Quarterly Business Review Q3 2023

October 31, 2023

Agenda

1. **Participants**

2. **Q3 Performance appraisal**

3. **Product and Technology updates**

4. **Support and Training updates**

5. **Metrc updates**

6. **Q4 '23 Focus**

metrc.

Participants

From the Metrc Team:

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

- **Adrienne Landingham**, Regional Director Customer Success

- **Chris Fisher**, Customer Success Manager

Q3 Performance appraisal

Q3 Performance appraisal

July 1- September 30

Accomplishments:

- Completed transition to a new Customer Success Manager

- Ongoing refinement of the release process

- Continued progress in Processing Jobs bug fixes (17 bugs addressed)

- Meeting SLA requirements month over month

Opportunities:

- Continue improving support case identification and escalation

- Improved cadence of reviewing and reprioritizing issues and development opportunities

Forward looking opportunities:

- Adjust plant batches

- Refinement of site visits and value add takeaways

- Defining the development focus for 2024

◇metrc.

Product and Technology updates

metrc.

Product and development updates

A continued focus on Processing Jobs

Q3 Releases and beyond

Processing Jobs – bug fixes

- Packages removed from a job is reflected in job history and package history
- Finish – notes added to the note filed appear in job history
- When adjustments are made, the Reason, Required Note, and Adj. Date appear in the job history and package history
- Items entered that do not exist in licensee's item list now result in an error message – does not fail silently
- Adding waste requires a minimum value – cannot use "0"
- Creating a package – bug fix to remove error message "Index was outside…"
- Source Processing job associated with grandchildren packages
- Typeahead feature works throughout functionality
- Discontinuing a processing job is recorded in history of source packages
- Packages created from processing jobs are placed on hold when packages derived from a related harvest are placed on hold

metrc

Product and development updates

July 1- September 30 – (4) Production Releases and a Hot-Fix

Q3 Releases and beyond

- Release **v1.15.3866 –** Plant batch history no longer incorrectly displays "0" – accurate number is now visible
- Release **v1.15.4801 –** Edit employees across multiple licenses
- Release **v1.15.7262 –** Wholesale transfer price change and Processing Jobs API enhancements
- Release **v1.15.8731 –** Tag sequence bug fix, and configurable features related to approved shippers, first time transfers and approve transfers permission
- **Hot-fix Release** – rectifying remaining tag sequencing issues

Continued focus on development process improvements

- Utilizing a staggered release cadence to minimize adverse impacts

- 50+ Bug fixes

- Refined release schedule has led to quick fixes
  - Automated QA process has begun which will continue to drive stable releases

System performance

Key take aways:

- Demonstrated **100%** system availability
- Average Transaction Response Time – **1.19 seconds**
- Functional Uptime
  - % of Transactions with 5 seconds – **97.73%**
  - % of Transactions with 30 seconds – **99.3%**

Requests (thousands)
Jul 1, 7:00am – Sep 30, 9:00pm

17.1 k
Requests (thousands)

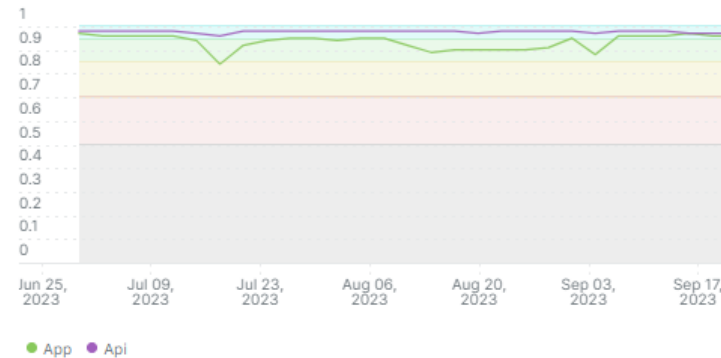**App**
Jul 1, 7:00am – Sep 30, 9:00pm

0.93
Apdex

API
Jul 1, 7:00am – Sep 30, 9:00pm

0.98
Apdex

Response Time (ms)
Jul 1, 7:00am – Sep 30, 9:00pm

1.19 k
Response Time(ms)

