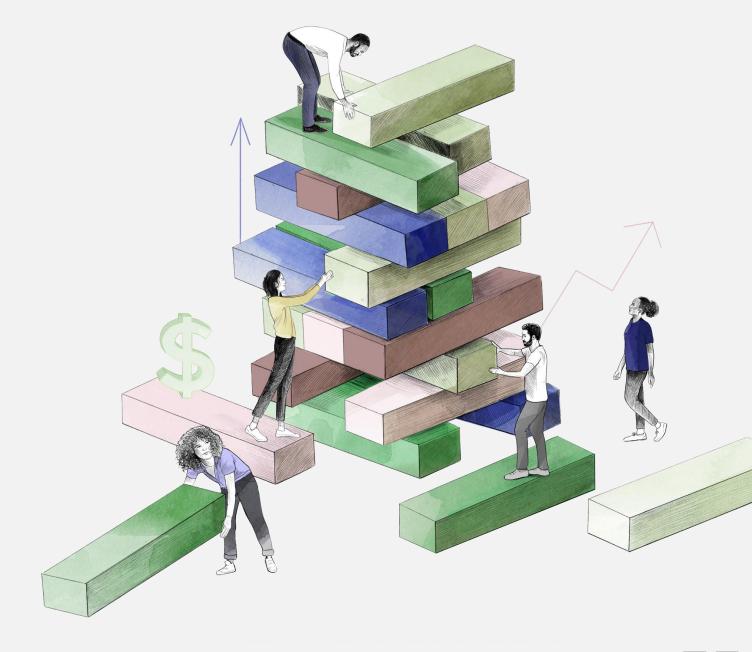
ICONIQ Growth

Marketing Compensation

Go-to-Market Series

July 2023



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1 Introduction

About the research

The authors

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Collaborators & industry perspectives

Key terms

The go-to-market organization GTM Cash Compensation The revenue funnel Metrics glossary



About the research

Explore the series

A holistic and well-executed go-to-market strategy is one of the key pillars that drives sustainable, long-term growth for software companies. Regardless of your organization's growth motion, effective go-to-market teams represent the voice of the customer and serve as critical feedback loops for product and engineering.

In this series

we use organizational data and industry perspectives to **provide detailed answers to the key go-to-market questions** we receive from B2B SaaS leaders.

We will examine myriad topics across GTM compensation, incentives, org structure, roles and responsibilities, forecasting, and enablement, in order to share best practices and proprietary benchmarks to help you scale your organization.

This report

details compensation structure for key employees of a marketing organization, including individual contributors and leadership roles. Incentives and compensation structures are a critical component of go-to-market strategy, helping to align your teams towards shared business objectives.

About the

Go-to-Market Series

ICONIO Growth's GTM series provides detailed answers to key questions across the following operating topics utilizing proprietary data and industry perspectives from 230+ B2B SaaS leaders.

Access the full Go-to-Market Series

Compensation & **Incentives**

Sales Compensation

> Blog Post Re-designing sales incentives in 2023

Blog Post Account executive

Marketing

Compensation

Customer Success Compensation

PUBLISHED

Interactive Dashboard Portfolio Only

UPCOMING

Blog Post Sales incentive in compensation 101 greenfield territories

Team, Org Structure, Roles & Responsibilities

Building Go-to-Market Teams

Hiring a Head of Sales

Hiring a Head of Marketing

₩, Interactive Dashboard Portfolio Only

Operationalizing Go-to-market

The GTM Reporting Guide

Blog Post Marketing Budgets The GTM Tech Stack

Blog Post Segmenting the sales Org

Templates:

GTM Board Slides

ARR Funnel

Pipeline & Leads

Supporting founders through pivotal milestones and various stages of growth

Executive Hiring

Talent and Leadership Advisory

Guidance to attract and unlock the power of talent through advisory, connections and research

"ICONIO delivered the best reference check I've ever seen, overnight."



||Eleven llLabs

Mati Staniszewski Co-founder and CEO Product and Go-to-Market Strategy

Technical Advisory and Go-to-Market Boards

Strategic advisory from industry leaders with hands-on experience in technology, digital innovation, go-to-market, and more

"It has been so valuable to lean into ICONIQ's expertise, network, and advice. What you do is a total game changer."



PIGMENT

Eléonore Crespo Co-founder and CEO Revenue Acceleration

Portfolio Operations

Digital and Growth Advisory Boards

Strategic and commercial connections across industries to support global expansion goals

"The customer introductions have been incredibly valuable. ICONIO's relationships are truly deeper."



SIERRA

Bret Taylor Co-founder and CEO Category Leadership + Operational Optimization

Analytics and Insights

Data-driven insights to support decision making across business operations and strategy

"Working with ICONIQ has been a dream partnership, they've gone above and beyond at every step."



WRITER

May Habib Co-founder and CEO

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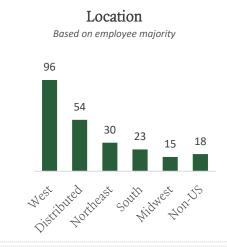
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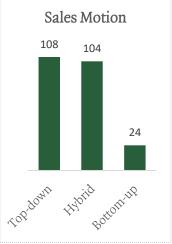
Data Sources & Methodology

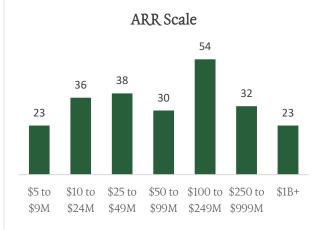
This study summarizes data from a March 2023 survey of 236 GTM executives at B2B SaaS companies, including heads of sales, marketing, and customer success.¹

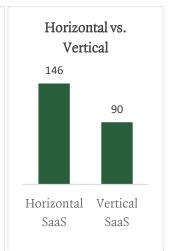
Where relevant, we compare results to a March 2021¹ survey conducted by ICONIQ Growth to a similar cohort of 200+ GTM executives.

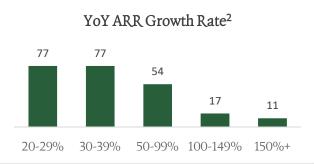
Firmographics

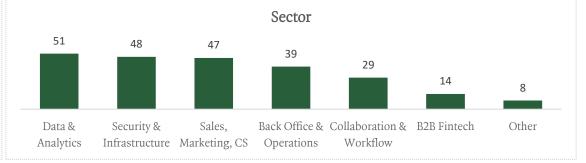








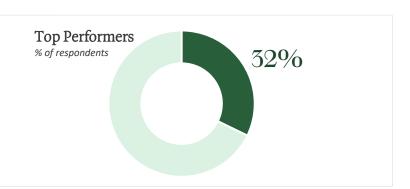




Methodology

In this series, select companies are referred to as "top performers" because they meet the following criteria:

- > Scale: Annual Recurring Revenue (ARR) > \$10M
- ➤ **Growth**: 2022 YoY ARR growth >50%
- > Retention: Annual net dollar retention 120%+
- > Efficiency: ARR per FTE \$150,000+



Collaborators & Industry Perspectives

Throughout this report, we also weave in perspectives, insights, and best practices from go-to-market executives in the ICONIQ Growth B2B SaaS portfolio and network.

