



Quarterly Business Review Q1 2024

May 21st, 2024

Agenda

- 1 **Participants**
- 2 **Q1 Performance appraisal**
- 3 **Product and Technology updates**
- 4 **Support and Training updates**
- 5 **Metrc updates**
- 6 **Q2 '24 Focus**

Participants

From the Metrc Team:

- **Chris Fisher**, Customer Success Manager
- **Stephanie Garza**, Associate Customer Success Manager

Q1 Performance appraisal

Q4 Performance appraisal

January 1– March 31

Accomplishments:

- (7) Production Releases
- Developed (3) feature requests from 2023
- Revised Metrc participation in the Industry User Group
- Licensee site visits – addressing system issues directly
- Adjusted SLA Dashboard – tracking additional Posts/Gets
- Metrc Learn 2.0 and Metrc Expert

Opportunities:

- Continue improving support case identification and escalation
- Clarifying the development request workflow

Forward-looking opportunities:

- Group tagging release
- Metrc Learn 2.0 state dashboards

Product and Technology updates

Product and development updates

January 1 – March 31: (7) Production Releases



Q1 Releases

- Release **v1.15.23473** – Bug fix – Processing Jobs: Resolved package creation error within Processing Jobs
- Release **v1.15.25514** – Bug Fix – Resolved Plants Destroyed report – Destroyed Date and User
- Release **v1.15.19811** – Bug fix – Processing Jobs: A new table and view have been created for Package Source Processing Job.
- Release **v1.15. 11815** – New Feature Request: Setting Default License within a user's profile.
- Release **v1.15. 27209** – Bug fix – Resolved Unreject Transfer issue – users can only Unreject previously rejected packages
- Release **v1.15. 27209** – New Feature: Support widget added to the system to provide interactive support.
- Release **v1.15. 30485** – Processing Jobs: The character limit for processing steps has been increased to 5,000 to address an error licensees were previously receiving.



Continued focus on development process improvements

- Further defining the development process – Custom Development and Feature Requests
- 75+ Bug fixes – Product teams are incorporating bugs into every Sprint cycle
- Automated QA process – identifying release issues within 24-48 hours and deploying hot-fix within 72 hours

Product and development updates



Processing Jobs – identified opportunities for further development

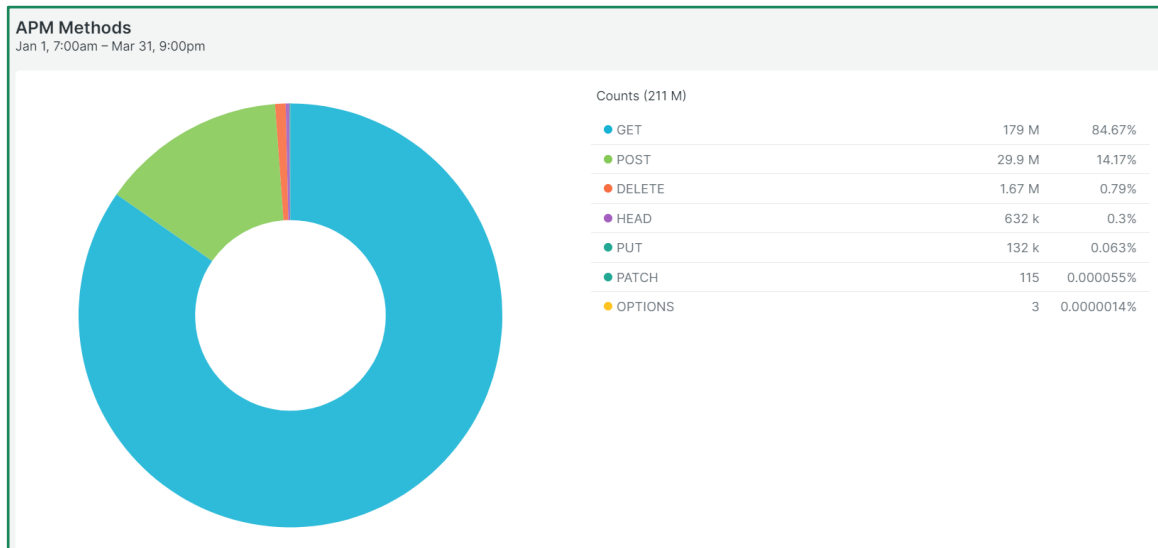
- Add processing job events to Package history
- Stateside – adding the list of source processing jobs to Magnifying Glass lookup
- Package source processing jobs table

User Group Items

- Item 5 – Added view permissions for Employees, Transfers, and Sales area
- Item 17 – view the history of transferred Packages – added Transfers tab
- Default License landing
- Item 20 – Duplicate Items, Drivers, Vehicles, and Strains – roadmap Q2

System performance

January 1 – March 31



Uptime

99.5% uptime measured monthly.

