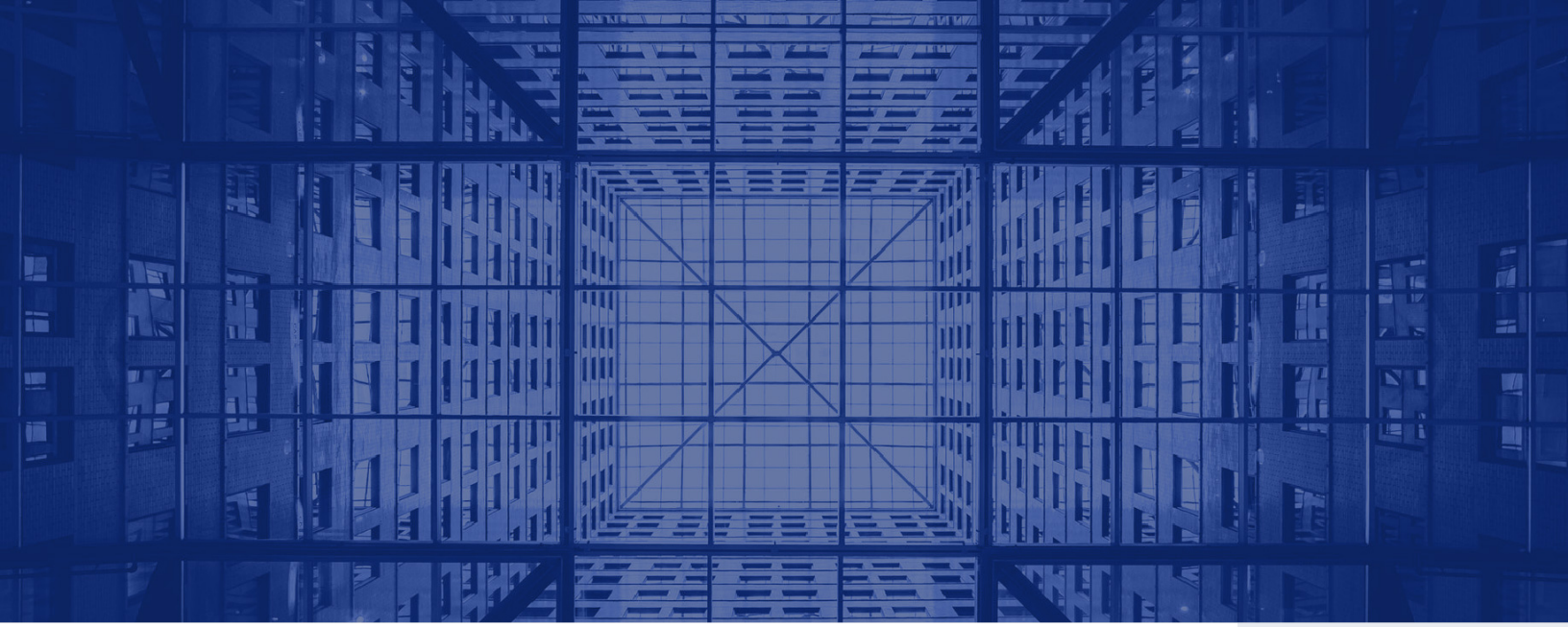
featured customers

FALL 2020
Customer Success Report

Dispensary Management Software Category



Dispensary Management Software Category

Dispensary management software is a point-of-sale (POS) and retail management solution designed for the requirements of a cannabis retail store. Dispensary management software documents all the needed data digitally to help you easily handle industry compliance. It can also give you access to the needed reports and documents for compliance audits.

With this platform, you can: manage inventory for multi- or single-location store dispensaries, document information like customer details and the quantity of purchase, manage shift timings and schedule store staff, handle delivery and dispatch of products and inventory, and store transaction information to produce real-time financial reports.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- Social media followers including LinkedIn, Twitter, & Facebook
- Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions

COMPANY SCORE

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- Venture capital raised

Award Levels

MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2020 Customer Success Awards

Check out this list of the highest rated Dispensary Management Software based on the FeaturedCustomers Customer Success Report.

