COGNITION 360

Savant CTS

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Ryan Porter,
Director of Support, Savant CTS

Cognition360 finds the leaks in the ship

From its head office in Woodstock, GA, Savant CTS services clients across the US ranging in size from two to 1000 seats with a full suite of MSP services, focusing on high client retention via highly responsive and proactive services designed to maximize customer uptime and minimize costs.

Savant's Director of Support, Ryan Porter, runs a tight ship. But, he says, the ship had a few leaks – which Cognition360 has neatly plugged.

"We were struggling with manual reports and BrightGauge trying to get an accurate picture – the right data points – to really understand critical KPIs such as ticket lifecycle, tech efficiency and profitability, and agreement profitability.

"I look at the efficiency and profitability of our business through a particular lens. I want to identify, understand and focus on the actionable items that are going to make a real difference to our effectiveness and our bottom line profitability.

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to get accurate, actionable data – and struggling," Porter recalls. "Now, for the first time, I'm getting actionable items every day. Now, for every box I ever had with a question mark I have an answer. I love this software. Hats off to you guys for creating it."

Porter says a raft of benefits is flowing directly from the availability of accurate and timely data.

"We've had particular benefits during the COVID crisis using Cognition360 to manage our remote techs very effectively. In a broader sense we're also finding our team is much more unified, now that we have accurate data and can quickly drill down to find out who is doing what, and when, for how long.

"All of this has a strong and immediate effect both on our bottom line and, longer term, on customer satisfaction and retention. We immediately identified and addressed three low-performing customers which were not profitable.

"Keep it up and thank you. It was one thing that we needed greatly. It's a really invaluable asset and it has lightened my work load considerably," Ryan Porter said.