99.98%
Uptime Last Month

99.98%
Uptime This Month

Error Rate

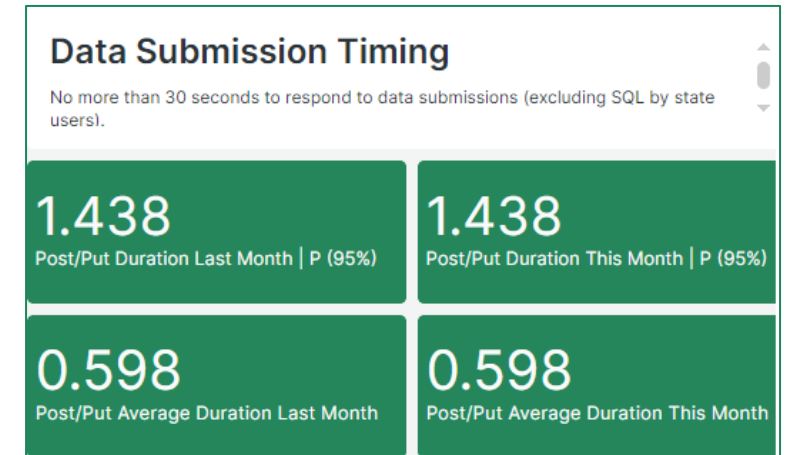
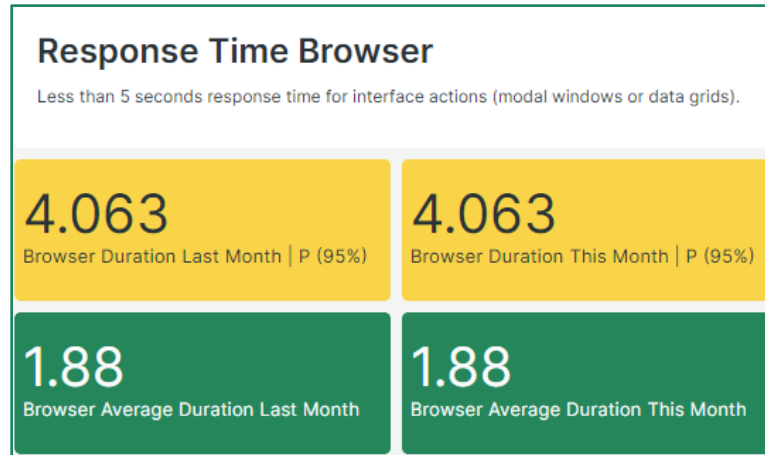
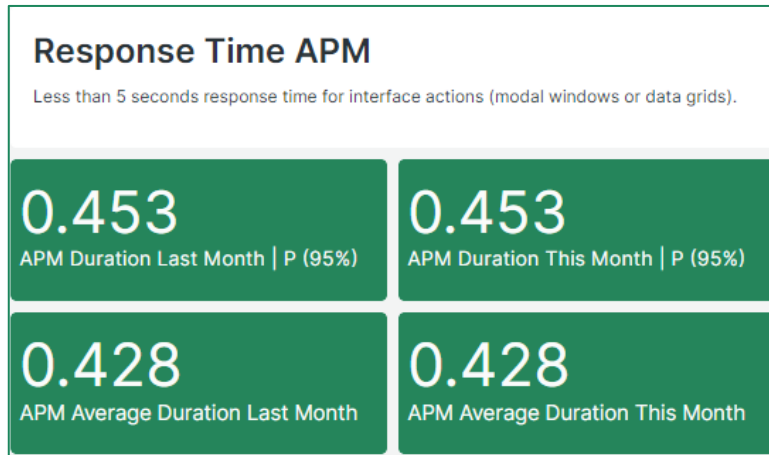
If more than 5% of transactions have issues per month, a corrective plan must be developed and accepted within 30 days by the state.

2.13%
Error Rate Last Month

2.13%
Error Rate This Month

System performance

January 1 – March 31



Key takeaways:

- System Availability – **100%**
- Average Transaction Response Time – **1.88 seconds**
- Functional Uptime – **99.98%**

System performance

January 1 – March 31

Jan 1, 7:00am – Mar 31, 9:00pm ...

