

an increase in Americas of \$56.4 million, and an increase in EMEA of \$12.4 million and an increase in Asia Pacific of \$3.7 million.

The \$6.4 million difference between cloud service and subscription revenues recognized under Topic 606 and those proforma Topic 605 cloud services and subscriptions revenues described above is primarily the result of timing differences on professional services related to cloud contracts, where under Topic 605, revenues would have been deferred over the estimated life of the contract, but under Topic 606 these revenues are recognized as services are performed. For more details, see note 3 "Revenues" to our Consolidated Financial Statements.

3) *Customer Support:*

Customer support revenues consist of revenues from our customer support and maintenance agreements. These agreements allow our customers to receive technical support, enhancements and upgrades to new versions of our software products when and if available. Customer support revenues are generated from support and maintenance relating to current year sales of software products and from the renewal of existing maintenance agreements for software licenses sold in prior periods. Therefore, changes in Customer support revenues do not always correlate directly to the changes in license revenues from period to period. The terms of support and maintenance agreements are typically twelve months, and are renewable, generally on an annual basis, at the option of the customer. Our management reviews our Customer support renewal rates on a quarterly basis and we use these rates as a method of monitoring our customer service performance. For the quarter ended June 30, 2019, our Customer support renewal rate was approximately 91%, stable compared with the Customer support renewal rate during the quarter ended June 30, 2018.

Cost of Customer support revenues is comprised primarily of technical support personnel and related costs, as well as third party royalty costs.

(In thousands)	Year Ended June 30,				
	2019	Change increase (decrease)	2018	Change increase (decrease)	2017
<i>Customer Support Revenues:</i>					
Americas	\$ 718,209	\$ 12,924	\$ 705,285	\$ 122,870	\$ 582,415
EMEA	427,712	3,939	423,773	103,145	320,628
Asia Pacific	101,994	(1,452)	103,446	25,387	78,059
Total Customer Support Revenues	1,247,915	15,411	1,232,504	251,402	981,102
Cost of Customer Support Revenues	124,343	(9,546)	133,889	11,324	122,565
GAAP-based Customer Support Gross Profit	\$ 1,123,572	\$ 24,957	\$ 1,098,615	\$ 240,078	\$ 858,537
GAAP-based Customer Support Gross Margin %	90.0%		89.1%		87.5%

% Customer Support Revenues by Geography:

Americas	57.6%	57.2%	59.4%
EMEA	34.3%	34.4%	32.7%
Asia Pacific	8.1%	8.4%	7.9%

Customer support revenues increased by \$15.4 million or 1.3% during the year ended June 30, 2019 as compared to the prior fiscal year; up 3.1% after factoring the impact of \$23.2 million of foreign exchange rate changes. Geographically, the overall change was attributable to an increase in Americas of \$12.9 million, an increase in EMEA of \$3.9 million, partially offset by a decrease in Asia Pacific of \$1.5 million.

Cost of Customer support revenues decreased by \$9.5 million during the year ended June 30, 2019 as compared to the prior fiscal year, due to a decrease in labour-related costs of approximately \$9.9 million, partially offset by an increase in other miscellaneous costs of \$0.4 million. Overall, the gross margin percentage on Customer support revenues increased to approximately 90% from approximately 89%.

For illustrative purposes only, had we accounted for revenues under proforma Topic 605, customer support revenues would have been \$1,246.3 million for the year ended June 30, 2019, which would have been higher by approximately \$13.8 million or 1.1% as compared to the prior fiscal year; and would have been up 3.0% after factoring the impact of \$23.3 million of foreign exchange rate changes. Geographically, the overall change would have been attributable to an increase in Americas of \$13.0 million and an increase in EMEA of \$2.7 million, partially offset by a decrease in Asia Pacific of \$1.9 million.