Perspectives were gathered via interviews with the following collaborators as well as other generational leaders via ICONIQ Growth communities and events.

All industry perspectives shared in this report have been anonymized to protect company-level information.



1 1Password Shannon Hughes VP, Corporate Marketing



1 Password **Johanie Marcoux** Sr Director, Marketing Strategy



DATADOG **Angie Holt** SVP, Customer Success



DZATA Conor Nolen Chief Customer Officer



DRATA **Adam Aarons** Chief Revenue Officer



AEverlance Cindy Chow Head, B2B Marketing



FloQast Ken Sims Chief Revenue Officer



OHIGHSPOT Stephen Hallowell VP, Strategic Services



people_ai Sam Yang President, Field Operations



Q QGenda **Brad Lochman** Chief Sales Officer



Peter Kim Chief Sales Officer



yapi **Jack Montgomery** CFO, Head of Sales & Marketing

And additional insights from go-to-market leaders from:

























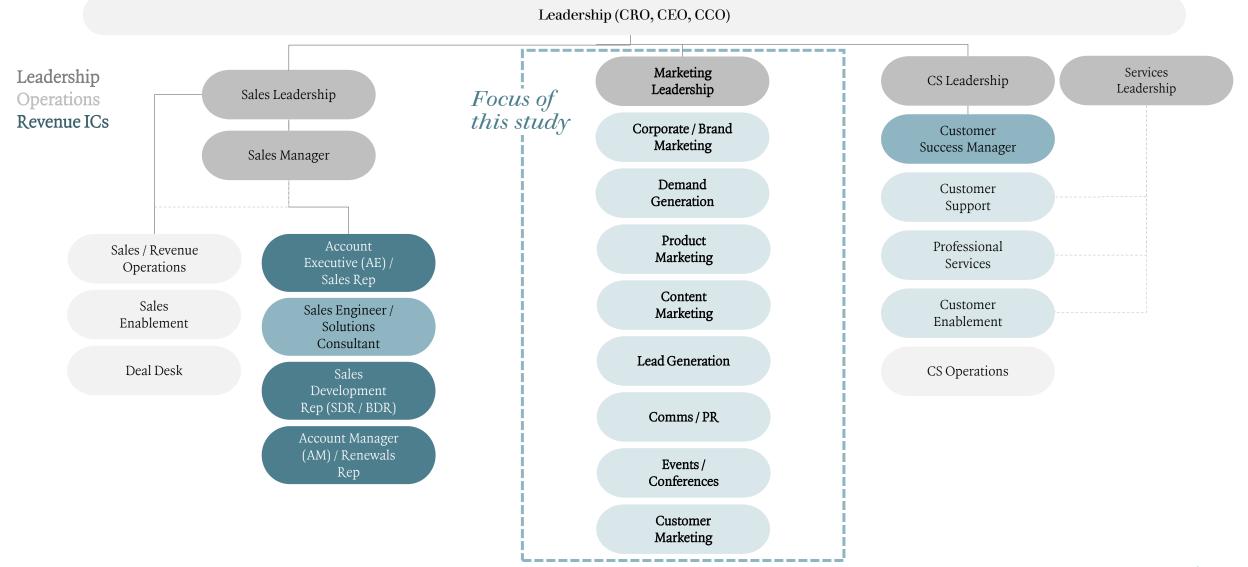






KEY TERMS

The Go-to-Market Org



GTM Cash Compensation

ON-TARGET EARNINGS (OTE)

The expected total cash compensation, which comprises fixed and variable compensation, for an employee if performance matches expected targets

VARIABLE

The portion of cash compensation that is not fixed and typically based on employee, team, or company performance



FIXED

The portion of cash compensation that is fixed (i.e., base salary)

Variable compensation is most common in sales incentive plans, where variable earnings are tied to performance against revenue targets.

Some companies also utilize variable compensation to incentivize marketing employees, particularly for marketing leadership roles and individual contributors that are closely tied to revenue generation.

KEY TERMS

The Revenue Funnel

There are many ways to design your revenue cycle and many different naming conventions for funnel stages and sub-stages. This is revenue funnel archetype that we commonly see across sales-led B2B SaaS, but there is no "one-size-fits-all" approach

M	ew	م ۲	ad
- 17	ew.	LC	สด

A **potential user or buyer** that has not yet meaningfully engaged with your solution or organization. Marketing and/or sales is trying to move new leads down-funnel by spreading awareness of their solution or organization

Marketing Engaged Lead (MEL)

A marketing engaged lead (MEL) **is actively engaged in your marketing campaign** but has not yet expressed interest in your product.

Marketing engaged leads are in the process of finding the solution that best fits their needs

Marketing Qualified Lead (MQL)

Leads that have the potential to fit your ideal customer profile and have **expressed interest in or engagement with your product** and/or services either implicitly or explicitly. MQLs are "sales-ready" leads, so this stage often involves a lead handoff from marketing to sales

Sales Accepted Lead (SAL)

A sales accepted lead (SAL) is a prospective customer that has been reviewed in a lead-acceptance process and **meets the criteria to be**formally accepted by the sales team

Sales Qualified Lead (SQL)

Leads that meet your ideal customer profile and are engaged in the buying cycle (e.g., a **meeting/call with a sales rep is booked** or has been held). At this point, the SQL is trying to understand a problem or gap and educate themselves on available solutions. The sales rep is identifying need and other opportunity criteria. This stage typically includes a handoff from SDRs to account executives

Opportunity / Pipeline

Leads that convert to pipeline dollars. An SQL becomes an opportunity when the lead confirms your product and/or service could provide a viable solution to their problem and decides to continue the sales process to evaluate in more detail. An opportunity will typically have around 5 substages that align to the buyer's decision-making process

Closed Won

When an agreement is signed, and **pipeline converts to new revenue** in various forms (bookings, recurring revenue MRR, ARR or CARR, services revenue, etc.). Depending on your org structure, this stage can involve a handoff between sales and customer success and/or account management

KEY TERMS

Metrics Glossary

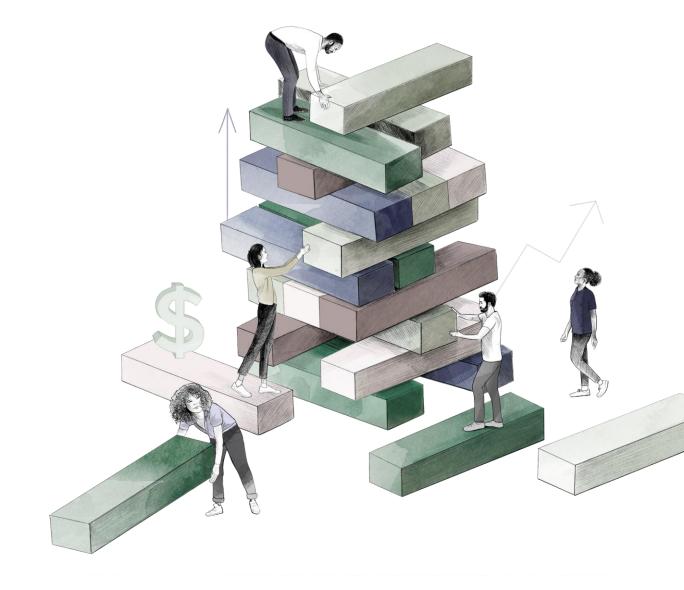
This study also references the following key metrics related to GTM employee incentives. For additional SaaS metrics, formulas, and considerations, we invite you to read our <u>SaaS glossary</u>

