Innovative Computing Systems

Custom-Built ConnectWise Reports Allow IT Services Provider to Consume Information Quicker

What business needs led you to engage with NexNow?

We needed to view and manage projects at a more granular level than what was available within ConnectWise Manage. We needed to understand project management time separate from engineering time. We also needed a breakdown of technologies and timeframes, change orders, overages, etc.

What made you choose NexNow? What made their services stand out from others?

Prior to this engagement, we had engaged with NexNow several times for other reports. Scheduling meetings with them was always an easy task for us. Overall, they have been very easy to work with and the results met our expectations.

What have been the greatest benefits of working with NexNow?

All of the data that we need is in ConnectWise, however sometimes the built-in reports don't offer exactly what we need in order to present the right data. Working with NexNow to create custom reports that meet our precise needs has allowed us to see what we need in order to make better decisions and ask better questions.

Can you share specifically how NexNow helped you reach your goals?

NexNow has the ability to translate a vision of what the business needs into easy-to-consume reports. They ask the right questions, collaborate with us to determine what is required, and provide reports that match our vision. They help us understand the data, validate it, and ensure what they provide does what we need.

How has working with NexNow made your job and/or work life easier?

Outsourcing the report development to NexNow has allowed us to continue our focus on the business and the reports allow us to view and digest the data that we need quickly and easily.

Would you recommend NexNow to others? What benefits would you emphasize?

Yes! I would emphasize NexNow's ability to understand ConnectWise software. They know where the data is, how to extract it, and can translate your vision and needs into reality.