

CUSTOMER STORY

FXTI Inc.

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David Lupien,
Operations Director, FXTI Inc.



Cognition360 LIVE pilot delivers the goods for FXTI

From its base in Quebec, Canada, FXTI provides wide and deep consulting and managed services to both medium and large customers, with special expertise in servicing the Quebec Mining industry.

Operations Director David Lupien – license plate MRGEEK – is on a mission to optimize FXTI’s use of data to drive greater efficiency from his tech team and improve customer satisfaction and retention as measured by regular NPS (Net Promoter Score) customer surveys.

In either French or English he is crystal clear on his reasons for being an early adopter and pilot customer for Cognition360’s new LIVE ticket dashboard.

“ConnectWise is great for capturing transactions. But the reporting in ConnectWise is not good at actually presenting those transactions in a manner that you can make decisions and operate your

business,” he says. “We tried using BrightGauge to solve the problem. But it was not useful.

“Cognition360 LIVE does what it says. Using a single dashboard, we now have the live data we need to see the status of every ticket. Instead of having a ‘round robin’ to try and figure out the workload of each of our techs, we can see availability and performance in real time. We can see who is doing a good job, where there’s spare capacity. We can balance the tech load in real time for maximum efficiency.

“This means better productivity and efficiency from our tech team – and better profitability. Just as important, it is already improving our ticket resolution times.

“We are now achieving a NPS (Net Promoter Score) of 9.5 out of 10 – which makes us a top performer. All of our marketing is now built on our NPS score. We expect we will get more new customers, keep our existing customers, and achieve these goals with increased profitability,” David Lupien said.

FOR MORE INFORMATION

www.cognition360.com | Email: info@cognition360.com | Phone: (866) 959 8009