue	67,296	64,348
Gross profit	148,396	105,980
Operating expenses:		
Sales and marketing	69,223	57,601
Research and development	69,140	58,613
General and administrative	59,569	43,194
Total operating expenses	197,932	159,408
Loss from operations	(49,536)	(53,428)
Other income (expense), net		
Interest expense	(2,035)	(4,128)
Interest income	4,940	1,696
Other income, net	501	227
Total other income (expense), net	3,406	(2,205)
Loss before income taxes	(46,130)	(55,633)
Provision for income taxes	234	406
Net loss	(46,364)	(56,039)
Adjustments to net loss attributable to common stockholders	—	(12,987)
Net loss attributable to common stockholders	\$ (46,364)	\$ (69,026)
Net loss per share, basic and diluted	\$ (0.51)	\$ (2.02)
Weighted-average shares used in computing net loss per share, basic and diluted	90,334,442	34,175,068

Disaggregated Revenue

	Three Months Ended April 30,	
	2025	2024
Subscription	\$ 162,717	\$ 126,034
Usage	45,265	37,191
Platform revenue	207,982	163,225
Professional services and other	7,710	7,103
Total revenue	\$ 215,692	\$ 170,328

ServiceTitan, Inc.
Condensed Consolidated Balance Sheets
(in thousands, except share and per share data)
(unaudited)

Assets	
Current assets:	
Cash and cash equivalents	
Restricted cash	
Accounts receivable, net of allowance of \$7,095 and \$4,698 as of April 30, 2025 and January 31, 2025, respectively	
Deferred contract costs, current	
Contract assets	
Prepaid expenses	
Other current assets	
Total current assets	
Restricted cash, noncurrent	
Deferred contract costs, noncurrent	
Property and equipment, net	
Operating lease right-of-use assets	
Internal-use software, net	
Intangible assets, net	
Goodwill	
Other assets	
Total assets	
Liabilities and Stockholders' Equity	
Current liabilities:	
Accounts payable and other accrued expenses	
Accrued personnel related expenses	
Deferred revenue, current	
Operating lease liabilities, current	
Short-term debt	
Other current liabilities	
Total current liabilities	
Operating lease liabilities, noncurrent	
Long-term debt, net	
Other noncurrent liabilities	
Total liabilities	
Commitments and contingencies	
Stockholders' Equity	
Preferred stock, par value \$0.001, 100,000,000 shares authorized as of April 30, 2025 and January 31, 2025. 0 shares issued and outstanding as of April 30, 2025 and January 31, 2025	
Class A common stock, par value \$0.001, 1,000,000,000 shares authorized as of April 30, 2025 and January 31, 2025. 77,236,670 shares and 76,644,240 shares issued and outstanding as of April 30, 2025 and January 31, 2025, respectively	
Class B common stock, par value \$0.001, 100,000,000 shares authorized as of April 30, 2025 and January 31, 2025. 13,404,097 shares issued and outstanding as of April 30, 2025 and January 31, 2025	
Class C common stock, par value \$0.001, 100,000,000 shares authorized as of April 30, 2025 and January 31, 2025. 0 shares issued and outstanding as of April 30, 2025 and January 31, 2025	
Additional paid-in capital	
Accumulated deficit	
Total stockholders' equity	
Total liabilities and stockholders' equity	

As of			
April 30, 2025		January 31, 2025	
\$	420,265	\$	441,802
	210		711
	46,016		44,469
	12,495		11,554
	47,267		45,926
	23,548		24,791
	3,172		3,513
	552,973		572,766
	417		333
	12,069		10,608
	48,203		56,667
	20,266		24,025
	36,590		35,775
	203,570		214,952
	845,836		845,836
	7,472		7,686
\$	1,727,396	\$	1,768,648
\$	44,040	\$	40,182
	37,970		80,160
	16,374		16,803
	12,387		12,996
	1,073		1,073
	2,990		1,902
	114,834		153,116
	44,297		47,327
	103,866		104,014
	10,470		9,607
	273,467		314,064
	-		-
	78		77
	13		13
	-		-
	2,605,932		2,560,224
	(1,152,094)		(1,105,730)
	1,453,929		1,454,584
\$	1,727,396	\$	1,768,648