Metric	Description	Formulas ¹	
Net Dollar Retention	Measures how well you are retaining existing revenue and upselling existing customers, making	Beginning ARR + expansion – gross churn	
NDR	it a robust measure of growth efficiency. We typically like to look at NDR as a last twelve-month customer cohort analysis	Average of beginning ARR + ending ARR	
Renewal Rate	Measures the number of customers that renew out of the number of customers up for renewal	Customers renewed	
Kellewal Kale	(i.e., logo retention)	Customers up for renewal	
Magic Number	Measures dollars out vs. dollars in by comparing sales and marketing spend to revenue	Current quarter net new ARR	
Net or Gross	generated, while accounting for the lag of your sales cycle	Last quarter S&M&CS operating expenses	
Customer Acquisition Cost	Measures the unit economics of the cost to acquire new customers versus the number of	S&M&CS operating expenses	
CAC	customers acquired (most relevant in the context of payback period and LTV)	Gross new customers	
Payback Period	Measures the amount of time needed to pay back any customer acquisition costs, effectively	CAC	
Payback Pellou	showing you break-even point	(ARPU or MRR) x gross margin	
Net Promoter Score	Considered a strong measure of customer health and product market fit, NPS measures the likelihood of a user to recommend your product to another potential user	% of promoters - % of detractors	
Customer Satisfaction	A measure of customer experience related to the customer's satisfaction with a specific product,	Number of satisfied responses	
CSAT	service, or customer support interaction	Total responses	
Customer Effort Score	A measure of customer experience related to the ease with which customers interact with a	Sum of customer effort scores	
CES	specific product, service, or customer support experience	Total responses	



2 Executive Summary & Overview

Executive summary
GTM Incentives & responsibilities
Metrics tied to compensation
Cash compensation and % variable
Key drivers of differences in incentives



Executive summary

Marketing incentive differentiators & recent trends

- Differences in incentive structures across go-to-market teams are mainly driven by the proportion of cash compensation that is variable, and the metrics that variable compensation is tied to. Marketing individual contributors (ICs) typically have 0-15% variable compensation, compared to 45-55% for sales reps
- As marketing employees reach leadership positions, their compensation becomes more performance-driven. Marketing managers, directors, and VPs have 10-30% variable
- Marketing incentive structures vary primarily by company stage, geography, and growth motion. Later-stage companies are more performance-driven for marketing compensation

Individual contributor incentives

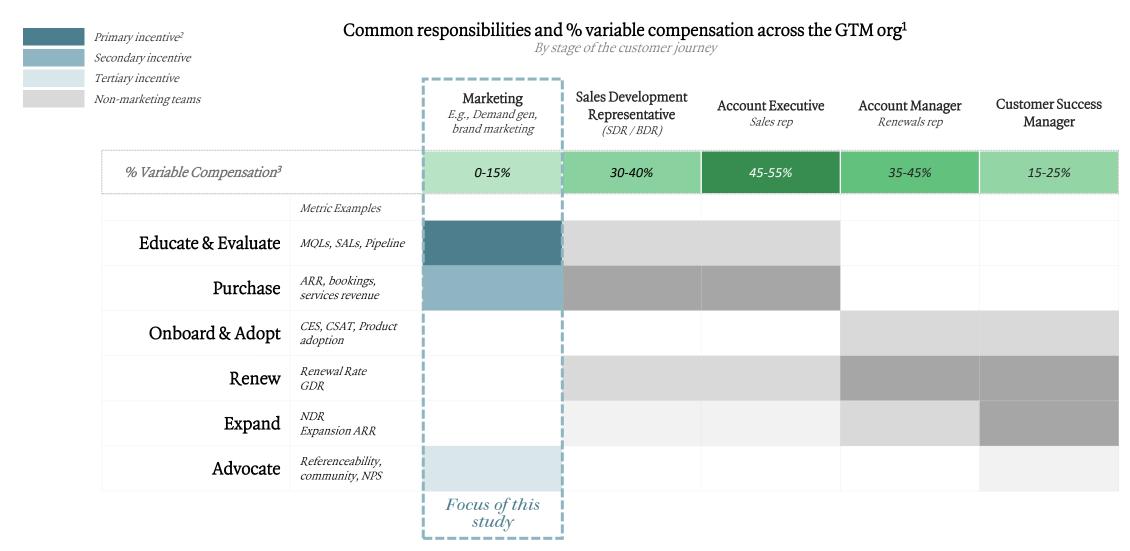
- Most organizations offer some component of variable compensation to marketing ICs. The roles most likely to have variable compensation are those aligned to the "awareness" phase of the buying cycle, including channel and brand marketing. **Most marketing ICs have <5% variable compensation** at early-stage companies, which increases to **5-15% variable** compensation as companies scale past \$50M ARR
- Historically, variable compensation has been tied to top-of-funnel metrics for marketing teams and revenue and retention metrics for sales and customer success teams. However, marketing leaders are starting to shift toward down-funnel metrics (pipeline, closed won) to align more with sales
- Later-stage companies offer higher OTEs for most marketing roles, paying a median of 18% higher cash compensation for individual contributors
- Most marketing employees located in "tier1" geographies have slightly higher cash compensation (1-10%) than those in other geographies
- Compared to sales and customer success roles, cash compensation for marketing roles was less variable across geographies. This may be due to the **remote nature of many individual contributor marketing roles**, as many remote companies take a geo-agnostic approach to marketing compensation
- Sales-led growth companies tie a larger portion of marketing compensation to performance, with most roles receiving 10-15% variable compensation versus just 5% for product-led growth companies

Marketing leadership incentives

- OTEs for marketing leadership roles range from \$150K to \$350K, composed of 10-25% variable compensation. Variable compensation increases as employees move from manager (10-15%) to director (15-20%) to VP-level (25-30%)
- As the prevalence of variable increases for marketing leadership roles, the metrics tied to variable compensation move down-funnel away from leads and towards metrics like pipeline dollars, closed won ARR, and bookings. Marketing leadership metrics are also tied more performance against company-wide goals rather than individual performance

Overview | Incentives and responsibilities across the GTM org

SaaS go-to-market organizations typically have roles dedicated to each stage of the pre- and post-sales process and align compensation-based incentives to metrics and business outcomes within each stage





² Incentive categorization based on % of respondents that reported metric-based incentives 3 % variable range is based on multiple individual contributor roles for Marketing

Overview | Incentives and responsibilities within the marketing organization

More mature marketing organizations will also have roles dedicated to each stage of the revenue cycle: top-of-funnel roles like demand and lead generation, mid-funnel roles like channel marketing, and bottom-of-funnel roles dedicated to customer marketing and enablement