MARKET LEADERS

COVA · flowhub · greenbits · MJ FREEWAY

TOP PERFORMERS

growflow · leaflink · Meadow · TREEZ

RISING STARS

APEX TRADING · BAKER · Flourish · FOOT TRAFFIK

* Companies listed in alphabetical order

2020
FALL 2020
Dispensary Management
Software Category
MARKET LEADERS

ABOUT COVA

COVA

Cova is an award-winning, seed-to-sale compliant POS and Inventory Management solution designed to streamline cannabis retail. A compliance-first company, Cova not only meets all system requirements in every market served but constantly adapts to changing rules and regulations to make compliance simple for owners and employees, reducing the risk of infractions and fines. In addition to automated compliance features, Cova offers an intuitive, user-friendly design and lightning-fast transaction time. Its technology platform currently powers more than 500 cannabis stores of all sizes with virtually no downtime, even on 4/20, making it the most robust and reliable cannabis POS system available.

54
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"We trust Cova as our POS partner to power all our store operations. Having been in retail for 20 years, we know that an easy-to-use and reliable POS system is crucial for the success of a retail business."

DARREN BONDAR
PRESIDENT & CHIEF EXECUTIVE OFFICER, SPIRITLEAF

"User-friendly, efficient, and stable are the words I like to use to describe Cova's software platform. It really is the best choice in terms of product capability and reliability."

PAUL COTTERELL
GENERAL MANAGER, THE LEAF EL PASEO

"Cova was instrumental in helping us modernize the cannabis retail shopping experience at Eco Cannabis. By employing software features like quick check-in, queueing, and digital technology offerings, we have created a store flow that is unique to the industry."

KEVIN AHAESY
CHIEF EXECUTIVE OFFICER, ECO CANNABIS

"Cova is far superior to any point-of-sale system I've used. The fact that it tracks our compliance for us is crucial to our business. The layout is amazing. Everything is right there and easy to use- the simplicity makes my job easier and fun. I love Cova."

CHERYL COWAN
ELECTRA LEAF

TRUSTED BY

CLARITY CANNABIS · NATIVE ROOTS CANNABIS CO. · ECO CANNABIS · THE HUNNY POT CANNABIS CO. · ELECTRALEAF

ABOUT FLOWHUB

flowhub

Flowhub provides intuitive point of sale software, inventory management, and mobile solutions for cannabis dispensaries. Built specifically to serve the highly regulated industry, Flowhub's award-winning software simplifies compliance for hundreds of cannabis retailers and cultivators in the United States. Founded in 2015 by former Compliance Officer, Kyle Sherman, Flowhub processes over $1B in cannabis sales annually and is the top cannabis compliance technology recommended by state agencies.

62
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"The ability to add locations, transfer product within those locations, and have one platform where you can view the sales and all the data for those locations is extremely helpful. That's something I haven't really seen in any other point-of-sale platform."

CHRISSY HADAR
CO-FOUNDER AND FORMER CHIEF EXECUTIVE OFFICER, OREGROWN

"Overall, it's easy to use, and the customer service team is SO worth it. They are incredibly helpful, prompt, and patient. I highly recommend Flowhub!"

SHELBY COOK
THE HAPPIEST CAMPER

"Daily audits of inventory between the point of sale system and Metrc has always been time-consuming; however, with Flowhub's easy-to-use report features, we are able to compare inventory between the two platforms with a simple CSV. It's invaluable to us and our operation!"

NIKO JOHNSON
STORE MANAGER, DIEGO PELLICER

"I recommend it for every other dispensary. I would say our success as a company and our growth is partially due to Flowhub. It allows us to maximize everything we do here with a really neatly rolled point-of-sale and inventory tracking system all in one."

DREW COLLINS
HAMPDEN ASSISTANT MANAGER, GREEN MAN CANNABIS

TRUSTED BY

ABOUT GREENBITS

greenbits

Greenbits set out to empower cannabis retailers with an easy-to-manage platform. They asked shop owners about their priorities and pain points - and what would make their work lives happier and more rewarding. From those conversations, they developed a point-of-sale product that matches their unique workflows and business demands, like seed-to-sale tracking, faster checkout lines, customer sales limits and complex inventory reporting. Today, Greenbits is changing the way cannabis retailers do business - simplifying processes and making compliance effortless, so you can focus on what matters most: happy customers, steady growth, and a strong bottom line.

