Cornerstone Report

Agenda

- Key Updates – Post Production Center (PPC)
- Key Updates – Organizational Development (OD)

Key Updates – Post Production Center

- Release 1.5.0.0 was implemented on 2/28/21
  - Resolved 33 defects

- Release 1.6.0.0 is currently planned for 6/13/21

- 288 defects remain open
  - 38 high priority
  - 91 medium priority
  - 159 low priority

- Technology Stabilization Metrics
  - All technology metrics are green
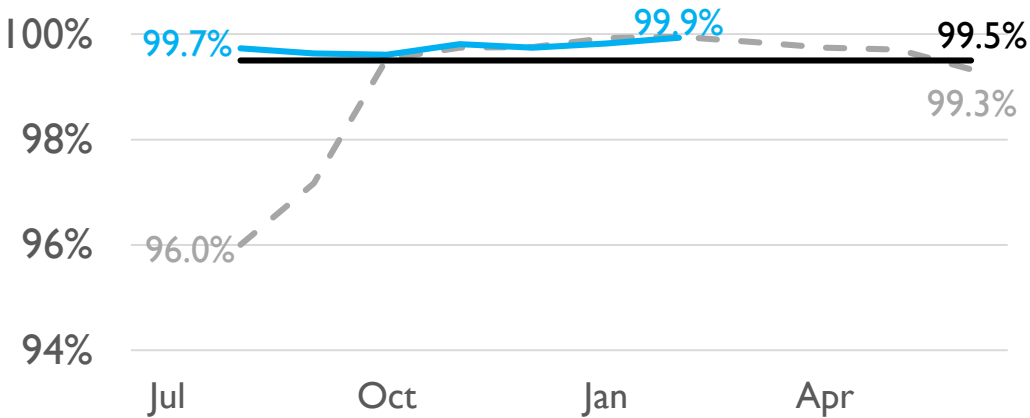
Key Updates – Post Production Center

Cornerstone Enhancement Project Updates:

- Fleet Asset Management
    - Estimated cost: $174,813
    - Target implementation: 5/27/2021
    - Status: Currently working with vendor to implement the Dossier Fleet Management solution

- Robotic Process Automation
    - Estimated cost: $200,000
    - Target implementation: 11/15/2021
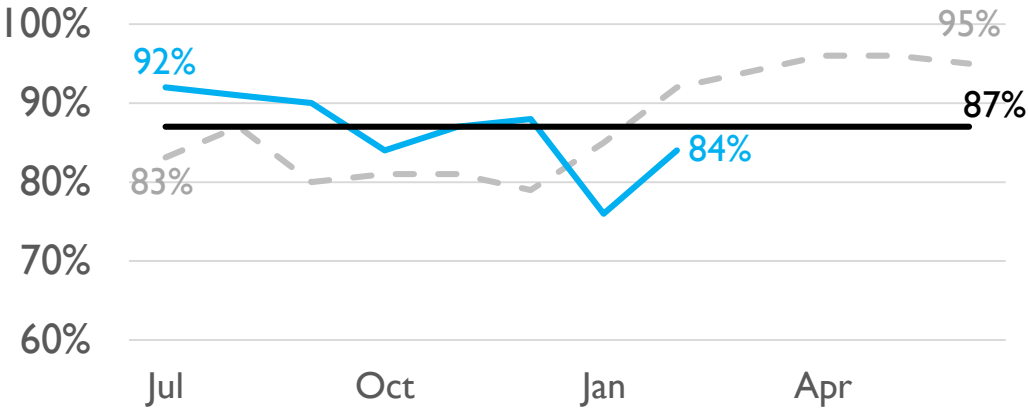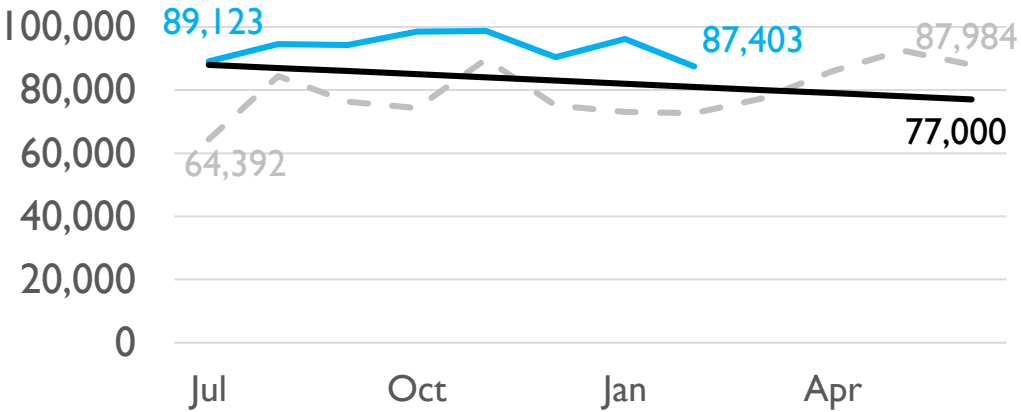   - Status: Currently in the Planning Phase working with Procurement
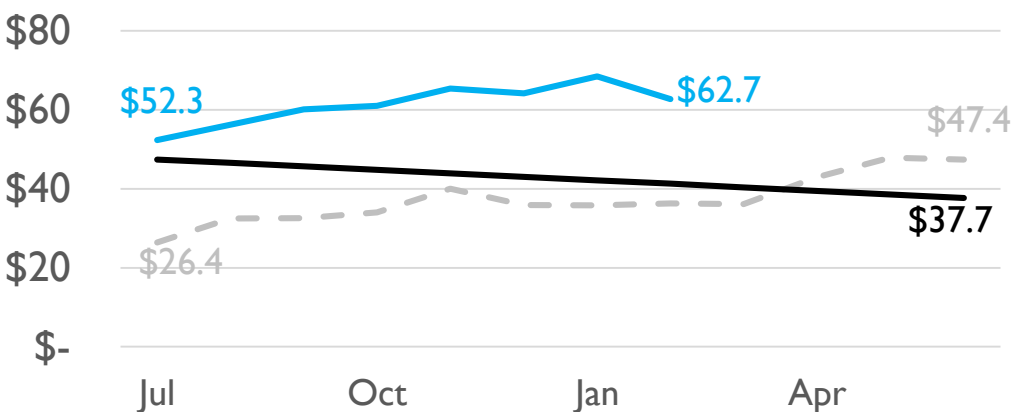
Business Metrics

Accounts Billed on Time

99.7%
99.9%
99.5%
99.3%
96.0%

Jul Oct Jan Apr

% Customer Calls Answered

92%
95%
87%
83%
84%

Jul Oct Jan Apr

Accounts Past Due (#)

89,123
87,403
87,984
77,000
64,392

Jul Oct Jan Apr

Amount Past Due ($ Millions)

$52.3
$62.7
$47.4
$37.7
$26.4

Jul Oct Jan Apr

This year (FY21) — Last Year (FY20) — Expected target (FY21) Data as of 02/28/21

Questions?