Primary incentive Secondary incents	ive	Common responsibilities and % variable compensation within the marketing organization ¹ By stage of the customer journey					
Tertiary incentive			Demand Generation	Lead Generation	Channel Marketing Partner Marketing	Product Marketing	Customer Marketing
	% Variable Compensation ²		5-15%	10-15%	10-15%	5-10%	5-10%
		Metric Examples					
	Educate & Evaluate	MQLs, SALs, Pipeline					
	Purchase	ARR, bookings, services revenue					
	Onboard & Adopt	CES, CSAT, Product adoption					
As marketing organizations scale, they add	Renew	Renewal Rate GDR					
roles dedicated to later-stages of the revenue	Expand	NDR Expansion ARR					
cycle	Advocate	Referenceability, community, NPS					

Overview | Cash compensation across the GTM org

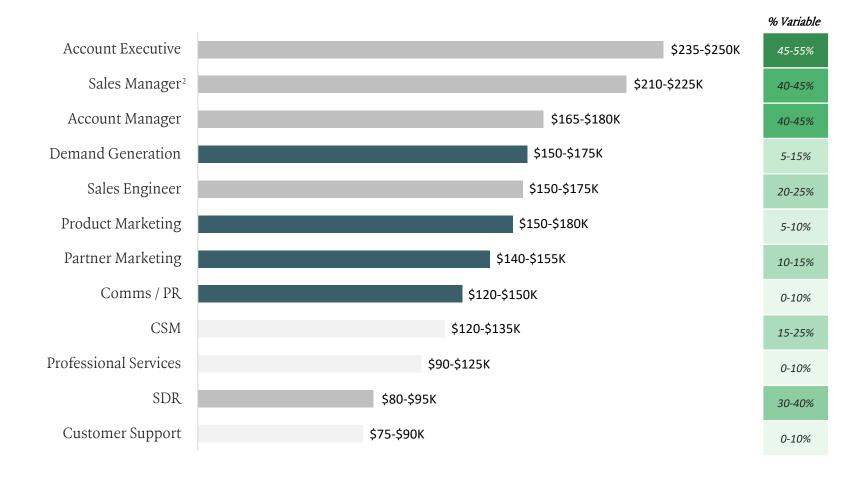
Differences in incentives across go-to-market teams are mainly driven by the portion of variable compensation, and the metrics that variable compensation is tied to. Marketing employees typically have 0-15% variable compensation, compared to 40-55% for sales reps

Marketing (focus of this study)

Sales
Customer Success
& Cost of Revenue

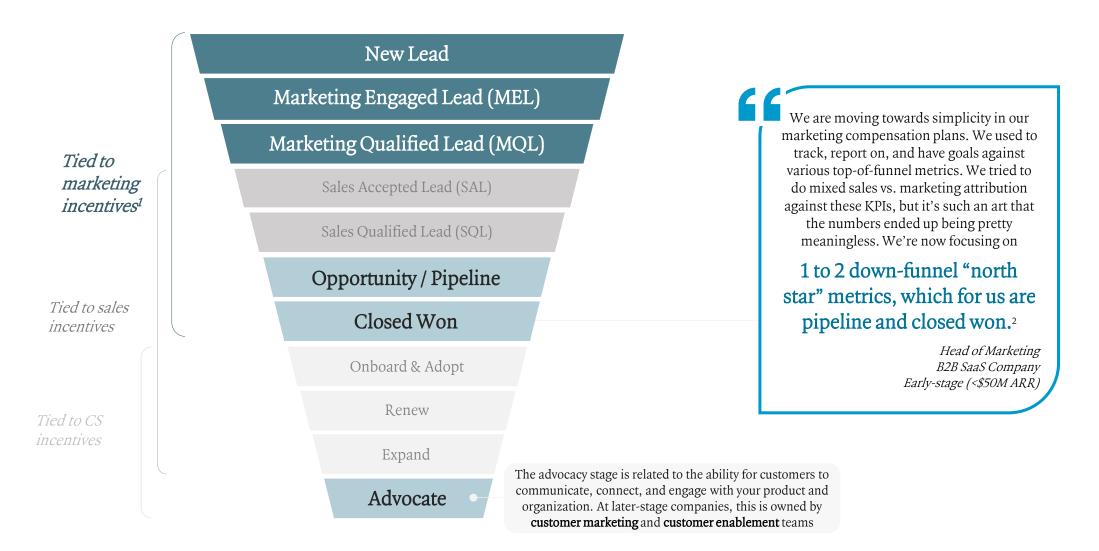
OTE (all-in cash compensation) range and % variable¹

Median range by key GTM role & team



Overview | Metrics tied to compensation

Historically, this variable compensation has been tied to top-of-funnel metrics for marketing teams and revenue and retention metrics for sales and customer success teams. However, marketing leaders are starting to shift toward down-funnel metrics to align more with sales



Overview | Key marketing compensation differentiators

Within a given customer-facing role, incentive structures vary primarily by role archetype, segment, offshore model, and geography. Other variables such as company stage and sector have less of a direct impact on incentive structures and total compensation

Drivers of differences in marketing compensation across companies¹

Summary

Highest degree of impact				Lowest degree of impact	
Company Stage	Geography	Growth Motion E.g., SLG vs. PLG	Sales Motion Top-down, bottom-up	Sector	
Marketing individual contributors have 15% to 20% higher cash compensation at later-stage companies versus early-stage companies	Marketing employees located in "tier 1" geographies have 1% to 10% higher cash compensation than those in other geographies	Sales-led growth companies have higher proportions of variable compensation than product-led companies do, tying marketing compensation more to employee and company performance	Impact mostly driven by other factors (e.g., company stage, geography)	Impact mostly driven by other factors (e.g., company stage, geography)	This research only addresses company-level compensation detail. Compensation differences within certain roles are not addressed, but are tied more to leveling (e.g., Radford scale), prior experience, and tenure.

3 Incentive Structures for Marketing Individual Contributors

Prevalence of variable compensation

Metric-driven incentives

OTE and % variable

Drivers of differences in incentives

By company stage

By geography

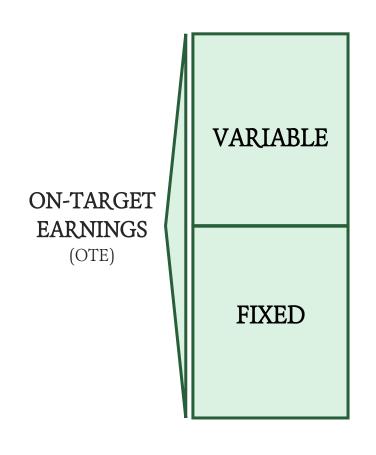
By growth motion



Typical Marketing Org Structure

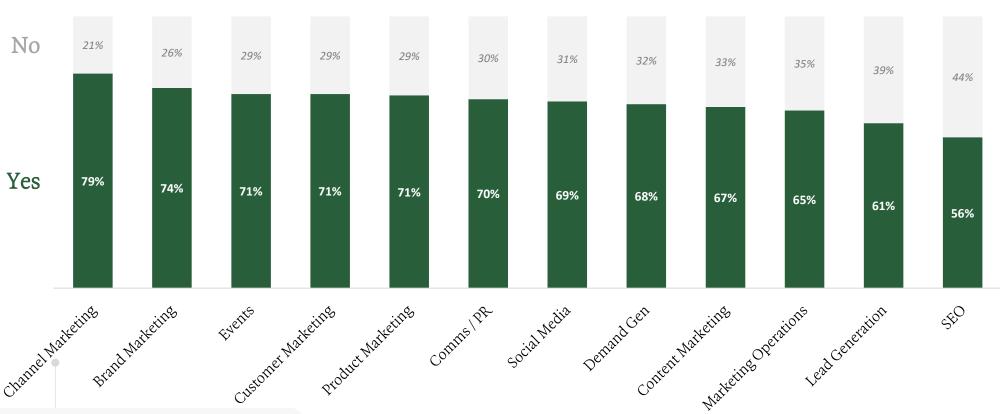
Marketing Leadership Individual Corporate / Brand Contributors Marketing (ICs) Demand Generation Product Marketing Content Marketing Customer Marketing Comms/PR Marketing Events / Conferences Operations