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

	Three Months Ended April 30,	
	2025	2024
Cash flows provided by (used in) operating activities		
Net loss	\$ (46,364)	\$ (56,039)
Adjustments to reconcile net loss to net cash used in operating activities		
Depreciation and amortization expense	19,955	19,731
Amortization of deferred contract costs	3,336	2,587
Noncash operating lease expense	1,352	1,772
Stock-based compensation expense	43,749	19,939
Loss on impairment and disposal of assets	8,060	20,131
Change in valuation of contingent consideration	—	(30)
Deferred income taxes	646	738
Amortization of debt issuance costs	120	58
Provision for credit losses	3,723	723
Changes in operating assets and liabilities, net of effect of business acquisition:		
Accounts receivable	(5,270)	(4,561)
Prepaid expenses and other current assets	1,671	1,924
Deferred contract costs	(5,739)	(2,147)
Contract assets	(1,341)	(1,071)
Other assets	508	280
Accounts payable and other accrued expenses	4,001	4,336
Accrued personnel related expenses	(40,632)	(27,213)
Operating lease liabilities	(3,153)	(1,045)
Other liabilities	1,237	895
Deferred revenue	(429)	(232)
Net cash used in operating activities	(14,570)	(19,224)
Cash flows used in investing activities		
Capitalized internal-use software	(6,472)	(4,785)
Purchase of property and equipment	(1,292)	(628)
Acquisition of business, net of cash acquired	—	(1,184)
Net cash used in investing activities	(7,764)	(6,597)
Cash flows provided by (used in) financing activities		
Payment of contingent consideration	—	(165)
Proceeds from exercise of stock options	1,181	1,440
Payment of debt arrangements	(268)	(450)
Payment of deferred initial public offering costs	(533)	(627)
Shares repurchased for tax withholding for the settlement of restricted stock units	—	(5,306)
Net cash provided by (used in) financing activities	380	(5,108)
Net decrease in cash, cash equivalents, and restricted cash	(21,954)	(30,929)
Cash, cash equivalents, and restricted cash		
Beginning of period	442,846	148,863
End of period	<u>\$ 420,892</u>	<u>\$ 117,934</u>

Statement Regarding Use of Non-GAAP Financial Measures

In addition to our results prepared in accordance with GAAP, we believe non-GAAP gross profit and non-GAAP gross margin, in total and for platform, and professional services and other, non-GAAP sales and marketing expense, non-GAAP research and development expense, non-GAAP general and administrative expense, non-GAAP income from operations, non-GAAP operating margin, non-GAAP net income, and non-GAAP earnings per share ("EPS") are useful in evaluating our operating performance.

These measures, however, have certain limitations in that they reflect the exercise of judgment by our management about which expenses are excluded or included and do not include the impact of certain expenses that are reflected in our consolidated statement of operations that are necessary to run our business. These non-GAAP financial measures should be considered in addition to, not as a substitute for or in isolation from, our financial results determined in accordance with GAAP. We caution investors that amounts presented in accordance with our definition of non-GAAP gross profit, non-GAAP gross margin, non-GAAP sales and marketing expense, non-GAAP research and development expense, non-GAAP general and administrative expense, non-GAAP income from operations, non-GAAP operating margin, non-GAAP net income, and non-GAAP EPS may not be comparable to similar measures disclosed by other companies because not all companies and analysts calculate these measures in the same manner.

For the reasons set forth below, we believe that excluding the following items provides information that is helpful in understanding our operating results, evaluating our future prospects, comparing our financial results across accounting periods, and comparing our financial results to our peers, many of which provide similar non-GAAP financial measures.

- **Stock-based compensation expense and related employer payroll taxes.** We exclude stock-based compensation expense, including the performance-based RSU’s granted to our Co-Founders, and related employer payroll taxes to allow investors to make more meaningful comparisons of our performance between periods and to facilitate a comparison of our performance to those of other peer companies. Stock-based compensation may vary between periods due to various factors unrelated to our core performance, including as a result of the assumptions used in the valuation methodologies, timing and amount of grants and other factors. We exclude employer payroll taxes because the amounts vary based on timing and settlement or vesting of awards unrelated to our core operating performance. Moreover, stock-based compensation expense is a non-cash expense that we exclude from our internal management reporting processes and when assessing our actual performance, budgeting, planning, and forecasting future periods.
- **Amortization of acquired intangible assets.** We incur amortization expense for acquired intangible assets in connection with acquisitions of certain businesses and technologies. Amortization of acquired intangible assets is a non-cash expense that is significantly affected by the timing and size of acquisitions, and the inherent subjective nature of purchase price allocations. Because these costs have already been incurred, we exclude the amortization expense from our internal management reporting processes. We exclude these charges when assessing our actual performance and when budgeting, planning, and forecasting future periods. Investors should note that the use of intangible assets contributed to our revenues earned during the periods presented and will contribute to our future period revenues as well.
- **Restructuring charges.** To better align our strategic priorities with our investments, we implemented workforce reductions in fiscal 2025. In connection with these reductions, we incurred employee-related expenses including severance and other termination benefits. We excluded these charges when assessing our actual performance and when budgeting, planning and forecasting future periods.
- **Loss on operating lease assets.** We have incurred impairments on certain right-of-use assets and other long-lived assets. We believe that it is useful to exclude these charges when assessing the level of various operating expenses and resource allocations when budgeting, planning and forecasting future periods. In addition, we believe excluding such costs enhances the comparability between periods.

