Quarterly Business Review Q2 2023

August 7, 2023

Agenda

1. **Participants**

2. **Q2 Performance appraisal**

3. **Product and Technology updates**

4. **Support and Training updates**

5. **Metrc updates**

6. **Q3 '23 Focus**

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Participants

From the Metrc Team:

- **Brent Doherty**, Regional Director Customer Success

- **Chris Fisher**, Customer Success Manager

Q2 Performance appraisal

Q2 Performance appraisal

April 1 – June 30

Accomplishments:

- Metrc CSM team performed first round of on-site visit with Licensees this year

- Improved Release process and frequency

- Continued progress in Processing Jobs bug fixes

- Established the routine delivery of Monthly Reports data

Opportunities:

- Continue to refine Processing Jobs functionality (API and bug fixes)

Forward looking opportunities:

- Greater Support insights following transition to Support Cloud

- Transfers Hub – recording additional touch points in the transfer process

Product and Technology updates

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Product and development updates

April 1 – June 30

Q2 Releases and beyond

- Release **v1.15.1002 –** Transporter ability to edit planned route; New optional fields added to Sales Receipts with API endpoints

- Release **v1.15.2074 –** Plant batch adjustment permissions can now be set by Facility and Facility Type

- Release **v1.15.2074 –** Splitting plant batches bug fix; Edit employees across multiple licenses; Unfinished processing jobs now logged in job history; Source Harvest viewable in repackaged packages
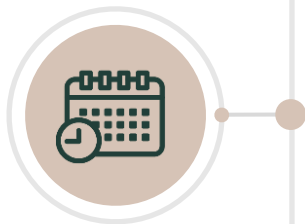
Continued, predictable release schedule

- Processing jobs bug fixes – balance of bugs vs. new functionality

- In full cadence of 2-week sprints, releases on Monday's v Thursday to provide full week of support

- New features configurable – improving timing of enablement in production

System performance

Key take aways:

- Demonstrated **100%** system availability
- Average Transaction Response Time – **0.656 seconds**
- Functional Uptime
  - % of Transactions with 5 seconds – **99.64%**
  - % of Transactions with 30 seconds – **99.64%**

Requests (thousands)
Apr 1, 9:00am – Jun 30, 9:00pm

11.6 k
Requests (thousands)

App
Apr 1, 9:00am – Jun 30, 9:00pm

0.95
Apdex

API
Apr 1, 9:00am – Jun 30, 9:00pm

0.97
Apdex

Response Time (ms)
Apr 1, 9:00am – Jun 30, 9:00pm

653
Response Time(ms)

Apdex App
Mar 29, 9:00pm – Jun 30, 9:00pm

Mar 26, 2023 | Apr 09, 2023 | Apr 23, 2023 | May 07, 2023 | May 21, 2023 | Jun 04, 2023 | Jun 18, 2023

● App ● Api

Availability (%)
Apr 1, 9:00am – Jun 30, 9:00pm

100%
Percentage

Downtime (%)
Apr 1, 9:00am – Jun 30, 9:00pm

0.00019%
Percentage

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Support and training updates

Support by the numbers

Increase in contact from Processors due to the release of Processing Job functionality.

- **Action:** working through reported issues to identify common requests.

Bulletins and documentation provided:

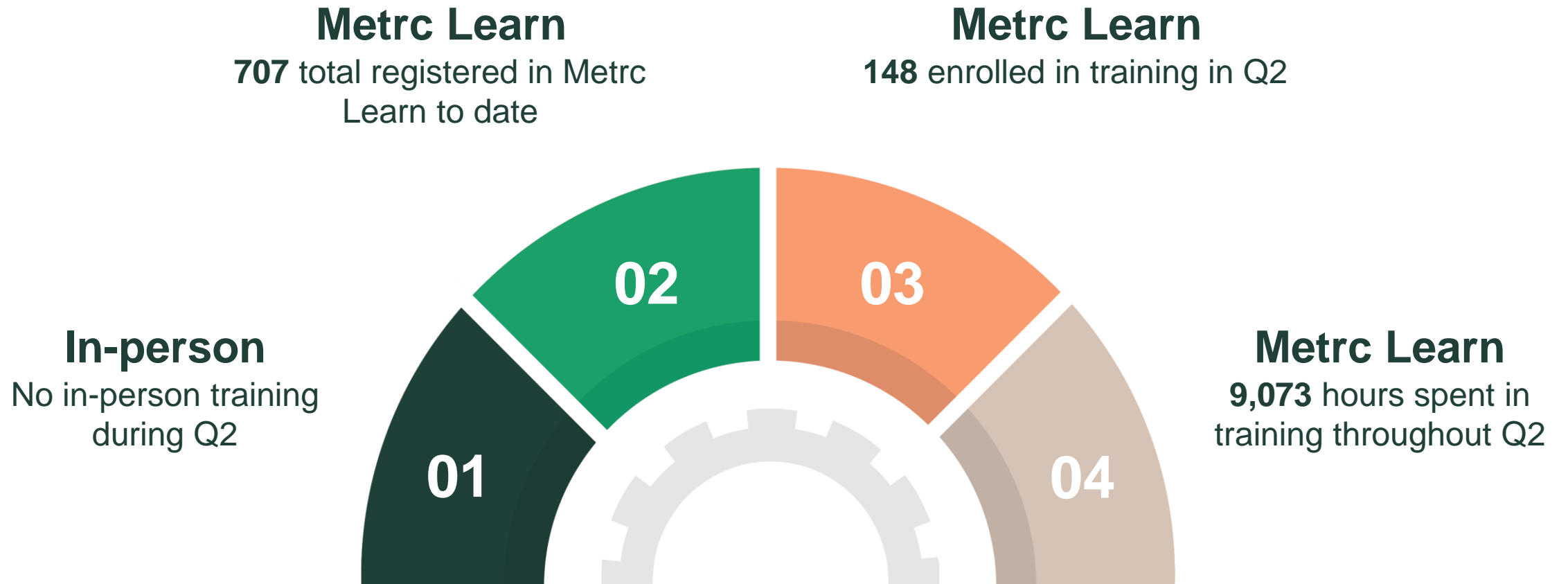- **Bulletin #43:** transaction details added to Record/Edit deliveries modal

January	February	March	Q1 Totals
812	489	684	1985

April	May	June	Q2 Totals
694	801	738	2233

Type	Q1 '23	Q2 '23	% chg
Cultivator	674	749	11.13%
Dispensary	452	367	-18.80%
Lab	118	131	11.02%
Processor	191	319	67.02%
State	147	190	29.25%
Integrators	18	13	-27.78%
Hemp	24	9	-62.5%
Wholesale	179	197	10.06%
Other	182	258	41.76%

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Training by the numbers

April 1 – June 30

Metrc Learn
707 total registered in Metrc Learn to date

Metrc Learn
148 enrolled in training in Q2

In-person
No in-person training during Q2

Metrc Learn
9,073 hours spent in training throughout Q2

02

03

01

04

Metrc updates

Metrc Updates

If you can see it, you can solve it.

QA staff additions to the Product team to build out an automated testing process.

Metrc Connect, a premium API offering, is fully launched as of May 1st for all integrators - 100+ integrators

Metrc Support platform will be changing to Salesforce Service Cloud for an improved customer experience.

Q3 Focus

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Looking ahead

Areas of focus for Q3 include:

Item	Target Date
Complete Processing Jobs bugs fixes	End of Q3
API 206 Proc. Jobs – create history table	Next Release – 8/21
API 207 Proc. Jobs – adjust repackage table	Next Release – 8/21
OR MED 12, Reassign plants to new patient	Next Sprint – 8/14
Universal Search	Next Sprint – 8/14
Site visits – S. Oregon outdoor cultivation, transport and delivery	September
LOEs and wireframes – ESO 33	EOM

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Thank you!