Key Components of Compensation



Most organizations offer some component of variable compensation to marketing ICs. The roles most likely to have variable compensation are those aligned to the "awareness" phase of the buying cycle, including channel and brand marketing

Do your individual contributor marketing employees receive variable cash compensation?¹ % of respondents



The "awareness" phase of the buying cycle is dedicated to educating prospective customers about your solution to drive top of funnel engagement and partnerships with resellers. Chanel and brand marketing roles are closely aligned with business development and sales team, which tend to have more performance-driven incentives.

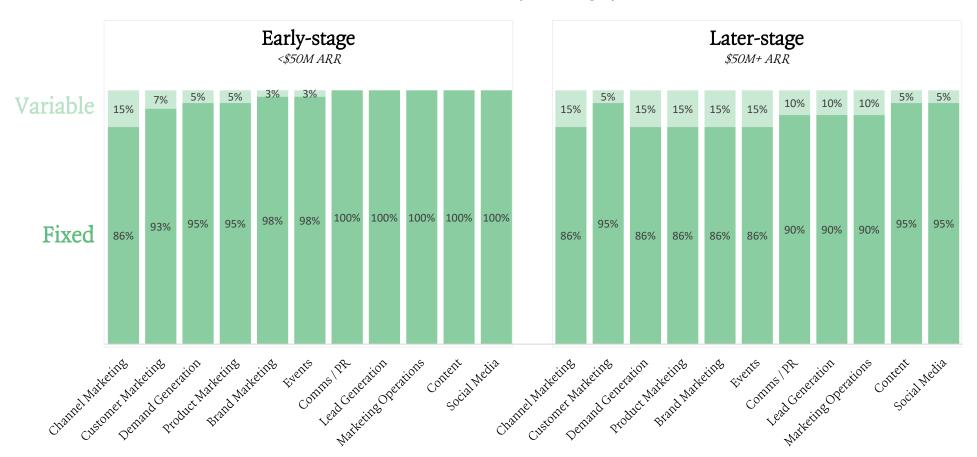
IC VARIABLE

MGR+ FIXED

The proportion of variable compensation differs between marketing IC roles and increases as companies scale. Most marketing employees have 0-5% variable compensation at early-stage companies, which increases to 5-15% as companies scale past \$50M ARR

Median fixed vs. variable compensation¹

By role & company scale



Unlike sales, the proportion of variable compensation increases for marketing employees as companies scale.² This is perhaps due to difficulties in quantifying marketing performance at early-stage companies, as significant tooling and infrastructure is needed to measure marketing outcomes across demand generation and pipeline creation.

IC VARIABLE

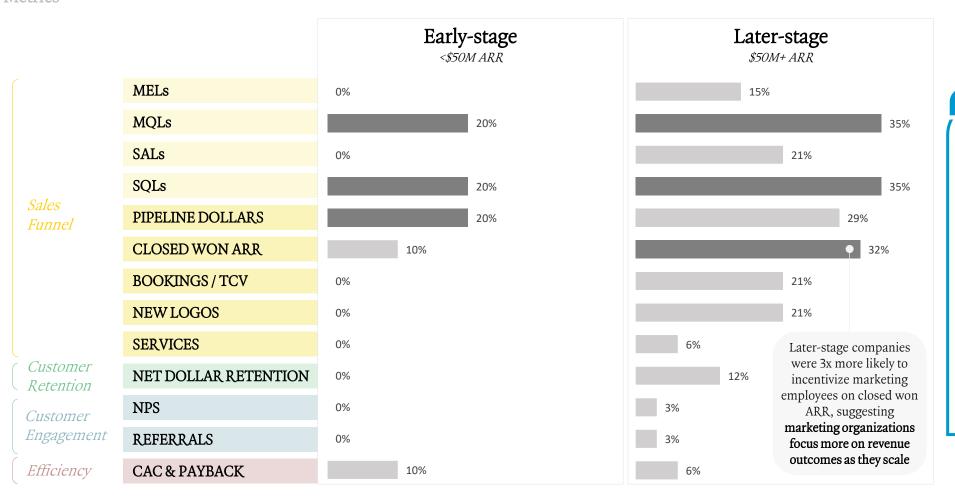
MGR+ FIXED

Tying variable compensation to specific metrics for marketing ICs becomes more common as companies scale, with the most prevalent metrics being MQLs, SQLs, and pipeline dollars. However, later-stage companies incentivize closed won ARR over pipeline

Top Metrics
Other Metrics

Metrics tied to junior-level marketing employee compensation¹

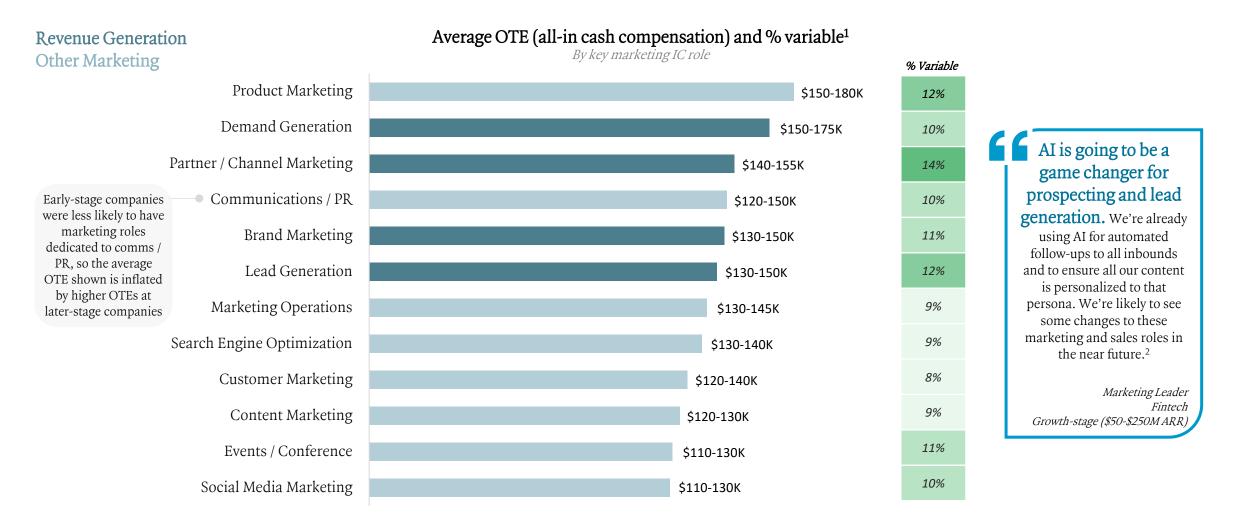
% of respondents by company stage; select all that apply



