

See the power of machine learning and predictive AI analytics – a world first and only available for ConnectWise customers

Cognition360 is a next generation business analytics solution – available exclusively to ConnectWise customers. In sharp differentiation from competitors, this architecture supports machine learning and predictive AI- analytics with the ability to drill down into interactive reports using live data to reveal ‘Why’ KPIs are off track, or uncover new ways to increase profitability and productivity.

Although there are other reporting products on the market – this is the first data warehouse, star schema and ‘transformation engine’ optimized for ConnectWise.

Cognition360 includes the ability to quickly create your own customizable reports and analytics, without writing SQL queries, and all are automatically updated for ConnectWise versions and updates.

Cognition360 is a unique new business analytics solution which goes beyond existing dashboard and reporting products, and can be implemented as a complementary rather than a competing solution.

Highlights.

- Machine learning and predictive AI analytics enabled by the only productized data warehouse with star schema (Kimble-style Fact and Dimension model) optimized for ConnectWise available on the market today.
- Over 60 standard interactive self-service customizable reports and analytics.
- High-level customer support as needed.

CUSTOMER STORY

CAL NET TECHNOLOGY GROUP

Cal Net’s Cognition360 data warehouse solution has improved customer satisfaction scores, reduced customer churn and boosted individual and team productivity.

“Live data is an absolute game changer for us. Instead of weekly reports, we now have live reports. We can see exactly what is happening right now, and take immediate action whenever key metrics are not on or above target.

“The benefits are transformational to business operations and the quality of customer service.”



Ryan Migita,

Director of Organization Effectiveness, Cal Net Technology Group

- Can handle multiple instances of ConnectWise.
- Highly affordable and easy and fast to implement.
- Virtually no load on the ConnectWise production system.
- Data you can trust. Consistency and accuracy of all data.

Best fit.

Medium to large MSPs (typically 10+ people) using ConnectWise.

More information.

For more information, or to book a demo, please contact Cognition360 CEO Bruce Chamberlin.

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CUSTOMER STORY

ADVANTICOM

Advanticom is using Cognition360 to drive continuous improvement in customer services, as well as major improvements in operational efficiency and profitability.

"We live and breathe by ConnectWise, but all our attempts to get meaningful reports bogged down the server and impacted customer service delivery," says Justin Swanson, Advanticom's Director of Strategic Services & Security.

"We decided to give Cognition360 a trial because it's designed to get data out of ConnectWise without adding load to the ConnectWise production server. And it works. Right away, we solved the ConnectWise server load problem. Our KPI reports and other analytics run directly out of the Cognition360 data warehouse, with virtually no load on the ConnectWise server. There's huge time savings and likewise huge increase in value from having near real-time data.

"Continuous service improvement is what's driving our business forward. The speed and ease of developing KPI reports and other analytics using Cognition360 means we have near real time visibility of all our most important performance indicators."



Justin Swanson,
Senior Director of Strategic
Services and Security,
Advanticom