COGNITION 360

AZTech IT Solutions

"Cognition360's people have been just brilliant. They're professional and always seem to have our interest at heart. They are quick to respond and go a step beyond to help us see what we need to see and give us what we need to improve our business. The service and the people are fantastic and we're really happy."

Sean Houghton,
Commercial and Operations Director, AZTech IT Solutions

AZTech IT boosts technician efficiency by 20%

Within weeks of implementing Cognition360's Team Utilization and Agreement Profitability reports, UK MSP AZTech IT Solutions has boosted technician utilisation by around 20 percent and gained a new level of insight to better manage profitability of its managed service agreements.

Founded in 2006, AZTech IT has grown rapidly to offer a full range of IT services from its headquarters in Milton Keynes – mostly supporting SME customers.

But as services and staff have grown, AZTech IT's Commercial and Operations Director Sean Houghton was frustrated by their inability to extract critical data out of ConnectWise. "We particularly wanted more detailed info on utilisation of our techs, and the profitability of our customer agreements," he says. "We had good dashboards, but we couldn't get trend and historical data using BrightGauge."

Within weeks of engaging with Cognition360, AZTech IT was up and running with the Team Utilization and Agreement Profitability reports, including tuning of the reports to meet AZTech IT's requirements.

And Sean Houghton is delighted with the results: "Using the Team Utilization report we have detailed visibility of time entries and we sit down with our techs to help them to fix the reasons why their time recording is not accurate. We measure weekly KPIs showing how many hours they are logging and how they are being utilised. As a result, our utilisation and time recovery have gone up. Productivity wise, we had an average utilisation rate across all teams of below 75 percent. That's now above 90 percent.

"We also have a much better understanding of customer profitability. Now we're having the right conversations with our customers. With some customers that are very profitable we can put more resources in place. With lower profitability customers we can identify areas of potential cost saving, or if necessary realign the agreement.

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