Do not measure team performance based on metrics that would motivate the team to make narrow-minded, short-term decisions for just the next quarter pipeline. It is important to tie all the work the team does to how this impacts pipeline today and in the future.²

Head of Marketing Infrastructure & Security Late-stage (\$250M+ARR)

On-target earnings differ by role, with product marketing and revenue-generation employees receiving the highest OTEs and the highest proportion of variable compensation



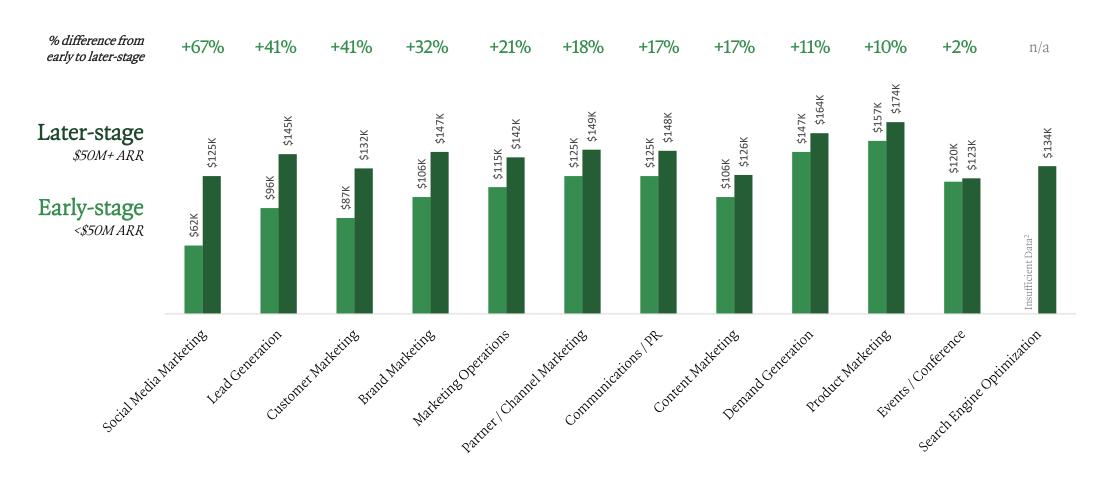
IC VARIABLE

MGR+ FIXED

Later-stage companies tend to offer higher OTEs for most marketing roles, paying a median of 18% higher cash compensation for individual contributors

Average OTE for marketing roles by company stage¹

And % difference from early to later-stage



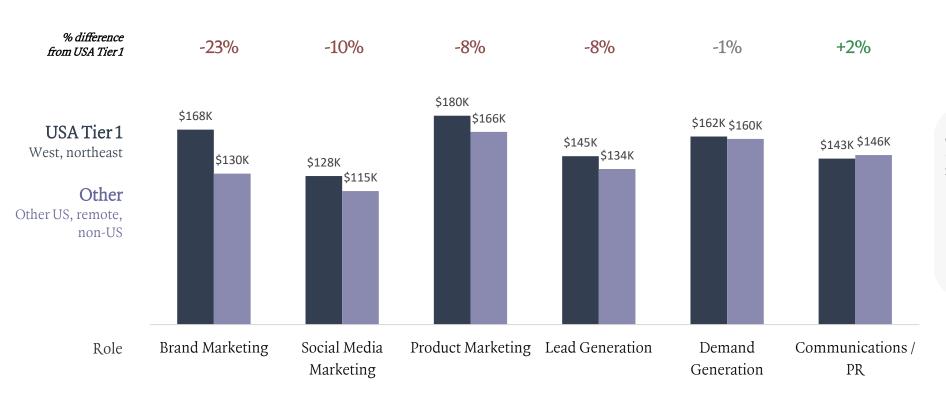
IC VARIABLE

MGR+ FIXED

Most marketing employees located in "tier 1" geographies have slightly higher cash compensation (1-10%) than those in other geographies. Brand marketing roles have the highest pay premium across marketing roles, with 23% higher average salary in "tier 1" geographies

Average OTE by geography¹

And % difference from tier 1 geos² by key marketing role

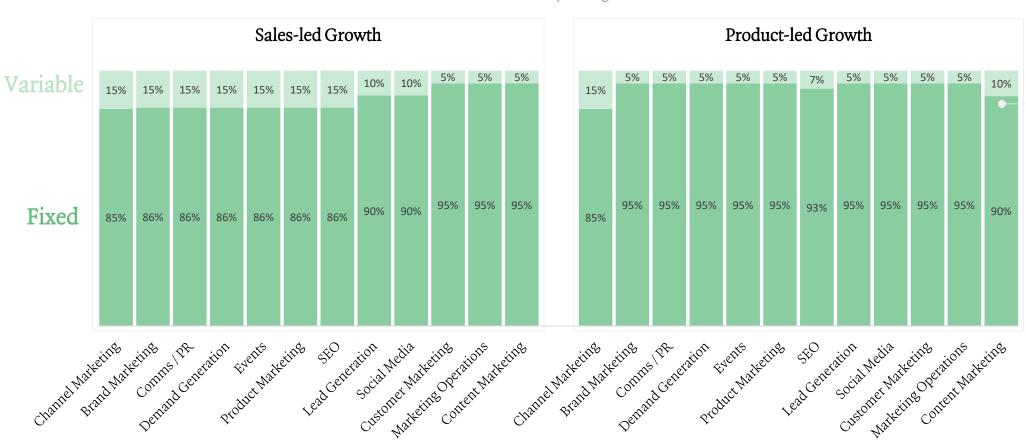


Compared to sales and customer success roles, cash compensation for marketing roles was less variable across geographies. This may be due to the remote nature of many individual contributor marketing roles, as many remote companies take a geo-agnostic approach to compensation.

Sales-led growth companies tie a larger portion of marketing compensation to performance, with most roles receiving 10-15% variable compensation versus just 5% for product-led growth companies

Median fixed vs. variable compensation¹

By role & growth motion



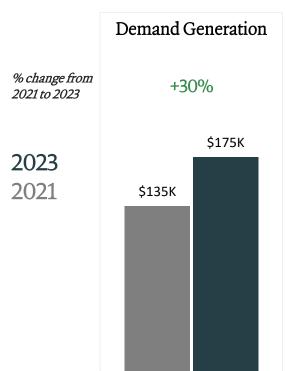
Content marketing was the only IC marketing role to receive higher percent variable compensation at product-led growth companies compared to sales-led growth companies

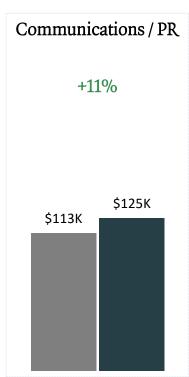
Content is very important in the early days of a PLG company. Your first marketing hires should be product marketers and writers to create as much content as possible.²

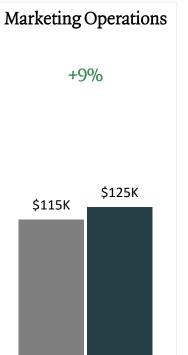
Revenue Leader Collaboration & Workflow Late-stage (\$250M+ ARR) Over the last few years, on-target earnings have increased for most marketing roles. Demand generation roles have seen the largest change in compensation, with OTE increasing by 30% between 2021 and 2023

