

Executive Dashboard

Q2 performance summary generated entirely with RusDox

Revenue up. Delivery stable. Hiring pressure contained.

This document combines formatted narrative, metric cards, and board-ready tables.

Net Revenue \$4.8M	GrossMargin 68%	NPS 61
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Executive Summary

The operating model held under increased demand. Enterprise expansion offset a slower mid-market pipeline, and the support backlog stayed below the target threshold through the quarter.

Leadership focus for the next 60 days is disciplined staffing, launch readiness for the analytics module, and reducing the onboarding drop-off rate in the first two weeks.

Business Highlights

- Closed the largest annual contract in company history with a three-year term.
- Reduced incident volume by 27% after the infrastructure hardening sprint.
- Lifted activation by 11 points after simplifying the first-run setup path.

Delivery Health

Workstream	Owner	Status	Commentary
Analytics launch	Product	On Track	Pilot complete, commercial launch planned for April 7.
Security review	Platform	Watch	Vendor evidence pack outstanding on two medium-risk controls.
Support tooling	Operations	On Track	Macro automation reduced average handling time by 14%.

Risk Register

Risk	Impact	Mitigation
Late enterprise security approvals	Medium	Pre-stage evidence packs and assign a named escalation owner per account.
Hiring delay for senior support lead	High	Use interim contractor coverage and compress interview loop to five business days.

Next 30 Days

Priority 1: Launch analytics module to the first 25 production customers

Priority 2: Close support lead hire and finalize the on-call operating model

Priority 3: Publish activation funnel dashboard to all functional leads