PEGASYSTEMS INC Form 10-Q August 09, 2012 Table of Contents

(Mark One)

UNITED STATES SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 10-Q

x Quarterly Report pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

For the quarterly period ended June 30, 2012

or

Transition Report pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

For the transition period from to

Commission File Number: 1-11859

PEGASYSTEMS INC.

(Exact name of Registrant as specified in its charter)

Massachusetts
(State or other jurisdiction of (IRS Employer incorporation or organization)

101 Main Street Cambridge, MA
(Address of principal executive offices)

(617) 374-9600

(Registrant s telephone number including area code)

Indicate by check mark whether the Registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the Registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes x No "

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). Yes x No "

Indicate by check mark whether the Registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, or a smaller reporting company. See the definitions of large accelerated filer and smaller reporting company in Rule 12b-2 of the Exchange Act.

Large accelerated filer x Accelerated filer " Non-accelerated filer " Smaller reporting company "

(Do not check if smaller reporting company)

Indicate by check mark whether the Registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act). Yes " No x

There were 37,906,098 shares of the Registrant s common stock, \$.01 par value per share, outstanding on July 30, 2012.

PEGASYSTEMS INC.

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PEGASYSTEMS INC.

UNAUDITED CONDENSED CONSOLIDATED BALANCE SHEETS

(in thousands)

	As of	As of
	June 30, 2012	December 31, 2011
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 54,827	\$ 60,353
Marketable securities	48,037	51,079
Total cash, cash equivalents, and marketable securities	102,864	111,432
Trade accounts receivable, net of allowance of \$1,165 and \$926	92,542	98,293
Deferred income taxes	9,827	9,826
Income taxes receivable	10,035	7,545
Other current assets	5,512	4,865
Total current assets	220,780	231,961
Property and equipment, net	28,175	14,458
Long-term deferred income taxes	43,581	43,286
Long-term other assets	1,782	2,186
Intangible assets, net	63,787	69,369
Goodwill	20,451	20,451
Total assets	\$ 378,556	\$ 381,711
LIABILITIES AND STOCKHOLDER	RS EQUITY	
Current liabilities:		
Accounts payable	\$ 7,405	10,899
Accrued expenses	21,597	18,336
Accrued compensation and related expenses	26,240	39,170
Deferred revenue	79,358	73,840
Total current liabilities	134,600	142,245
Income taxes payable	9,633	9,547
Long-term deferred revenue	11,898	15,367
Other long-term liabilities	10,813	5,796
Total liabilities	166,944	172,955
Commitments and contingencies		
Stockholders equity:		
Preferred stock, 1,000 shares authorized; no shares issued and outstanding		
Common stock, 100,000 shares and 70,000 shares authorized; 37,890 shares and		
37,712 shares issued and outstanding	379	377
Additional paid-in capital	133,057	129,701
Retained earnings	76,547	77,029
Accumulated other comprehensive income	1,629	1,649
Total stockholders equity	211,612	208,756
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Total liabilities and stockholders equity

\$ 378,556

\$ 381,711

See notes to unaudited condensed consolidated financial statements.

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PEGASYSTEMS INC.

UNAUDITED CONDENSED CONSOLIDATED STATEMENTS OF INCOME

(in thousands, except per share amounts)