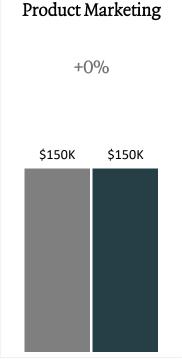
OTE (all-in cash compensation) over time^{1,2}

Median by key marketing role (where data available); 2021 vs. 2023









Demand gen is one of the three key pillars of a SaaS marketing organization, along with product marketing and branding. With slower demand and decreasing conversion rates, we're needing to increase the effectiveness of our demand generation motions.² Marketing Leader Infrastructure & Security

Late-stage (\$250M+ARR)

Typical Marketing Org Structure

Leadership

Marketing Leadership

Corporate / Brand Marketing

> Demand Generation

Product Marketing

Content Marketing

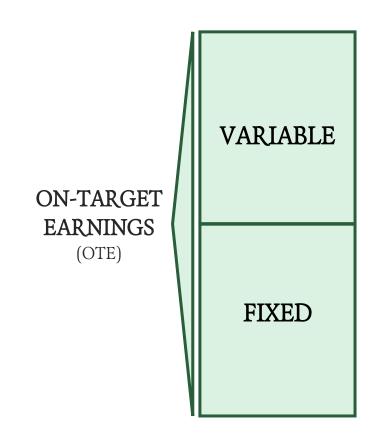
Customer Marketing

Comms / PR

Events / Conferences

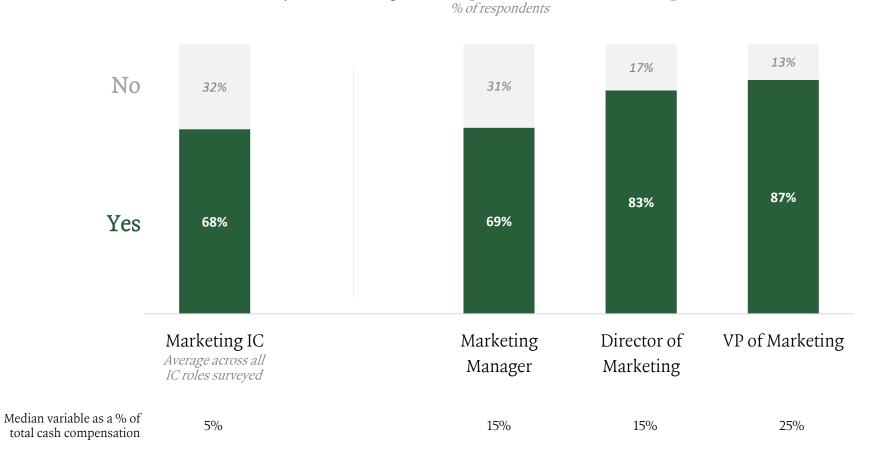
Marketing Operations

Key Components of Compensation



As marketing employees reach leadership positions, their compensation becomes increasingly tied to performance via a higher prevalence and proportion of variable compensation

Does your marketing leadership receive variable cash compensation?¹



Marketing Leadership | Overall incentives & responsibilities

IC VARIABLE

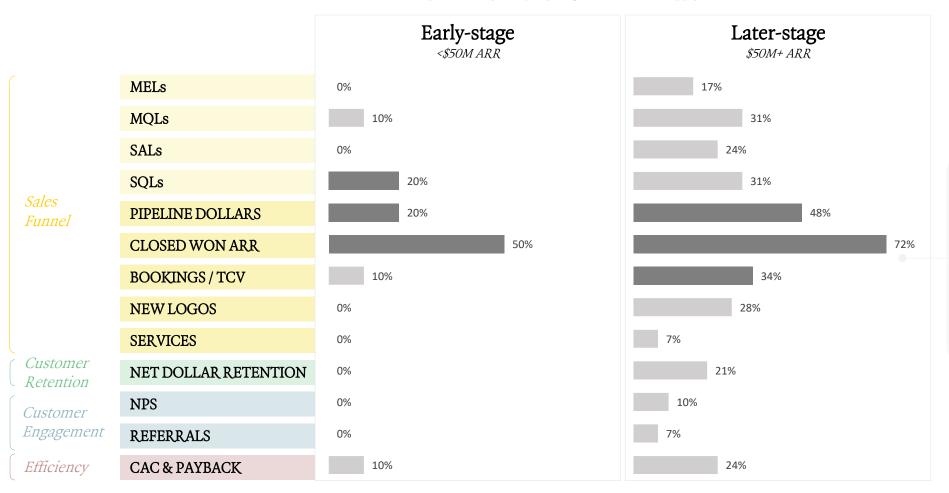
MGR+ FIXED

As the prevalence of variable increases for marketing leadership roles, the metrics tied to variable compensation move down-funnel towards revenue. Leadership metrics are also tied more to company-wide performance rather than individual performance

Top Metrics
Other Metrics

Metrics tied to marketing leadership compensation¹

% of respondents by company stage; select all that apply



Variable compensation for marketing leadership is more tied to performance against company-wide goals than individual performance. For example, common company metrics for company performance include net new ARR or net new ARR attainment versus plan

IC VARIABLE

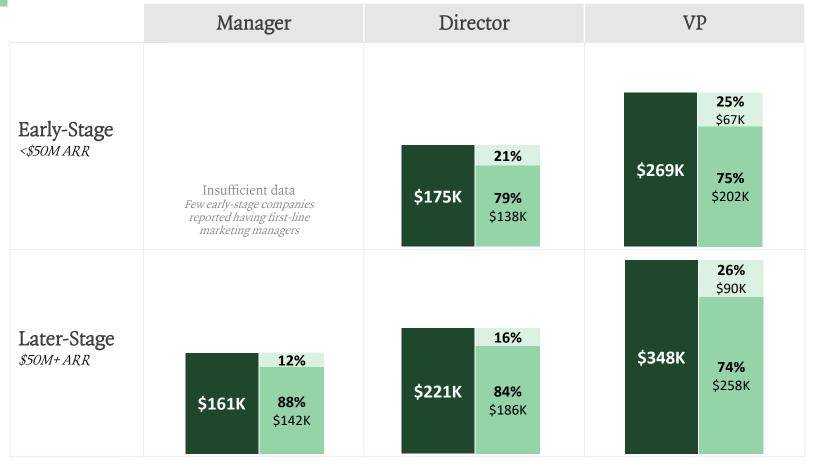
MGR+ FIXED

OTEs for marketing leadership roles range from \$150K to \$350K, composed of 10-30% variable compensation. The portion of variable compensation increases as employees go from manager to director to VP-level

ON-TARGET VARIABLE
EARNINGS
(OTE) FIXED

Average OTE, variable, and fixed cash compensation for marketing leadership roles¹

By rep segment and company stage



Appendix

Geography tiers
About ICONIQ Growth



Geography tiers

The following tiers were utilized for geographical compensation analysis in this study. These categorizations are based primarily on cost of living