58
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"Greenbits is an easy system to learn and also easy to track product coming in and out of the store."

TONY PAULL
TOP SHELF CANNABIS

"With Greenbits, we can keep track of everything and get access to all the data we need. This helps us leverage the discipline of compliance to serve our customers with brands they love."

MORGUE-ANNE
GENERAL MANAGER, GREENWORKS DISPENSARY

"This is the best platform that is currently on the market. Easy to use and easy to make changes to the way the dispensary operates with the system."

JAKE WELTY
CAPTAIN JACK'S

"We've had other systems and Greenbits makes it so much easier to do our jobs and stay in compliance in our dispensary."

CANDACE JUNKIN
SOUTHERN MARYLAND RELIEF

TRUSTED BY

Farma Portland Oregon · FIREHORSE TRADING CO. · AMERICAN HARVEST · GORGE GREENERY ALL THINGS CANNABIS · the Herbery PREMIUM CANNABIS PRODUCTS

ABOUT MJ FREEWAY

MJ FREEWAY

MJ Freeway's software, MJ Platform, enables entrepreneurs and multi-state operators to manage, scale, and optimize more competitive operations at any point, or across, the entire legal cannabis supply chain including cultivation, manufacturing, distribution, and retail. By using visual dashboards to access and present realtime data, analytics, and business intelligence relating to the most important industry workflows, operators can make more informed decisions about running their business. MJ Platform's API-driven Compliance Service Bus Architecture allows for unified integration with compliance and other operational software, such as accounting systems.

15
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"MJ Freeway valued our relationship, even through we are just a start up. Their approach was they wanted to work with us to make this a cornerstone partnership. Add to that, the customer service was amazing, and without a doubt, they put their money where their mouth is."

DARREN VARGA
CEO, ROLLING IN GREEN

"With MJ Freeway, from day one, it was a partnership. The level of service and attention that I got from the onboarding process gave me the confidence that I could use their software. I tell others in the industry about MJ Freeway all the time they have the experience and understand how the cannabis industry works."

MAJDAH BIN-SALAMON
PRINCIPAL, MOTHER'S FYNEST

"MJ Freeway has made operations seamless, and our business would not be where it is today without them. MJ Freeway grew with our company, and we are now more streamlined than before. I don't have any reasons to look anywhere else and have the utmost confidence that the MJ Freeway team can resolve any problems."

SHARIF EL-MAZATI
DIRECTOR OF OPERATIONS, SMARTWEED COLLECTIVE

"MJ Platform gives our team visibility through real time data and analytics which enables our organization to make customer oriented business decisions. The MJ Freeway team and support helps us meet new challenges daily and is a key differentiator that separates them from other Software companies in the cannabis space."

CHASE CHAMBERS
THE APOTHECARIUM

TRUSTED BY

Canna Culture · The Apothecarium San Francisco · Smartweed · Mother's Fynest

2020
#1
FALL 2020
Dispensary Management
Software Category
TOP PERFORMERS

ABOUT GROWFLOW

growflow

GrowFlow is an all-in-one business management and compliance solution for cannabis wholesalers and retailers. Through Growflow, cannabis businesses can streamline seed-to-sale operations — from inventory and point of sale to analytics and state reporting. Today, GrowFlow provides real-time support to over 1,000 cannabis businesses.

17
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"I really like how your system is not dependent on rooms, or location to get a high-level view of the inventory in my business. It's very intuitive in a simplistic way."

PETER
CALIFORNIA CHAMP

"This software is what I expected it to be, which is great. I'm totally satisfied. And your price is right in line as well."

DAVID
DUGOUT MMJ

"GrowFlow knows the usual flukes that happen and always is prompt to get back to me. I can always trust that GrowFlow will give the prompt professional care I need to get my own job done without errors and high efficiency."

CHELSEA
LA MOTA

"You guys are absolutely killing it! All my budtenders praise and are so thankful for the platform, especially the two that have used other programs. They mention it on the regular!"

