

Axcient Onboarding

Plan Deployment. Configure Protection. Prepare for Recovery.

Statement of Work

[ConnectWise Axcient Onboarding Service Description](#)

Service Description

Axcient Onboarding provides remote consulting for supported Axcient solutions. The service guides the Client through deployment planning, solution configuration, user and policy setup, monitoring, troubleshooting, and recovery workflows.

Available onboarding tracks include x360Recover, x360Cloud, and x360Sync. Each track contains defined individual sessions based on the selected solution and applicable deployment requirements.

What You Get: High Value Deliverables

The onboarding service provides guided deployment, configuration, troubleshooting, and recovery training for supported Axcient solutions.

x360Recover Onboarding

- Intro and deployment planning session: **One 1:1 Session, 30 minutes**
- Deployment walkthrough: **One 1:1 Session, 1 Hour**
- Recover Manager walkthrough and basic troubleshooting: **One 1:1 Session, 30 Minutes**
- Recovery Options Training : **One 1:1 Session, 1 Hour**

x360Cloud Onboarding

- Intro and deployment planning session: **One 1:1 Session, 30-45 Minutes**
- Reports and data restore training: **One 1:1 Session, 30 Minutes**

x360Sync Onboarding

- Deployment planning session: **One 1:1 Session, 30 Minutes**
- Deployment walkthrough: **One 1:1 Session, 1 Hour**
- Data restore training: **One 1:1 Session, 30 Minutes**

The applicable onboarding track depends on the Axcient solution identified in the Statement of Work.

Partnering With ConnectWise

ConnectWise Resource Obligations & Communication

- **Assign a ConnectWise Axcient consultant** based on resource availability
- **Host remote sessions** and guide the applicable Axcient onboarding track
- **Communicate project status** and provide a recap in the post session email
- **Document issues or risks** and coordinate with appropriate ConnectWise resources
- **Communicate changes** to project status or scope to the Client project team

Client Responsibilities

To support the onboarding engagement, the Client must:

- **Provide written objectives and issues** to address before the engagement begins
- **Designate a Client** project manager as the single point of contact
- **Provide access** to required environments and relevant business and technical documentation
- **Keep detailed notes** about topics covered during consulting sessions
- **Provide appliance**, account, and environment details when applicable
- **Complete assigned preparation and configuration** activities between sessions
- **Communicate issues promptly** and submit scope changes in writing
- **Manage project scheduling**, task ownership, results, and completion

Client participation and preparation are required to support the planned onboarding sessions.

Why Choose Axcient Onboarding?

Guided setup

Work with a ConnectWise Axcient consultant who guides the applicable onboarding track and helps your team understand the required setup, planning, and enablement steps.

Focused sessions

Use remote working sessions to review the relevant Axcient onboarding activities, including portal walkthroughs, deployment planning, configuration topics, recovery options, and reporting based on the selected track.

Clear next steps

Get documented session recaps, project ticket communication, and visibility into issues, risks, blockers, or written scope changes that need attention before onboarding moves forward.

Consultant assignment typically requires 1 to 4 weeks of lead time based on availability. All scheduled sessions are delivered remotely. Prepaid Axcient consulting fees expire twelve months after the Statement of Work effective date. Refer to the Statement of Work for the complete scope of services, assumptions, Client responsibilities, out of scope items, change control process, and applicable terms.

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Service scope may vary. Refer to the Statement of Work for complete details.