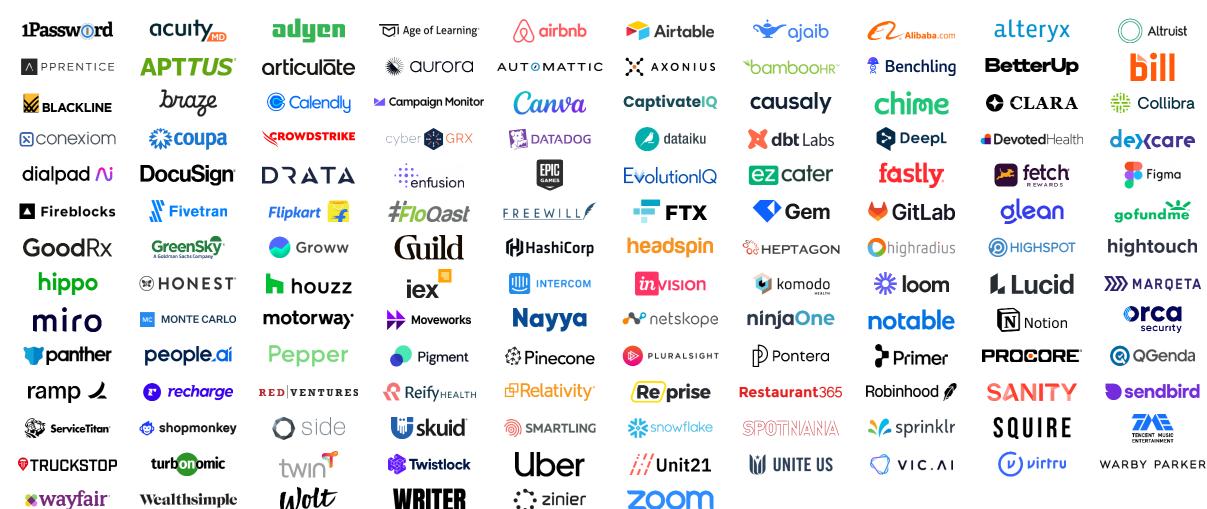
Pay tiers used in geographical compensation analysis¹ Only locations of survey respondents are included (list is not exhaustive)

All Geographies	Tier1	Tier 2	Tier 3
All locations in tier 1-3	California	Colorado	Arizona
Evenly distributed	New York	Illinois	Florida
Canada	New Jersey	Maryland	Georgia
UK		Massachusetts	Indiana
Netherlands		Texas	Kansas
		Utah	Michigan
		Washington	Minnesota
			Montana
			Ohio
			Pennsylvania
			Tennessee

ICONIQ Growth

Entrepreneurs Backing Entrepreneurs

A global portfolio of category-defining businesses



These companies represent the full list of companies that ICONIQ Growth has invested in since inception through ICONIQ Strategic Partners funds as of the date these materials were published (except those subject to confidentiality obligations). Trademarks are the property of their respective owners. None of the companies illustrated have endorsed or recommended the services of ICONIO.

ICONIQ Growth

Technology matters. Strategy matters.

People matter most.

Meet the ICONIQ Growth team



Other research from ICONIQ Growth

The ICONIQ Growth analytics mission is to empower our portfolio and network with proprietary insights that inform business operations and strategy.

	SaaS Topline Growth & Operational Efficiency	 Our annual report on the data behind scaling a B2B SaaS business: we answer key questions on how these companies scale quickly and efficiently and explore what we believe to be early indicators of long-term success Data source: quarterly financial and operating data from the ICONIQ Growth B2B SaaS portfolio 	The state of the s
	IPO Preparedness & Performance	 Our annual software, consumer, and healthcare IT IPO reports answer key questions across several major topics related to successfully planning for an executing an IPO Data source: Public filings for IPOs from 2013 to now 	Section Sections in Principle Section Section in Principle Section S
*	Quarterly Recaps	 Real-time insights into performance and attainment across top- and bottom-line forecasts, how key performance metrics have been impacted by the current market environment, and how companies are adjusting plan and strategy in response Data source: quarterly attainment and budget data from and proprietary surveys of the ICONIQ Growth portfolio 	The result for both former and the result of
	Engineering Efficiency	 Our annual report in collaboration with the ICONIQ Growth Technical Advisory Board on the data behind high-functioning engineering organizations Data source: proprietary survey of ICONIQ Growth portfolio and broader network 	Not based which facilities are selected in the control of the cont
	The Essential Tech Stack	 This report details the top tools powering modern-day software organizations across product development, data and security, go-to-market, and internal operations (in collaboration with G2) Data source: proprietary survey of ICONIQ Growth portfolio engineering leaders and proprietary G2 review data 	Current Performance Indicators Current Section 1 Current Section

Select research shown. We invite you to explore additional resources on our <u>ICONIO Growth Insights page</u>.

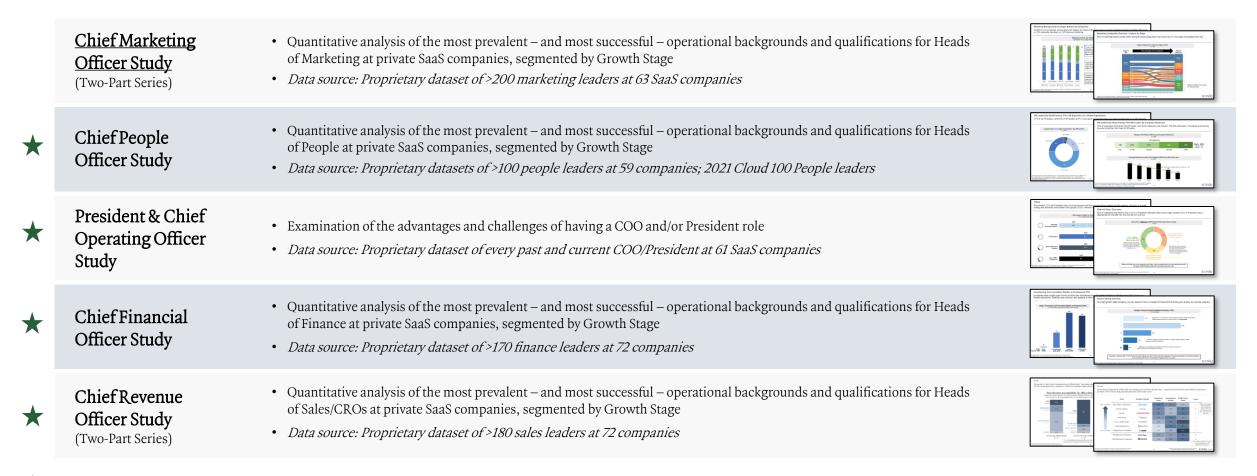
These studies include proprietary information. Please reach out to <u>iconiqgrowthanalytics@iconiqcapital.com</u> to request access.



Other research from ICONIQ Growth

Leadership Analytics

Executive hiring is the final frontier within the modern organization that is yet to see a proliferation of data. Despite having data to guide nearly every other business decision, CEOs and Founders have heretofore been forced to rely on anecdotal evidence. ICONIQ Growth Leadership Analytics helps de-risk hiring decisions by empowering CEOs and Founders with executive hiring data: we study every leadership hire between founding and IPO at high-caliber SaaS companies to create a series of first-of-their-kind playbooks that help guide decision-making across the entire company lifecycle.



These studies include proprietary information. Please reach out to <u>leadershipadvisory@iconiqcapital.com</u> to request access.



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