		Three	Months End June 30,	ed	Six Months Ended June 30,			
	2	2012	0	2011	2012		2011	
Revenue:								
Software license	\$	30,999	\$	34,645	\$ 66,942	\$	68,107	
Maintenance		34,495		28,294	65,340		55,742	
Professional services		39,562		40,579	83,941		82,029	
Total revenue		105,056		103,518	216,223		205,878	
Cost of revenue:								
Cost of software license		1,579		1,631	3,178		3,305	
Cost of maintenance		3,718		3,260	7,327		6,634	
Cost of professional services		34,690		35,506	71,016		70,474	
Cost of professional services		2 1,000		22,230	,1,010		70,171	
Total cost of revenue		39,987		40,397	81,521		80,413	
Gross profit		65,069		63,121	134,702		125,465	
Operating expenses:								
Selling and marketing		41,188		37,208	79,583		71,244	
Research and development		18,901		15,696	37,905		30,829	
General and administrative		7,664		6,839	13,979		13,971	
Acquisition-related costs				144			482	
Restructuring costs							141	
Total operating expenses		67,753		59,887	131,467		116,667	
(Loss) income from operations		(2,684)		3,234	3,235		8,798	
Foreign currency transaction (loss) gain		(841)		173	(101)		1,189	
Interest income, net		94		91	205		177	
Other income (expense), net		263		(167)	(576)		(139)	
(Loss) income before (benefit) provision								
for income taxes		(3,168)		3,331	2,763		10,025	
(Benefit) provision for income taxes		(901)		1,058	973		3,021	
Net (loss) income	\$	(2,267)	\$	2,273	\$ 1,790	\$	7,004	
(Loss) earnings per share:								
Basic	\$	(0.06)	\$	0.06	\$ 0.05	\$	0.19	
Diluted	\$	(0.06)	\$	0.06	\$ 0.05	\$	0.18	
Weighted-average number of common shares outstanding								
Basic		37,865		37,405	37,812		37,341	
Diluted		37,865		38,851	38,931		38,828	
					,		,	

Cash dividends declared per share \$ 0.03 \$ 0.06 \$ 0.06

See notes to unaudited condensed consolidated financial statements.

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PEGASYSTEMS INC.

UNAUDITED CONDENSED CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME

(in thousands)

			Three Months Ended June 30,			Six Month June		
(in thousands)	2012		2	011	2	2012		011
Net (loss) income	\$	(2,267)	\$	2,273	\$	1,790	\$	7,004
Other comprehensive income (loss), net of tax:								
Unrealized (loss) gain on securities, net of tax		(25)		42		47		26
Foreign currency translation adjustments		(1,341)		476		(67)		1,764
Total other comprehensive (loss) income		(1,366)		518		(20)		1,790
Comprehensive (loss) income	\$	(3,633)	\$	2,791	\$	1,770	\$	8,794

See notes to unaudited condensed consolidated financial statements.

PEGASYSTEMS INC.

UNAUDITED CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS

(in thousands)

	Six Months Ended June 30,			
	2	012		2011
Operating activities:		4 =00		= 00.4
Net income	\$	1,790	\$	7,004
Adjustment to reconcile net income to cash provided by operating activities:				
Excess tax benefits from exercise or vesting of equity awards		(2,225)		(4,011)
Deferred income taxes		(305)		(83)
Depreciation and amortization		8,635		8,228
Stock-based compensation expense		5,838		4,400
Foreign currency transaction loss		460		377
Other		753		414
Change in operating assets and liabilities:				
Trade accounts receivable		5,795		(15,790)
Income taxes receivable and other current assets		(942)		1,547
Accounts payable and accrued expenses		(14,203)		(2,761)
Deferred revenue		2,037		18,395
Other long-term assets and liabilities		4,894		(500)
Cash provided by operating activities		12,527		17,220
Investing activities:				
Purchase of marketable securities		(11,760)		(25,361)
Matured and called marketable securities		14,207		7,738
Sale of marketable securities				1,047
Investment in property and equipment		(14,949)		(3,563)
Cash used in investing activities		(12,502)		(20,139)
Financing activities:				
Issuance of common stock for share-based compensation plans		707		1,707
Excess tax benefits from exercise or vesting of equity awards		2,225		4,011
Dividend payments to shareholders		(2,272)		(2,238)
Common stock repurchases for tax withholdings for net settlement of equity awards		(2,851)		(3,569)
Common stock repurchases under share repurchase programs		(2,526)		(2,084)
Cash used in financing activities		(4,717)		(2,173)
		(924)		0.46
Effect of exchange rate on cash and cash equivalents		(834)		948
Net decrease in cash and cash equivalents		(5,526)		(4,144)
Cash and cash equivalents, beginning of period		60,353		71,127
Cash and cash equivalents, end of period	\$	54,827	\$	66,983

See notes to unaudited condensed consolidated financial statements.

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PEGASYSTEMS INC.

