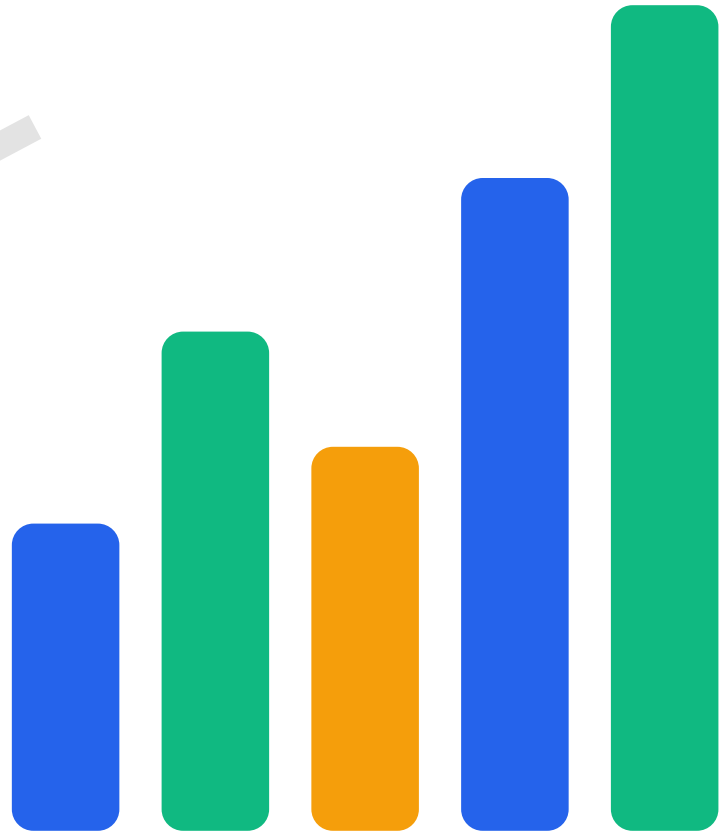
QUARTERLY BUSINESS REVIEW

Q3 FY2027 Business Review

Customer Success & Revenue - July to September 2027

SAMPLE



Ridgeline Software - Presented by Sam Patel, VP Customer Success - 14 October 2027

Agenda

01

Quarter at a glance

Headline results against plan

02

KPI scorecard

Targets, actuals and status

03

Revenue and pipeline

Bookings, churn and the next two quarters

04

Wins and misses

What worked and what we learned

05

Initiatives

Progress on the five quarterly priorities

06

Q4 plan and decisions

Priorities and what we need from leadership

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Q3 at a glance: revenue up, onboarding slow

$4.82M

New ARR booked

107% of the $4.5M target

112%

Net revenue retention

Up from 108% in Q2

2.1%

Gross churn

Target was 2.5% or lower

38 days

Time to onboard

Target 30 days; missed for the second quarter

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Bottom line: revenue and retention beat plan; onboarding capacity is now the main constraint on growth.

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KPI scorecard

KPI	Q3 target	Q3 actual	vs target	Q2 actual	Status
New ARR	$4.50M	$4.82M	+7%	$4.10M	On track
Net revenue retention	110%	112%	+2 pts	108%	On track
Gross churn	2.5%	2.1%	-0.4 pts	2.7%	On track
Time to onboard	30 days	38 days	+8 days	36 days	Off track
NPS	45	41	-4	43	At risk
Support first response	2 hrs	1.6 hrs	-0.4 hrs	2.3 hrs	On track

Status rule: On track = at or better than target; At risk = within 10% of target; Off track = more than 10% worse.

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