- **Acquisition-related items.** We have incurred costs related to acquisitions, including legal, third-party valuation and due diligence, insurance costs, and one-time retention bonuses for employees of acquired companies. In addition, we periodically record the change to the fair value of contingent consideration related to past acquisitions. We exclude these items when assessing our actual performance and when budgeting, planning and forecasting future periods. We believe excluding these items allows investors to make meaningful comparisons between our core operating results and those of other peer companies.

Non-GAAP EPS

We define non-GAAP basic EPS as non-GAAP net income divided by weighted-average shares outstanding used in computing net loss per share attributable to common stockholders, basic. We define non-GAAP diluted EPS as non-GAAP net income divided by weighted-average shares outstanding giving effect to the weighted average of all potentially dilutive common stock equivalents outstanding for the period including options to purchase common stock, restricted stock units, and acquisition indemnity shares withheld. The dilutive effect of outstanding awards is reflected in non-GAAP diluted earnings per share by application of the treasury method.

Free Cash Flow

We define free cash flow as net cash provided by (used in) operating activities less cash used for investing activities for capitalized internal use software and less cash paid for purchases of, and deposits for, property and equipment. We believe that free cash flow is a meaningful indicator of our sources of liquidity and capital requirements that provides information to management and investors in evaluating the cash flow trends of our business. Once our business needs and obligations are met, cash can be used to maintain a strong balance sheet and invest in future growth. Free cash flow has limitations as an analytical tool and should not be considered in isolation or as a substitute for analysis of our results as reported under GAAP. Other companies may calculate free cash flow or similarly titled non-GAAP measures differently, which could reduce the usefulness of free cash flow as a tool for comparison. In addition, free cash flow does not reflect mandatory debt service and other non-discretionary expenditures that are required to be made under contractual commitments and does not represent the total increase or decrease in our cash balance for any given period.

ServiceTitan, Inc.
GAAP to Non-GAAP Reconciliations
(unaudited)

Non-GAAP Gross Profit and Non-GAAP Gross Margin

	Platform		Professional Services and Other		Total	
	Three Months Ended April 30,		Three Months Ended April 30,		Three Months Ended April 30,	
	2025	2024	2025	2024	2025	2024
			(in thousands)			
GAAP gross profit	\$ 157,945	\$ 115,468	\$ (9,549)	\$ (9,488)	\$ 148,396	\$ 105,980
Stock-based compensation expense and related employer payroll taxes	1,398	1,142	1,384	869	2,782	2,011
Amortization of acquired intangible assets	5,533	5,303	334	784	5,867	6,087
Restructuring charges	—	386	—	129	—	515
Loss on operating lease assets	960	2,828	751	1,318	1,711	4,146
Non-GAAP gross profit	<u>\$ 165,836</u>	<u>\$ 125,127</u>	<u>\$ (7,080)</u>	<u>\$ (6,388)</u>	<u>\$ 158,756</u>	<u>\$ 118,739</u>

	Platform		Professional Services and Other		Total	
	Three Months Ended April 30,		Three Months Ended April 30,		Three Months Ended April 30,	
	2025	2024	2025	2024	2025	2024
	75.9%	70.7%	(123.9)%	(133.6)%	68.8%	62.2%
GAAP gross margin						
Stock-based compensation expense and related employer payroll taxes	0.7%	0.7%	18.0%	12.2%	1.3%	1.2%
Amortization of acquired intangible assets	2.7%	3.2%	4.3%	11.0%	2.7%	3.6%
Restructuring charges	0.0%	0.2%	0.0%	1.8%	0.0%	0.3%
Loss on operating lease assets	0.5%	1.7%	9.7%	18.6%	0.8%	2.4%
Non-GAAP gross margin*	<u>79.7%</u>	<u>76.7%</u>	<u>(91.8)%</u>	<u>(89.9)%</u>	<u>73.6%</u>	<u>69.7%</u>

* Totals may not foot due to rounding.

