## COVERSTORY

### Metrics Spell Success

**22** The resources and effort put toward IVCi's Collaboration Assurance Program result in happy customers, likelihood of return business and — because it's a managed services package — recurring revenue for the Hauppauge, N.Y.-based integrator. We delve into the KPIs, ROI and RMR fueling IVCi. **BY TOM LEBLANC, COVER AND INSIDE PHOTOGRAPHY BY MATT GREENSLADE**

## FEATURES

## VIEWPOINTS

## INSTALLATIONS

## STAYING UP TO SPEED