App Name	Avg Transaction Response Time	Functional uptime (% Transactions within 5 seconds)	Total Transactions
metrc-usor-prod-app	0.299	99.66%	22.4 M
metrc-usor-prod-api	0.0402	99.97%	181 M

Jan 1, 7:00am – Mar 31, 9:00pm ...

App Name	Avg Transaction Response Time	Functional uptime (% Transactions within 30 seconds)	Total Transactions
metrc-usor-prod-app	0.299	99.89%	22.4 M
metrc-usor-prod-api	0.0402	100%	181 M

Support and training updates

Support by the numbers

Total Cases Opened: 1,511

Total Cases Resolved: 1,605

Top Case Drivers:

Transfers

- 182 Virtual Transfer Requests
- 48 Licensed Transfers

Packages

- Create/Discontinue – 54 cases
- Adjustment – 46 cases

Plants

•Harvests – 38 cases

- Harvest wet weight entry error
- Discontinuing harvests and waste entries

•Immature – 25 cases

- Negative immature plant batches

October	November	December	Totals
744	563	606	1913

January	February	March	Totals
597	454	460	1511

Type	Q4 '23	Q1 '24	% chg
Cultivator	716	519	27.5%
Dispensary	481	443	7.90%
Wholesale	232	168	27.59%
Processor	190	149	21.58%
State	147	85	42.18%
Lab	79	59	25.32%

Training by the numbers

January 1 – March 31

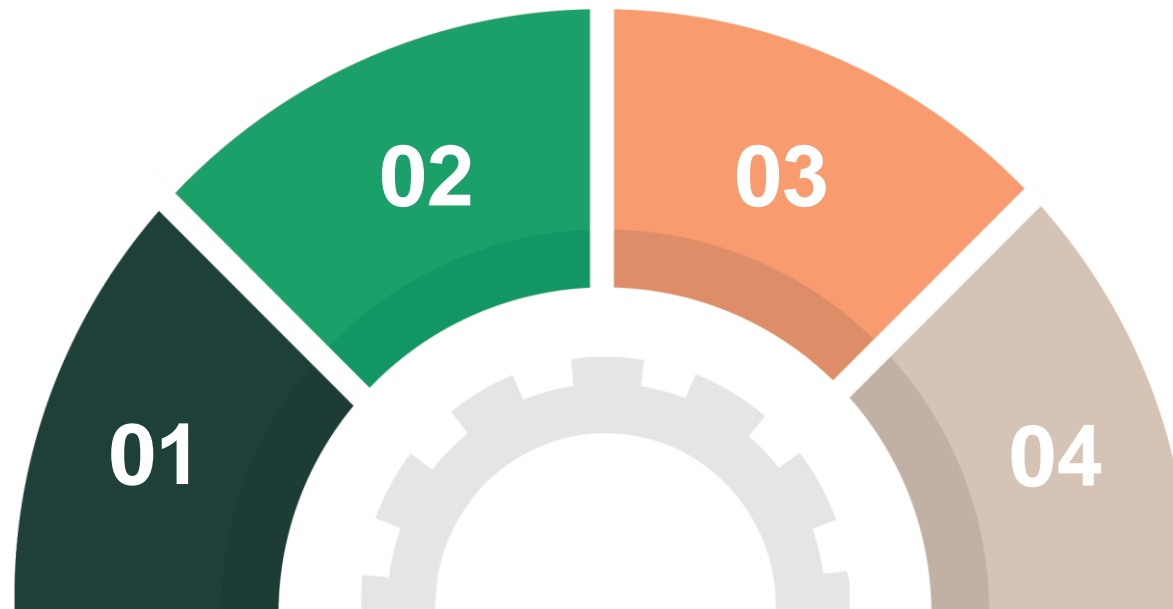
Metrc Learn

1,140 total registered in Metrc Learn in 2024

Metrc Learn

191 enrolled in training in Q1

In-person
No in-person training during Q1



Metrc Learn
237 hours spent in training throughout Q1

Metric updates

Metric Updates

If you can see it, you can solve it.



Metric Learn 2.0 – March 30th



Metric User Events – Oregon May 2, 2024



Metric Support – Support Portal change



Q2 2024 Focus

Looking ahead

Areas of focus for Q2 include:

Item	Target Date
MED ESO 12	May 2024
User Group Item 20	May 2024
User Group Dinner	May 2024
User Group 2 nd Meeting	May 2024
Plant Group Tracking	June 2024
Group Tracking – Harvest updates	TBD

Thank you!