NOTES TO UNAUDITED CONDENSED CONSOLIDATED FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES

Basis of Presentation

Pegasystems Inc. (together with its subsidiaries, the Company) has prepared the accompanying unaudited condensed consolidated financial statements pursuant to the rules and regulations of the Securities and Exchange Commission (SEC) regarding interim financial reporting. Accordingly, they do not include all of the information and footnotes required by accounting principles generally accepted in the United States of America (U.S.) for complete financial statements and should be read in conjunction with the Company s audited financial statements included in the Annual Report on Form 10-K for the year ended December 31, 2011.

In the opinion of management, the Company has prepared the accompanying unaudited condensed consolidated financial statements on the same basis as its audited financial statements, and these financial statements include all adjustments, consisting only of normal recurring adjustments, necessary for a fair presentation of the results of the interim periods presented. The operating results for the interim periods presented are not necessarily indicative of the results expected for the full year 2012.

2. NEW ACCOUNTING PRONOUNCEMENTS

Disclosures About Offsetting Assets and Liabilities: In December 2011, the Financial Accounting Standards Board (FASB) issued Accounting Standards Update (ASU) No. 2011-11, Balance Sheet (Topic 210): Disclosures About Offsetting Assets and Liabilities, which creates new disclosure requirements regarding the nature of an entity s rights of setoff and related arrangements associated with its financial instruments and derivative instruments. Certain disclosures of the amounts of certain instruments subject to enforceable master netting arrangements or similar agreements would be required, irrespective of whether the entity has elected to offset those instruments in the statement of financial position. This ASU is effective for the Company on January 1, 2013 with retrospective application required. The adoption of this standard will not impact the Company s financial position or results of operations as this accounting standard only requires enhanced disclosure.

3. MARKETABLE SECURITIES

(in thousands)	June 30, 2012							
Marketable securities:								
Municipal bonds	\$	30,624	82	(8)	\$	30,698		
Corporate bonds		15,286	55	(2)		15,339		
Government sponsored enterprise bonds		2,000				2,000		
Marketable securities	\$	47,910	137	(10)	\$	48,037		

(in thousands)	December 31, 2011								
	Aı	mortized Unrealized Cost Gains				Unrealized Losses	Fa	ir Value	
Marketable securities:									
Municipal bonds	\$	27,968	74	(2)	\$	28,040			
Corporate bonds		15,058	16	(34)		15,040			
Government sponsored enterprise bonds		8,001	2	(4)		7,999			
Marketable securities	\$	51,027	92	(40)	\$	51,079			

The Company considers debt securities with maturities of three months or less from the purchase date to be cash equivalents. Interest is recorded when earned. All of the Company s investments are classified as available-for-sale and are carried at fair value with unrealized gains and losses recorded as a component of accumulated other comprehensive income, net of related income taxes.

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As of June 30, 2012, remaining maturities of marketable debt securities ranged from July 2012 to December 2014, with a weighted-average remaining maturity of approximately 12 months.

4. DERIVATIVE INSTRUMENTS

The Company uses forward foreign currency contracts to manage its exposure to changes in foreign currency exchange rates associated with its foreign currency denominated accounts receivable and cash. The U.S. operating company invoices most of its foreign customers in foreign currencies, which results in cash and receivables held at the end of the reporting period denominated in these foreign currencies. Since the U.S. operating company s functional currency is the U.S. dollar, the Company recognizes a foreign currency transaction gain or (loss) on the foreign currency denominated cash and accounts receivable held by the U.S. operating company in its consolidated statements of income when there are changes in the foreign currency exchange rates versus the U.S. dollar. The Company is primarily exposed to changes in the value of the Euro and British pound relative to the U.S. dollar. The forward foreign currency contracts utilized by the Company are not designated as hedging instruments and as a result, the Company records the fair value of these contracts at the end of each reporting period in its consolidated balance sheet as other current assets for unrealized gains and accrued expenses for unrealized losses, with any fluctuations in the value of these contracts recognized in other (expense) income, net, in its consolidated statement of income. However, the fluctuations in the value of these forward foreign currency contracts partially offset the gains and losses from the remeasurement or settlement of the foreign currency denominated accounts receivable and cash held by the U.S. operating company, thus partly mitigating the volatility. Generally, the Company enters into forward foreign currency contracts with terms not greater than 90 days.

