



ConnectWise

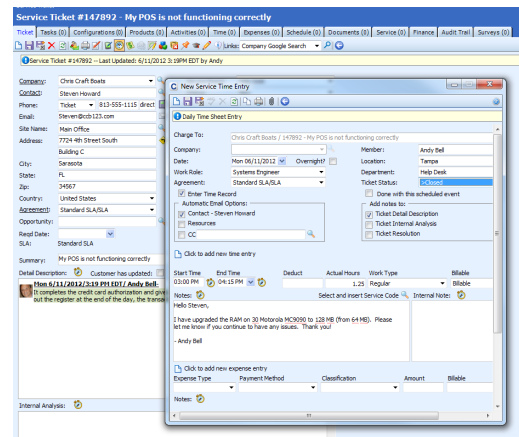
For System Integrators

Delivering Results You Want From Your Business

Designed exclusively for IT technology companies, ConnectWise is the leading business management solution for system integrators. ConnectWise is dedicated to helping you support your customers efficiently and effectively today, while anticipating how you will need to do business tomorrow. Your organization will benefit from the integration of key

business processes and achieve greater accountability, operational efficiency, and profitability.

ConnectWise helps you organize your business through one centralized system that enables real-time collaboration and delivers improved business insight. We help you achieve excellence in service delivery and true control of your business with a 360 degree view of day-to-day workflows and results.



Time & tickets – Automatically capture and track all customer support issues so that no issues fall through the cracks. Evaluate response and resolution times and measure your performance against SLAs.

Agreements – Create unique agreements for every customer to track items like support hours and implementation time.

Workflows – Configure automated process, notification, and escalation rules to ensure consistency from sales through implementation and support. Provide a smooth, continuous process for your customers.

CRM – Maintain updated contact information and records in one centralized system so you can stay on top of all customer configurations, support issues, and sales opportunities.

Dashboards – Gain real-time visibility of business health and track key performance indicators like financial and sales pipeline data to proactively manage your business.

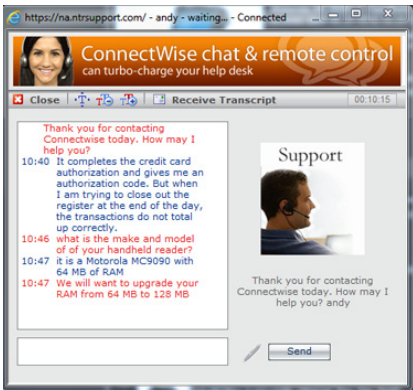
GL integration and invoicing – Reduce redundant data entry and related errors by automatically tracking and invoicing billable hours directly from ConnectWise.

Project management – Define and track tasks for new customer onboarding so you ensure a smooth process from the start. Ensure all work is documented and customers stay happy.

Product warranty tracking – Manage all aspects of your vendor relationships, from scope of work and configurations to vendor service tickets.

“We’ve always responded quickly to customer needs. I just don’t believe we were getting paid for all the responses. Now, engineers have to enter where they went and what they did so we have accurate counts of billable hours.”

Dave Schrembeck, Owner,
DBS Communications



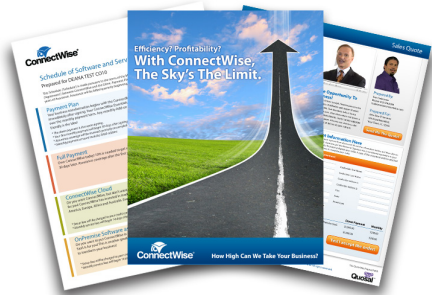
Chat & Remote Control

Evolve your customer support and ticketing solution, and enable technicians to assist multiple customers simultaneously.

Integrated chat – Gives customers instant contact with support so they can enjoy immediate results.

Remote control – Resolve client issues remotely and easily on multiple platforms including Windows, Mac, and Linux.

Time capture – Track time against service level agreements (SLAs) or billable time, and automatically update customer records.



Quoting

Get access to real-time pricing information so you can provide fast, accurate quotes to customers.

Hardware quoting – Use powerful keyword searching to locate products, and quote real-time pricing and availability from major distributors.

Services and software quoting – Build a reusable library of your statements of work, service packages, and software solutions to create professional quotes.

Prebuilt templates – Provide your customers with accurate, high-quality quotes or proposals every time using prebuilt templates or customize your own.

Track customer activity – Know when quotes and orders are viewed by creating a personal web page for your customers that allows them to view, execute, and pay for their order via secure electronic payments.



Tech Certifications

Get the right technical training to optimize workplace performance.

Certifications and renewals – Ensure your team stays up-to-date on important IT certifications and renewals such as Sun, Microsoft, Cisco, and more.

Improve performance and morale – Train your team as workloads allow with online coursework that can be completed anytime, anywhere.

Market your business – Expand your technical knowledge and demonstrate value to your customers with multiple accreditations. Certified employees validate your skills in installing, maintaining, and troubleshooting client issues.

About ConnectWise

ConnectWise is the leading business management solution for integrators, VARs, service providers, technology consultants, and developers. Today more than 65,000 IT professionals rely on ConnectWise to achieve greater accountability, operational efficiency and profitability. ConnectWise fully integrates CRM, sales, help desk ticket and tracking, project tracking, IT service management, SLAs, dispatch scheduling, mobile IT services, time and expenses into a singular IT management software to dramatically streamline IT companies. Over the last 29 years, ConnectWise has become the premier business operating system for IT solution providers. ConnectWise APIs are accessed by over 300 organizations, including ConnectWise partners and industry leaders of the IT Nation. For more information visit www.ConnectWise.com or call 800-671-6898.