



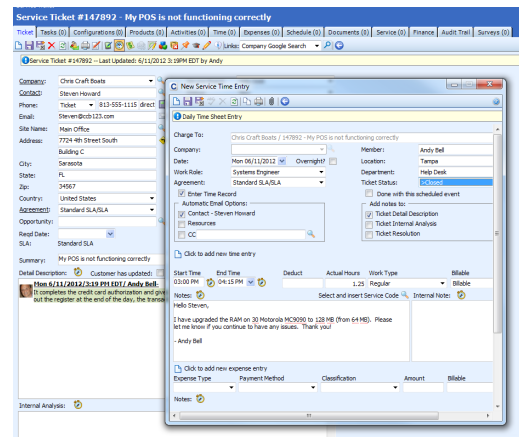
ConnectWise

For Software Companies

Delivering Results You Want From Your Business

Designed exclusively for technology companies, ConnectWise is the leading business management solution for software companies. 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.

“Since our division is entirely remote-based it was challenging to manage productivity. Now, with ConnectWise, we have immediate visibility into our employees’ workdays and we can keep track their time to make sure everyone is productive.”

Renée Trudeau, Client Services Manager, SRB Education Solutions, Inc.

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.

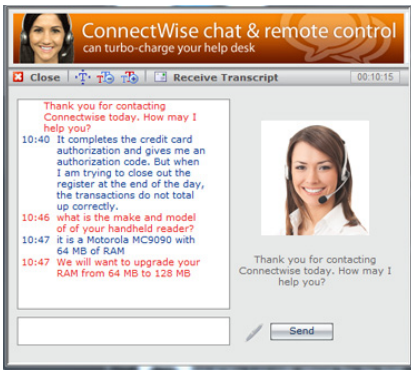
Workflows – Configure automated process, notification, and escalation rules to ensure consistency from sales through implementation and support. Provide a smooth, continuous process for your customers.

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.



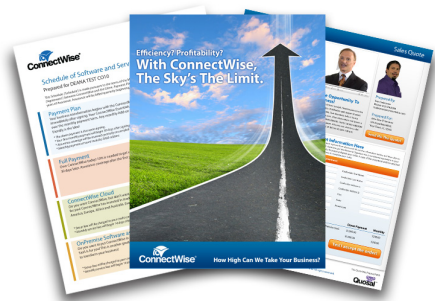
Chat & Remote Control

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.

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 technical certifications and renewals such as Sun, Microsoft, Linux, 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

Available anytime, anywhere, 24/7, ConnectWise is the leading business management solution designed exclusively for technology organizations, such as software companies, hardware/software resellers, IT solution providers, MSPs and System Integrators. Created by technology professionals, ConnectWise provides industry-leading software for support and ticketing, CRM, project management, invoicing, time tracking, procurement, and sales quotes and proposals.

But ConnectWise is much more than just software. We offer access to discounted tech certifications, community, best practices, forums, a robust online university, and business and technical consulting. Over 65,000 professionals, in 5,000+ companies, rely on ConnectWise to provide a 360 degree view of their technology driven organization.