During the first six months of 2012, the Company entered into and settled forward foreign currency contracts to sell 27.2 million and £23 million and receive in exchange \$71.4 million. During the first six months of 2011, the Company entered into and settled forward foreign currency contracts to sell 17 million and £12 million and receive in exchange \$44 million. As of June 30, 2012 and December 31, 2011, the Company did not have any forward foreign currency contracts outstanding. During the second quarter and first six months of 2012, the change in the fair value of the Company s forward foreign currency contracts recorded in other income (expense), net, was a gain of \$0.2 million and a loss of \$0.6 million, respectively. During the second quarter and first six months of 2011, the change in the fair value of the Company s forward foreign currency contracts recorded in other income (expense), net, was a loss of \$0.2 million.

5. FAIR VALUE MEASUREMENTS

Assets Measured at Fair Value on a Recurring Basis

Fair value is an exit price, representing the amount that would be received from the sale of an asset or paid to transfer a liability in an orderly transaction between market participants based on assumptions that market participants would use in pricing an asset or liability. As a basis for classifying the fair value measurements, a three-tier fair value hierarchy, which classifies the fair value measurements based on the inputs used in measuring fair value, was established as follows: (Level 1) observable inputs such as quoted prices in active markets for identical assets or liabilities; (Level 2) significant other observable inputs that are observable either directly or indirectly; and (Level 3) significant unobservable inputs in which there is little or no market data, which requires the Company to develop its own assumptions. This hierarchy requires the Company to use observable market data, when available, and to minimize the use of unobservable inputs when determining fair value. On a recurring basis, the Company records its marketable securities at fair value.

The Company s investments classified within Level 1 of the fair value hierarchy are valued using quoted market prices. The Company s investments classified within Level 2 of the fair value hierarchy are valued based on matrix pricing compiled by third party pricing vendors, using observable market inputs such as interest rates, yield curves, and credit risk.

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The fair value hierarchy of the Company s cash equivalents and marketable securities at fair value is as follows:

			Fair V	Value Measuro Date	ements Using	at Reporting		
	June 30, 2012			Quoted Prices in Active Markets for Identical Assets (Level 1)		in Active Markets for lentical Assets		Significant Other Observable Inputs
(in thousands) Money market funds	\$ 2.825				\$	(Level 2)		
Marketable securities:	Ψ	2,023	Ψ	2,023	Ψ			
Government sponsored enterprise bonds	\$	2,000	\$		\$	2,000		
Corporate bonds		15,339		14,333		1,006		
Municipal bonds		30,698		10,669		20,029		
Total marketable securities	\$ 48,037		\$	25,002	\$	23,035		
		ember 31,	Quo in Ma Ident	ted Prices Active Arkets for tical Assets	Using S O	Significant Other Observable Inputs		
(in thousands) Monay market funds		2011	Quo in Ma Ident (I	Date oted Prices a Active orkets for tical Assets Level 1)	Using S	lignificant Other Observable		
Money market funds Marketable securities:			Quo in Ma Ident	Date of ted Prices of Active or Active or Active tical Assets	Using S O	Significant Other Observable Inputs		
Money market funds Marketable securities: Municipal bonds		2011 3,067 28,040	Quo in Ma Ident (I	Date of ted Prices a Active or tical Assets Level 1) 3,067	Using S	Significant Other Observable Inputs		
Money market funds Marketable securities: Municipal bonds Corporate bonds	\$	2011 3,067 28,040 15,040	Quo in Ma Ident (I	Date of ted Prices a Active or tical Assets Level 1) 3,067	Using S O	other observable Inputs (Level 2)		
Money market funds Marketable securities: Municipal bonds	\$	2011 3,067 28,040	Quo in Ma Ident (I	Date of ted Prices a Active or tical Assets Level 1) 3,067	Using S O	other observable Inputs (Level 2)		

Assets Measured at Fair Value on a Nonrecurring Basis

Assets not recorded at fair value on a recurring basis, such as property and equipment, and intangible assets, are recognized at fair value when they are impaired. During the first six months of 2012 and 2011, the Company did not recognize any nonrecurring fair value measurements from impairments.