EJ
THINK HIGHER CAREGIVING

TRUSTED BY

ABOUT LEAFLINK

leaflink

LeafLink, the wholesale cannabis marketplace. Empowering thousands of cannabis brands and retailers to streamline ordering and client management. Live in 26 territories across North America and manages over $3.1B+ in annual orders, or 32% of US wholesale cannabis commerce. Serving over 450 brands and 1800 retailers across 6 states, LeafLink is the largest marketplace for wholesale cannabis.

37

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"The LeafLink to Salesforce integration has seriously been a savior. Orders now sync flawlessly to our Salesforce org, freeing up our sales reps to sell and eliminating order input errors. I can't thank the team at LeafLink enough for the smooth and easy setup and integration."

BRYAN MOSHER
SALES SUPPORT MANAGER & SALESFORCE ADMIN, CODA SIGNATURE

"LeafLink has streamlined wholesale ordering for both our sales representatives and our customers. Now, our team spends less time taking orders and more time building relationships, and our retailers enjoy the convenience of ordering and discovering Wana's products on LeafLink."

NANCY WHITEMAN
CO-FOUNDER & CO-OWNER, WANA BRANDS

"LeafLink has been a great resource for our team - I use it every day. From its vast network of vendors, to order fulfillment and shipping status updates, to new product announcements, its one-stop-shop model has helped me streamline the ordering process for the 15+ stores I oversee."

DAN HIRCHAK
PURCHASING MANAGER, HARVEST

"Running ad campaigns with LeafLink has given us the ability to grow our presence by building awareness about our brands with dispensaries in Michigan. In addition, LeafLink advertising has helped us reach new buyers, re-engage existing customers, and consistently increase our monthly sales."

OMAR HISHMEH
PRESIDENT, EXCLUSIVE BRANDS

TRUSTED BY

14er Boulder · apothecanna · California Caregivers Alliance CCA · Lion Labs · Summit

ABOUT MEADOW

Meadow

Meadow builds industry-leading software solutions for the modern cannabis industry. Meadow's all-in-one dispensary management and POS system has the tools you need to efficiently run and scale your business, with intuitive interfaces and thoughtful workflows to manage your entire front and back of house operations. Centralize sales and inventory and seamlessly complete all core business functions from one centralized dashboard, easily navigate between managing inventory, tracking orders, running reports, reviewing sales trends, activating a new promotional code and communicating directly with your customers. Optimized based on real-world feedback from high-volume retail partners since 2014, our software will help you sell more products, stay compliant with state and local regulations, keep staff and customers happy, and boost your bottom line.

11
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"I personally vetted five to six different point of sale servers and Meadow was the one I knew I had to have. Every single aspect has exceeded expectations, from the initial tutorial, to the install of the register drawers and scanners, to implementation and trouble shooting."

TRISTAN
GENERAL MANAGER, GREEN DOT

"Meadow's presentation is clean, it's simple, and it's so easy to use. It is one of the most user-friendly systems I have ever used for anything. It has made my team stronger and it has made their lives easier. I don't think you can engage in any aspect of the cannabis industry without a system like Meadow."

JAMIE
OWNER, 530 CANNABIS

"Meadow has a pulse on the cannabis industry that allows them to identify and develop compliance-driven processes efficiently with their easy-to-use POS system. I highly recommend Meadow as they are an industry leader in their field and I have had nothing but excellent service from their system as well as their staff."

AG MELENDEZ
DIRECTOR OF OPERATIONS, THE GREEN DOOR

"It was energizing to see a team spirit like Meadow's when I first met them at an expo years back. What made things better was their POS system and its features we use daily. Having user-friendly access to reports, excellent customer service and the attention to its customer puts Meadow at the top of my list of good experiences in our cannabis industry. Highly recommend."