Non-GAAP Sales and Marketing Expense

	Three Months Ended April 30,	
	2025	2024
	(in thousands)	
GAAP sales and marketing expense	\$ 69,223	\$ 57,601
Stock-based compensation expense and related employer payroll taxes	(5,568)	(3,575)
Amortization of acquired intangible assets	(5,515)	(5,450)
Restructuring charges	—	(292)
Loss on operating lease assets	(1,765)	(3,649)
Non-GAAP sales and marketing expense	<u>\$ 56,375</u>	<u>\$ 44,635</u>

Non-GAAP Research and Development Expense

GAAP research and development expense
Stock-based compensation expense and related employer payroll taxes
Restructuring charges
Loss on operating lease assets
Non-GAAP research and development expense

Three Months Ended April 30,			
2025		2024	
	(in thousands)		
\$	69,140	\$	58,613
	(12,263)		(7,758)
	—		(991)
	(1,679)		(3,478)
\$	55,198	\$	46,386

Non-GAAP General and Administrative Expense

GAAP general and administrative expense
Stock-based compensation expense and related employer payroll taxes
Stock-based compensation expense - Co-Founders performance based RSUs
Acquisition-related items
Restructuring charges
Loss on operating lease assets
Non-GAAP general and administrative expense

Three Months Ended April 30,			
2025		2024	
(in thousands)			
\$	59,569	\$	43,194
	(12,647)		(7,228)
	(13,071)		—
	—		(2,054)
	—		(698)
	(2,877)		(8,808)
\$	30,974	\$	24,406

Non-GAAP Income from Operations and Non-GAAP Operating Margin

GAAP loss from operations
Stock-based compensation expense and related employer payroll taxes
Stock-based compensation expense - Co-Founders performance based RSUs
Amortization of acquired intangible assets
Restructuring charges
Acquisition-related items
Loss on operating lease assets
Non-GAAP income from operations

Three Months Ended April 30,			
2025		2024	
(in thousands)			
\$	(49,536)	\$	(53,428)
	33,260		20,572
	13,071		—
	11,382		11,537
	—		2,496
	—		2,054
	8,032		20,081
\$	16,209	\$	3,312

GAAP operating margin

Stock-based compensation expense and related employer payroll taxes

Stock-based compensation expense - Co-Founders performance based RSUs

Amortization of acquired intangible assets

Restructuring charges

Acquisition-related items

Loss on operating lease assets

Non-GAAP operating margin*

* Totals may not foot due to rounding.

Non-GAAP Net Income

GAAP net loss

Stock-based compensation expense and related employer payroll taxes

Stock-based compensation expense - Co-Founders performance based RSUs

Amortization of acquired intangible assets

Restructuring charges

Acquisition-related items

Loss on operating lease assets

Income tax effects related to the above adjustments⁽³⁾

Non-GAAP net income

Three Months Ended April 30,		
2025		2024
	(23.0)%	(31.4)%
	15.4%	12.1%
	6.1%	0.0%
	5.3%	6.8%
	0.0%	1.5%
	0.0%	1.2%
	3.7%	11.8%
	7.5%	1.9%

Three Months Ended April 30,			
2025		2024	
(in thousands)			
\$	(46,364)	\$	(56,039)
	33,260		20,572
	13,071		—
	11,382		11,537
	—		2,496
	—		2,054
	8,032		20,081
	(1,484)		(489)
\$	17,897	\$	212

⁽³⁾ This amount represents adjustments for the current and deferred income tax effects on non-GAAP net income for the impact of the non-GAAP adjustments above.

Non-GAAP EPS

		Three Months Ended April 30, 2025 ⁽⁴⁾	
		<i>(in thousands, expect share and per share amounts)</i>	
Numerator			
Non-GAAP net income		\$	17,897
Denominator			
Weighted-average shares used in computing net loss per share attributable to common stockholders, basic			90,334,442
Effect of dilutive securities: Stock-based awards			7,893,378
Weighted-average shares used in computing non-GAAP net income per share attributable to common stockholders, diluted			98,227,820
GAAP net loss per share, basic and diluted		\$	(0.51)
Non-GAAP net income per share, basic		\$	0.20
Non-GAAP net income per share, diluted		\$	0.18

⁽⁴⁾ ServiceTitan has not provided prior year non-GAAP EPS for the comparative three month period ended April 30, 2024 because it does not believe such disclosure would provide meaningful supplemental information regarding an EPS trend due to the redeemable convertible preferred stock that was outstanding prior to our IPO.

Free Cash Flow

		Three Months Ended April 30,	
		2025	2024
		<i>(in thousands)</i>	
Net cash used in operating activities		\$ (14,570)	\$ (19,224)
Capitalized internal-use software		(6,472)	(4,785)
Purchase of property and equipment		(1,292)	(628)
Non-GAAP free cash flow		<u>\$ (22,334)</u>	<u>\$ (24,637)</u>