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**From:** Credible Behavioral Health, Inc. <matt.dorman@credibleinc.com>  
**Sent:** Friday, July 07, 2017 5:14 PM  
**To:** Credible Documentation  
**Subject:** Credible Update: Next Steps to Address Past Release Challenges

# CREDIBLE

Behavioral Health Software



DEAR CREDIBLE,

As promised two weeks ago, I am communicating a summary of Credible's plans to address the increased challenges Partners have experienced after some of the releases during the first half of 2017.

As you know, Credible has significantly increased our Innovation rate, the size of our development team, and the goal for reducing the Task Ticket Backlog. These aggressive and voluntary tactics combined with double digit increase in both usage of and storage by you, our Partner base, have created new challenges requiring a thorough assessment of 1) Credible's Technical Growth plan, 2) System Architecture Expansion Plan and 3) Release Planning & QA life cycle.

An overview of the plans will be shared with Credible's Technical Advisory Board and an update will be provided during the quarterly CEO and All Partner calls. When possible and appropriate, I will share developments such as the following items that are now in motion:

1. \$1.5 million hardware expansion/upgrade effecting both data centers – While the initial \$3 million investment leaves us with excess capacity, that investment started over 2 years ago and to stay current and ahead of demand, new technologies, additional storage and architectural expansion are needed.
2. Expanded Innovation Cycle to 80 days – With the increased throughput, Credible will continue to have monthly releases but will be shifting to a longer, more detailed Release process that will include increased Architectural Review, Quality Assurance testing, staff Regression testing and more advanced load testing. I believe this will result in higher quality development without reducing Credible's commitment to Innovation.
3. Internal Asset & Resource Tracking Enhancement – As Credible grows to over 150 employees and over \$25 million in revenues, our technical assets and human resources need to be optimized. This will enable Credible to maximize our impact and continue to both strengthen our technical base and core software offering while meeting the ever evolving needs of our Behavioral Health market.

Credible is committed to improving the Partner experience, and our teams will be diligently working to implement these changes and continually monitor and improve our systems and processes to minimize any future Partner disruption. *Please note: The CEO to CEO call and CEO to All Partner call will be held on August 24th. Invites for these calls will be sent out by July 20th.*

Thank you for your continued Partnership,

**Matthew M. Dorman**

*Co-Founder and CEO*

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**Mission:** Improve the quality of care and lives in Behavioral Health  
for clients, families, providers and management.

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