



# 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**

# Participants

From the Metrc Team:

- **Brent Doherty**, Regional Director Customer Success
- **Chris Fisher**, Customer Success Manager

# Q2 Performance appraisal

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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

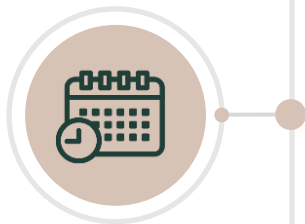
# Product and development updates

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%**





# 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

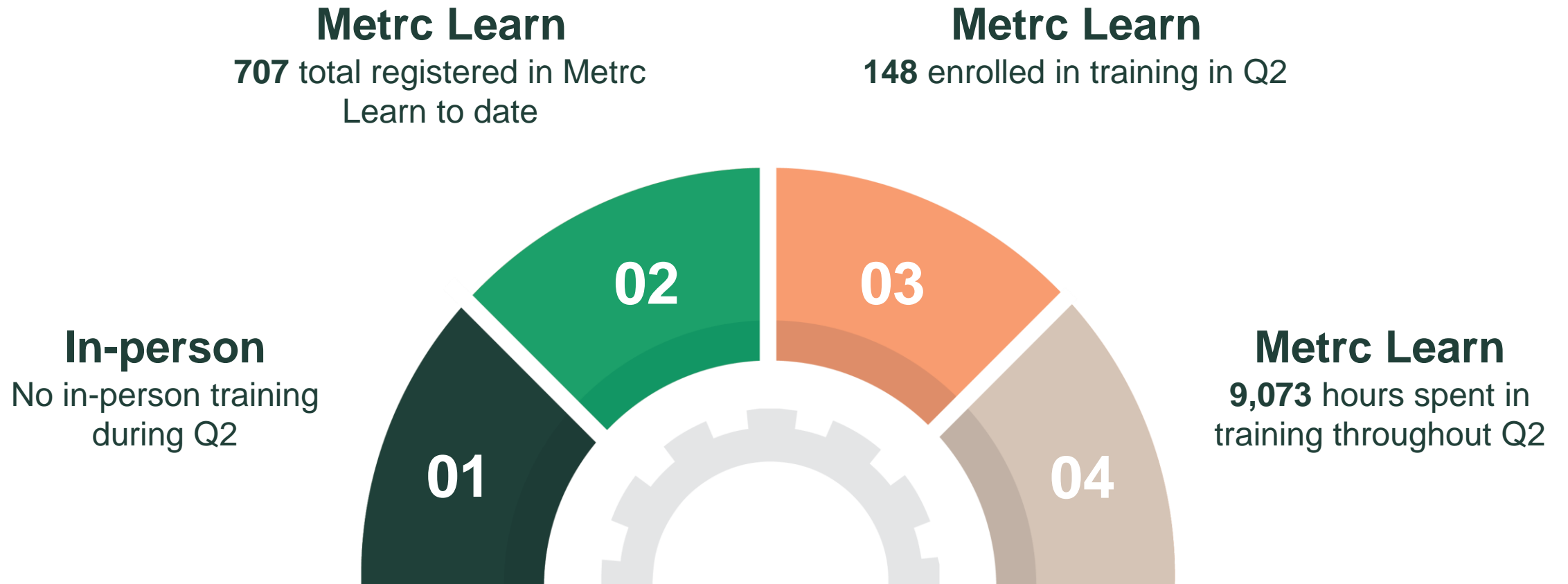
January	February	March	Q1 Totals
812	489	684	1985

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%

# Training by the numbers

April 1 – June 30



# Metric updates

# Metric Updates

*If you can see it, you can solve it.*



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



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



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



# Q3 Focus

# 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

**Thank you!**