6. TRADE ACCOUNTS RECEIVABLE, NET OF ALLOWANCES

(in thousands)	J	June 30, 2012	Dec	ember 31, 2011
Trade accounts receivable	\$	67,635	\$	77,123
Unbilled trade accounts receivable		26,072		22,096
Total accounts receivable		93,707		99,219
Allowance for doubtful accounts				(31)
Allowance for sales credit memos		(1,165)		(895)
Total allowance		(1,165)		(926)
	\$	92,542	\$	98,293

Unbilled trade accounts receivable relate to services earned under time and material arrangements, and maintenance and license arrangements that had not been invoiced as of June 30, 2012 and December 31, 2011, respectively.

7. GOODWILL AND OTHER INTANGIBLE ASSETS

There were no changes in the carrying amount of goodwill during the first six months of 2012.

Intangible assets are recorded at cost and are amortized using the straight-line method over their estimated useful life, which range from 5 to 9 years.

(in thousands)			cumulated nortization	Net Boo Value	
As of June 30, 2012					
Customer related intangibles	\$ 44,355	\$	(10,678)	\$	33,677
Technology	43,446		(13,351)		30,095
Trade name	248		(248)		
Technology designs	490		(490)		
Non-compete agreements	100		(85)		15
Intellectual property	1,400		(1,400)		
Total	\$ 90,039	\$	(26,252)	\$	63,787

	Cost	Accumulated Amortization		N	et Book Value
As of December 31, 2011					
Customer related intangibles	\$ 44,355	\$	(8,214)	\$	36,141
Technology	43,446		(10,269)		33,177
Trade name	248		(248)		
Technology designs	490		(463)		27
Non-compete agreements	100		(76)		24
Intellectual property	1,400		(1,400)		
Total	\$ 90,039	\$	(20,670)	\$	69,369

For the second quarter and first six months of 2012 and 2011, amortization of intangibles was reflected in the Company s unaudited condensed consolidated statements of income as follows:

	Three Months Ended June 30,						ths Ended e 30,	
(in thousands)	2	012	20	011	2	012	2	011
Cost of software license	\$	1,540	\$	1,571	\$	3,108	\$	3,142
Selling and marketing		1,232		1,232		2,464		2,464
General and administrative		5		26		10		93
Total amortization expense	\$	2,777	\$	2,829	\$	5,582	\$	5,699

Amortization of intangibles is estimated to be recorded over their remaining useful lives as follows:

(in thousands)	 Future estimated amortization		
As of June 30,	expense		
Remainder of 2012	\$ 5,554		
2013	11,095		
2014	9,489		
2015	8,688		
2016	8,688		
2017	8,688		
2018 and thereafter	11,585		
	\$ 63,787		

8. ACCRUED EXPENSES

(in thousands)	=	June 30, 2012		December 31, 2011	
Other taxes	\$	3,242	\$	2,759	
Restructuring		416		626	
Professional fees		778		1,146	
Income taxes		1,178		1,954	
Professional services partners fees		490		120	
Short-term deferred rent		1,675		1,428	
Self-insurance health and dental claims		1,119		1,931	
Dividends payable		1,137		1,132	
Employee reimbursable expenses		1,923		897	
Construction in process		2,081			
Other		7,558		6,343	
	\$	21.597	\$	18,336	

9. DEFERRED REVENUE

(in thousands)	J	June 30, 2012		December 31, 2011		
Software license	\$	12,642	\$	15,005		
Maintenance		59,972		50,916		
Professional services and other		6,744		7,919		
Current deferred revenue		79,358		73,840		
Software license		11,307		13,532		
Maintenance and professional services		591		1,835		
Long-term deferred revenue		11,898		15,367		
	\$	91,256	\$	89,207		

10. ACCRUED RESTRUCTURING COSTS

During 2010, in connection with the Company s integration plan of Chordiant, the Company recorded \$6.5 million of severance and related benefit costs, which were paid by the end of the first quarter of 2012. Also, in connection with the Company s evaluation of its combined facilities, the Company eliminated space within one facility and recognized \$1.6 million of restructuring expenses, representing future lease payments and demising costs, net of estimated sublease income for this space. The lease expires at the end of 2013.

