SaaSy Inc. - Executive Summary Q3 2024

# Business Overview

**Company:** SaaSy Inc.  
**Industry:** Customer Success Management Software  
**Stage:** Series B Growth Company  
**Founded:** 2019  
**Headquarters:** San Francisco, CA  
**Mission:** Empowering customer success teams with AI-driven insights

# Key Metrics & Performance

**Annual Recurring Revenue:** $15.2M (23% YoY growth)  
**Customer Base:** 450 enterprise clients  
**Employee Count:** 85 people  
**Gross Revenue Retention:** 98%  
**Net Revenue Retention:** 123%  
**Average Deal Size:** $33,777

# Strategic Initiatives

## Product Innovation

* • AI-powered churn prediction with 92% accuracy
* • Automated health scoring for customer accounts
* • Real-time sentiment analysis from support interactions
* • Predictive revenue forecasting capabilities

## Market Expansion

* • Launching in EMEA region Q4 2024
* • Expanding into healthcare and fintech verticals
* • Establishing partnerships with regional system integrators
* • Building localized product offerings for international markets

## Team Growth

* • Hiring 15 engineers for AI/ML team
* • Expanding sales team by 20 representatives
* • Building out customer success organization
* • Establishing European headquarters in London

## Partnership Development

* • Salesforce integration launched Q3 2024
* • HubSpot partnership in development
* • Slack and Microsoft Teams integrations completed
* • API marketplace with 25+ third-party integrations

# Market Position

**Total Addressable Market:** $12.8B  
**Serviceable Addressable Market:** $3.2B  
**Market Share:** 0.5%  
**Key Competitors:** Gainsight, Totango, ChurnZero

# Financial Highlights

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| **Metric** | **Value** |
| Q3 Revenue | $4.1M |
| Q3 Growth Rate | 23% |
| Operating Expenses | $3.4M |
| EBITDA Margin | 18% |
| Burn Rate | $200K/month |
| Runway | 24+ months |