JAVIER
VICE PRESIDENT, DELTA-9 THC

TRUSTED BY

EST. 2009 530 CANNABIS · CannabisNow · Hall of Flowers · SFGG · Medallion Wellness

ABOUT TREEZ

TREEZ

Treez is a market-leading, enterprise-grade business management platform offering retail automation and control for the cannabis industry supply chain. The company's innovation benefits brands and retailers, with point of sale (POS), integrated payments, and a broad range of data software capabilities that span the vertical. Increasingly recognized are analytics that provide real-time insights and automated inventory control. Treez was founded in 2016 initially as a point of sale. Today, the company is noted for numerous industry-changing innovations beyond original flagship point-of-sale capabilities, particularly with real-time automation between brands, retailers, and cataloging technology.

18
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"Treez allows our team to spend their time focusing on the improvement and growth of the business rather than spending their time worrying about the myriad of compliance pitfalls and concerns that face everyone in the industry."

GARDEN OF EDEN

"Patient intake and transaction time is tremendously faster with Treez than [with other] competitors. Treez excels at efficiency."

AIRFIELD SUPPLY CO.

"The Treez platform is the Maserati of cannabis point of sales software. We have seen the platform evolve very quickly and we know that the Treez team will be in the trenches with us when inevitable problems occur."

MARK MCMILLAN
DIRECTOR OF SYSTEMS, HARBORSIDE

"Treez has always been open to our suggestions. They take our feedback seriously and understand the necessity of certain features we need to be successful."

DAVE DALLAL
MANAGING DIRECTOR, TORREY HOLISTICS

TRUSTED BY

MERCY WELLNESS OF COTATI · SKY DISPENSARIES · the Purple Lotus · BARBARY COAST COLLECTIVE · Airfield SUPPLY COMPANY "HIGH IS A PLACE"

2020
FALL 2020
Dispensary Management
Software Category
RISING STARS

ABOUT APEX TRADING

APEX TRADING™

Apex Trading is decisively disrupting conventional wholesale cannabis commerce channels. Developed by a team of entrepreneurs armed with extensive real-world cannabis applications experience, their platform is built to streamline existing inventory, order and sales management while also providing multiple sales channels in the form of marketplaces and custom storefronts. The Apex platform provides cultivators, product manufacturers, distributors and retailers with comprehensive tools and services, exceeding all available systems.

36
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"They are 100% the best system we have ever used! And that's no joke! Customer service you won't find anywhere. The best producer to retail menu system hands down. The retailer loves that fact the can pull your test results before they have product in hand (allows them to place it on the shelf the second it gets there)."

FRANK
F & J'S FARM

"I like being able to check my orders, browse through live menus and discover new vendors through the marketplace. Apex Trading™ has been great."

GEOFF
KALEAFA

"Definitely worth the money! Apex Trading™ saves us a ton of time and pays for itself. Plus, the customer service is the best - anytime we have a question or need help, you guys are always right there."

WILL
OWNER, WILLIAM'S WONDER FARMS

"We signed up for a free one month trial period with Apex Trading™ and were able to move our product in that time They were exceptionally friendly and helpful with our set-up and beyond. Good Earth Meds highly recommends Apex Trading™."

GOOD EARTH MEDS

TRUSTED BY

BENSON & ARBOR · LIGHTSHADE COLORADO'S PREMIER DISPENSARY · FIRE BROS. · DURANGO CANNABIS COMPANY · ALPINE ESSENTIALS

RISING STAR

ABOUT BAKER TECHNOLOGIES

BAKER

Baker is the leading CRM for the cannabis industry, servicing more than 1,000 dispensaries across the US and Canada. Baker helps dispensaries generate more revenue and build relationships with their customers through a variety of products including customer loyalty, messaging, and analytics all in one easy-to-use platform. In early 2019, Baker merged with another software leader in the cannabis industry: Blackbird. Blackbird offers operations and software solutions that facilitate the movement of cannabis products at each touchpoint within the supply chain. They have built their business around inventory management, which provides menus, online ordering, delivery capabilities, and more. All of Baker's marketing tools are now fully integrated into the Blackbird platform. Learn more at myblackbird.com.

13

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"We smashed it today with Baker. On Black Friday we did 12x our daily average. Our staff was thrilled and our patients loved us, especially when they got to skip our long lines, get free products and save time when they use our online Mercy Express."