A summary of the restructuring activity during the first six months of 2012 is as follows:

(in thousands)	Person	nnel I	Facilities		Total
Balance as of December 31, 2011	\$	243 \$	800	\$	1,043
Cash payments		(243)	(160)		(403)
Balance as of June 30, 2012	\$	\$	640	\$	640

(in thousands)	June 3 2012		December 31, 2011		
Reported as:					
Accrued expenses	\$	416	\$	626	
Other long-term liabilities		224		417	
	\$	640	\$	1.043	

11. STOCK-BASED COMPENSATION

For the second quarter and first six months of 2012 and 2011, stock-based compensation expense was reflected in the Company s unaudited condensed consolidated statements of income as follows:

	Three Months Ended June 30,				Six Mont June	ded		
(in thousands)	2012 2011				2012		2011	
Cost of services	\$ 884	\$	553	\$	1,861	\$	1,350	
Operating expenses	2,102		1,312		3,977		3,050	
Total stock-based compensation before tax	\$ 2,986	\$	1,865	\$	5,838	\$	4,400	
Income tax benefit	(990)		(613)		(1,866)		(1,499)	

During the first six months of 2012, the Company issued approximately 237,000 shares to its employees under the Company s share-based compensation plans.

During the first six months of 2012, the Company granted approximately 122,000 restricted stock units (RSUs) with a total fair value of \$4.2 million. Approximately 52,000 RSUs were issued in connection with the election by employees to receive 50% of their 2012 target incentive compensation under the Company s Corporate Incentive Compensation Plan (the CICP) in the form of RSUs instead of cash. The total stock-based compensation of approximately \$1.9 million associated with this RSU grant will be recognized over one year.

As of June 30, 2012, the Company had approximately \$12 million of unrecognized stock-based compensation expense, net of estimated forfeitures, related to all unvested RSUs and unvested stock options that is expected to be recognized over a weighted-average period of 2.1 years.

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12. EARNINGS PER SHARE

Basic earnings per share is computed using the weighted-average number of common shares outstanding during the period. Diluted earnings per share is computed using the weighted-average number of common shares outstanding during the period, plus the dilutive effect of outstanding options, RSUs, and warrants, using the treasury stock method and the average market price of our common stock during the applicable period. Certain shares related to some of our outstanding stock options and RSUs were excluded from the computation of diluted earnings per share because they were antidilutive in the periods presented, but could be dilutive in the future.

	Three Months Ended June 30,			Six Months Ended June 30,			
(in thousands, except per share amounts)		2012	,	2011	2012		2011
Basic							
Net (loss) income	\$	(2,267)	\$	2,273	\$ 1,790	\$	7,004
Weighted-average common shares outstanding		37,865		37,405	37,812		37,341
(Loss) earnings per share, basic	\$	(0.06)	\$	0.06	\$ 0.05	\$	0.19
Diluted							
Net (loss) income	\$	(2,267)	\$	2,273	\$ 1,790	\$	7,004
Weighted-average common shares outstanding, basic Weighted-average effect of dilutive securities:		37,865		37,405	37,812		37,341
Stock options				1,201	849		1,241
RSUs				242	269		242
Warrants				3	1		4
Effect of assumed exercise of stock options, warrants and RSUs				1,446	1,119		1,487
Weighted-average common shares outstanding, diluted		37,865		38,851	38,931		38,828
(Loss) earnings per share, diluted	\$	(0.06)	\$	0.06	\$ 0.05	\$	0.18
Outstanding options and RSUs excluded as impact would be antidilutive		1,146		31	54		27

13. GEOGRAPHIC INFORMATION AND MAJOR CUSTOMERS

The Company develops and licenses its rules-based software solutions and provides professional services, maintenance, and training related to its software. The Company derives substantially all of its revenue from the sale and support of one group of similar products and services software that provides business process solutions in the enterprise applications market. To assess performance, the Company s chief operating decision maker primarily reviews financial information on a consolidated basis. Therefore, the Company has determined it operates in one segment Business Process Solutions.

The Company s international revenue is from sales to customers based outside of the U.S. The Company derived its revenue from the following geographic areas:

	Three Months Ended June 30,					Six Months Ended June 30,				
(Dollars in thousands)	2012 2011				2012	•	2011			
U.S.	\$ 61,239	58%	\$	59,411	57%	\$ 116,931	54%	\$ 111,323	54%	
United Kingdom	18,329	18%		22,738	22%	36,467	17%	42,633	21%	
Europe, other	12,686	12%	&nb	os						