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

● App ● Api

Availability (%)
Jul 1, 7:00am – Sep 30, 9:00pm

100%
Percentage

Downtime (%)
Jul 1, 7:00am – Sep 30, 9:00pm

0.0038%
Percentage

Support and training updates

Support by the numbers

Total Cases Opened: 2,036

Top Case Drivers for Cultivation facilities:
- Negative plant batches, package adjustments and transfers

Top Case Drivers for Retail facilities:
- Virtual transfers, Administrative and Package adjustments

Top Case Drivers for Wholesale facilities:
- Virtual transfers, Packages (related to testing)

Top Case Drivers for Processing facilities:
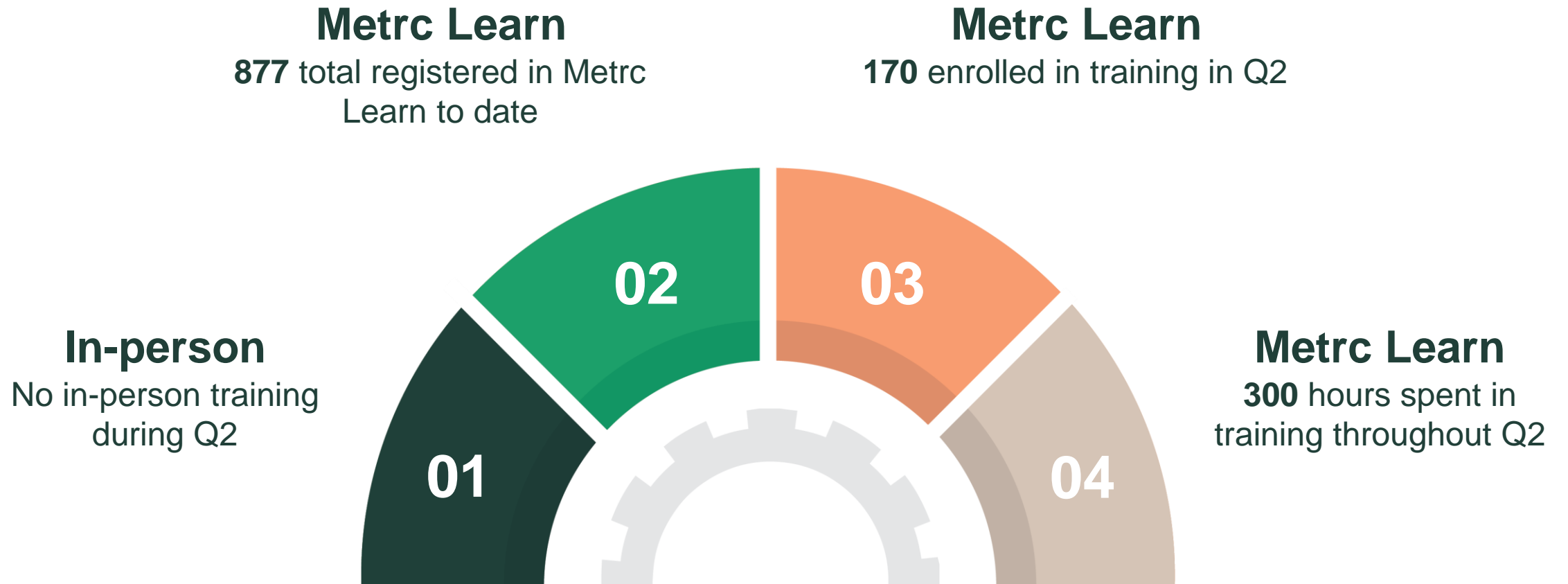- Administrative, Packages/Processing Jobs (creating types and packages, error message)