MERCY WELLNESS

"We wanted to be able to offer our patients a convenient, user-friendly way to shop as so many of them are driving long distances to reach us. The Baker platform allows us to do just that. It is easy to use, syncs well with Leafly, and most importantly, our patients love it."

MAPLEGLEN CARE CENTER

"We've already proven that if we invite people for a sale or exclusive, they will come in droves and clog up the site. We made the equivalent of an entire previous week in sales in just one day after inviting less than 3,000 patients for an exclusive promotion."

URBAN GREENHOUSE

"Baker is an awesome tool. It helps build customer loyalty with the check-in program, helps make it easy to be a customer with the online ordering option, and makes it easy to communicate sales and special events to your customers by sending text blasts. I love it."

VELA

TRUSTED BY

URBAN GREENHOUSE DISPENSARY · mapleglen carecenter · LA CANNABIS Co EST. 2007 · COLLECTIVE AWAKENINGS · CANUVO

ABOUT FLOURISH SOFTWARE

Flourish

Flourish is a robust software platform for cannabis cultivators, manufacturers, distributors, and retailers to track product from seed to sale, manage operations, and leverage advanced analytics. Flourish was designed to manage your day to day operations better, gain valuable insights for your cannabis operation and help you make data driven decisions.

6
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"Flourish is an easy to navigate, user friendly program for all of our cultivation and distribution tracking needs. Their customer service is top notch! Questions and issues are addressed very quickly and professionally. Our #1 choice in cannabis software!"

WES BRODBECK
DIRECTOR OF CULTIVATION, PARADISE WELLNESS CENTER

"Flourish has helped us optimize our operations in both our grow and in our manufacturing facilities at Surterra."

CAMERON CHAMPION
CHIEF INFORMATION OFFICER, SURTERRA WELLNESS

"We've been using Flourish for 7 months and it is far superior to any of the track and trace systems I've had experience with. Specifically, we have leveraged the new manufacturing module which allows us to manage and track extraction runs at each stage of the process by extraction type, machine hours, process duration, temperature and non-cannabis consumables. Flourish has also made sure we have the proper reporting and analytics to see inventory levels, sales demand and incoming products. They are great to work with and the service and support teams are very responsive."

JACK STEEL
INVENTORY DIRECTOR, CA CANNABIS FACTORY

"Flourish has been a great technology partner during our first year. They are doing an outstanding job of guiding us through the project plan to go live with METRC in the very near future. Besides helping with the onboarding of METRC to be compliant with the state of California, Flourish has helped completely optimize our internal supply chain flow of receiving goods and materials, through extraction and into the manufacturing process. Flourish has also helped us manage the structure of our data and organized the way we store and label our finished goods that go out for distribution."

BRENDAN PERRY
OWNER, DABBLICIOUS

TRUSTED BY

SURTERRA WELLNESS · PWC · greeneyes farms · Dabblicious · California CANNABIS FACTORY

ABOUT FOOTTRAFFIK

FOOTTRAFFIK

Foottraffik, an online dispensary marketing agency, is headquartered in San Juan, Puerto Rico. They started their agency in San Francisco next to some of the biggest brands in the world, like Google and Twitter. They also have satellite offices in San Diego and Seattle. Their core values inform everything they do, from how Foottraffik engages with clients and partners, to creating the most innovative, highest ROI digital marketing programs. And, they employ laser focus, working exclusively with the most exceptional dispensaries in the cannabis industry.

7
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"We saw drastic increases in foot traffic to the store within the first three months of the campaign, and we have continued to see growth to date. Foottraffik has scaled every aspect of our marketing efforts, suggesting innovative marketing tactics to improve our digital presence on a monthly basis. I have complete confidence in their talent and applaud the execution."

ADAM SCHMIDT
CLEAR CHOICE CANNABIS

"25 percent of Android searches in the US are voice searches."

ERIC SCHMIDT
EXECUTIVE CHAIRMAN, ALPHABET

"Speech will take over typing and texting because it is 3x as fast with 20% fewer errors."

ARUN RAO
CO-FOUNDER, STARBUTTER AI

TRUSTED BY

GREEN GODDESS COLLECTIVE · Have a Heart · ORIGINS · Starbutter AI · CLEARCHOICE