

CUSTOMER STORY

Medicus IT

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Chris Jann,
CEO, Medicus IT



A major step-change in leveraging ConnectWise data

With 170 staff, six offices, and annual revenue approaching \$40 million, Atlanta-based IT healthcare specialist provider Medicus IT is on a roll. Growth is running at 20-30 percent a year, with equity investment fueling a major rollup up of smaller IT services companies – so far numbering over 20, with more to come.

And now with Cognition360, Medicus IT CEO Chris Jann and his team are well underway with a major step-change in their ability to leverage their ConnectWise data to further boost customer service as well as operational efficiency and profitability.

“With Cognition360, we’re empowering our team to move faster, to better deliver our service to customers: here are client-facing dashboards for customers, here are dashboards for finance, here are service dashboards. Now our people are getting just the information they need – deeper and faster. Now we can drill down directly into the ConnectWise data and get the accurate data we need, quickly and easily,” Jann says.

“Now we can have strategic conversations with our clients based on accurate insights showing where there are issues and where there are opportunities. Because they have the information, our team is more confident and more proactive in driving constructive conversations with clients that are resulting in a better overall service and solution.

“An absolute key capability is being able to find out both the What and the Why. Seeing and understanding trends over time is huge, giving us a powerful new ability to drill down into our services and see the anomalies and the opportunities for savings and improvements,” Jann says.

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“Cognition360 is giving us a great platform to manage our growth. The Cognition360 team has been there to help us navigate challenges. We’ve been very happy with the product and the overall service,” Jann concludes.