April	May	June	Total
694	801	738	2233

July	August	Sept.	Totals
630	723	683	2036

Type	Q2 '23	Q3 '23	% chg
Cultivator	749	929	24.03%
Dispensary	367	405	10.35%
Wholesale	197	217	10.15%
Processor	319	210	-34.17%
State	190	177	-6.84%
Lab	131	97	-25.95%

Training by the numbers

July 1 – September 30 2023

Metrc Learn
877 total registered in Metrc
Learn to date

Metrc Learn
170 enrolled in training in Q2

In-person
No in-person training
during Q2

Metrc Learn
300 hours spent in
training throughout Q2

01

02

03

04

Metrc training among large states

2023: Year to Date
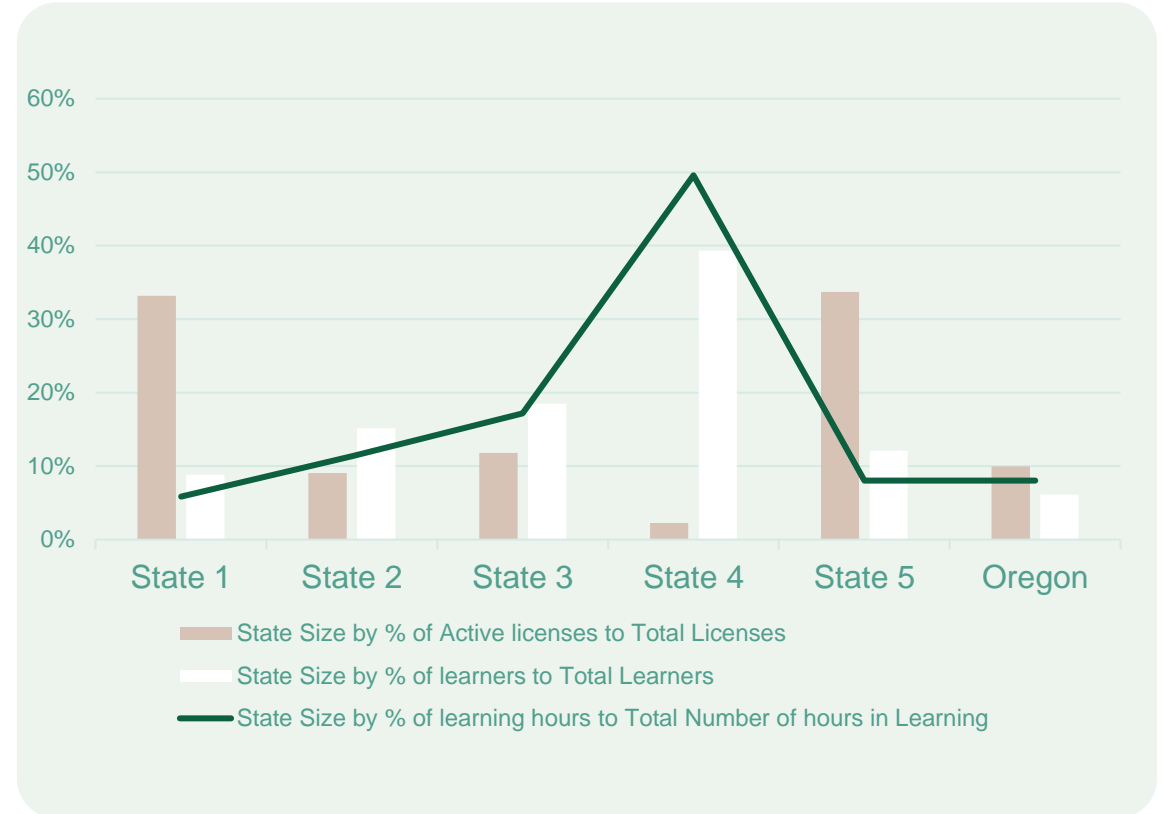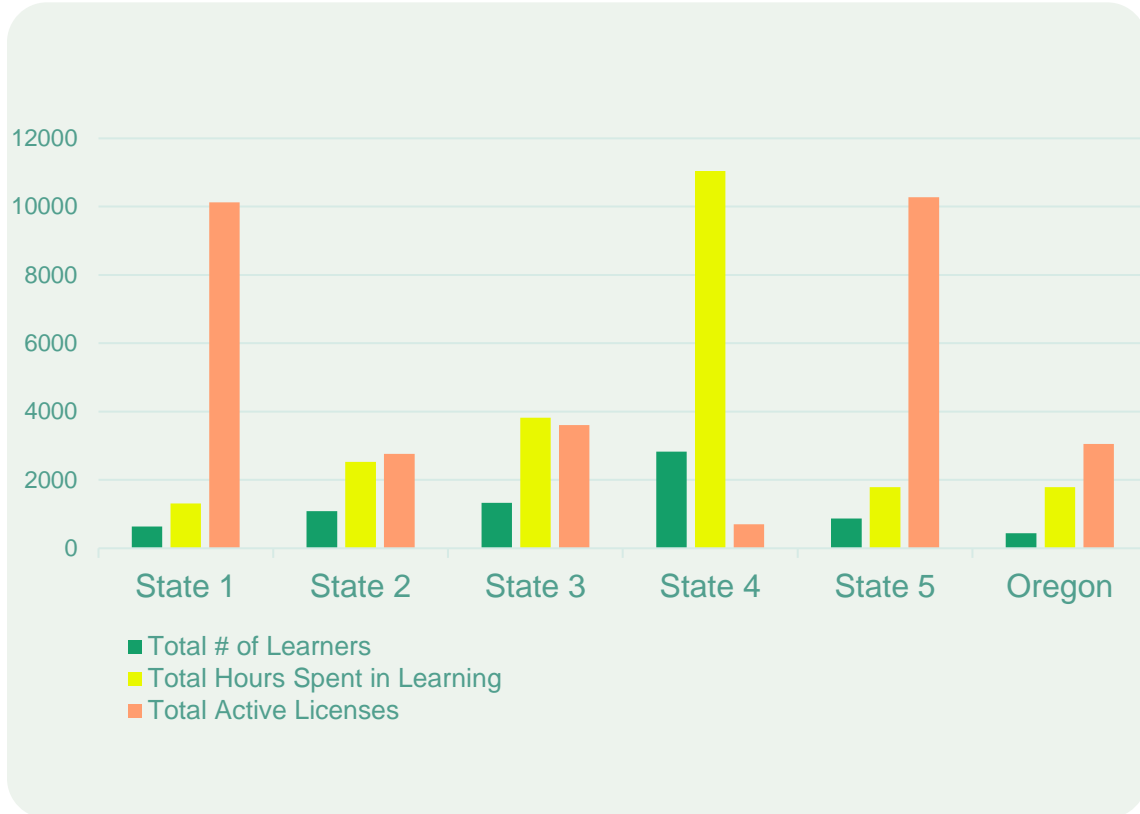
Metrc updates

Metrc Updates

If you can see it, you can solve it.

New West Regional Director, Adrienne Landingham

Metrc User Exchange, completed (4) user exchange events. Expanding to other jurisdictions in 2024.

Metrc Support, transitioned to Service Cloud. More visibility into common topics and tracking growing issues.

Q4 Focus

Looking ahead – Q4

Areas of focus for Q4 include:

- Review of Processing Jobs open items – (13) Ready for testing, (3) in backlog

- Universal Search bug fixes – 10/31 Production release

- OR MED ESO 12/Propagation of lab results – currently in progress

- Licensee site visits – continue to refine the process for identifying value add opportunities

- Adjust Immature Plant Batches – demoed, opportunity for licenses to self-serve and improve data points

- Define the development focus for 2024

Thank you!