



## Osmos Case Study



K L I C K T R A C K

**Who:** KlickTrack

**What:** An all-in-one POS and inventory management solution for cannabis retailers

**Why:** Thanks to KlickTrack's robust solution offering that helps cannabis retailers maximize their sales, the team spends a lot of time onboarding new customers. This process requires migrating customer data from their old POS system to KlickTrack.

Since the data is coming from different sources, much of it is disparate and needs to be stitched together in a way their system will accept it. Due to the intricacies of cannabis compliance, Bri Williams, a Senior Product Compliance and Research Specialist, has done a lot of data manipulation in this space where it's important to know all the data relationships.

But as KlickTrack brought on more and more customers, she had to pull in their Customer Success (CS) team to help cleanup the data. But, the increase of non-technical team members and repeatable processes led to an uptick in data errors which negatively impact the customer experience, but it also lacks traceability for government compliance.

In order to provide a great customer experience, the KlickTrack team spent their nights and weekends painfully trying to wrangle spreadsheets. This tedious process started to impact business growth as the team was burning out, struggling to onboard new customers in a timely manner.

**Solution:** Osmos Uploader



**Osmos Uploader**

Embeddable smart data uploaders for a self-serve experience

# Customer Results



**Faster time-to-value for customers:** Osmos automated a lot of the manual data wrangling freeing up the Customer Success team to be more hands on and focus their efforts on customer experience.



**Reduced data inaccuracies:** Osmos' no-code data transformations offer much needed repeatability that makes it easy for nontechnical, internal users to upload clean, validated data each time.



**Improved compliance:** With fewer data errors, falling out of compliance due to messy data is no longer a concern. Bri now focuses on more important business matters.

**Osmos Uploader** helped speed up the customer data cleanup process for KlickTrack. The team quickly customized Osmos Uploaders to automate a majority of the data transformations.

Instead of spending nights and weekends manually cleaning customer data, the KlickTrack team uses Osmos' AI-powered data transformations to seamlessly cleanup and validate customer data, while avoiding costly human errors for government compliance.



**“Now we can bring customers on faster, and help meet their expectations. That’s all the more better for their customer experience.”**

Bri Williams,  
Senior Compliance &  
Research Specialist