

Onboarding for ConnectWise Backup

Enable Your Team. Configure Protection. Support Reliable Recovery.

Statement of Work

[ConnectWise BCDR Onboarding Service](#)
[Description](#)

Service Description

Onboarding for ConnectWise 3rd Party Backup is a guided training and implementation service for partners adopting a supported ConnectWise Backup solution. A ConnectWise specialist leads configuration, deployment, testing, knowledge transfer, and operational review.

This service ensures that your team is ready to deliver reliable, scalable data protection from day one.

What You Get: High Value Deliverables

Dedicated Onboarding Specialist

An Onboarding Specialist leads your entire project end-to-end, with additional recovery experts involved as needed.

Tailored Training Sessions

Training is designed around your business processes and optional workflow.

Topics may include:

- Hardware ordering (if applicable)
- Appliance setup and configuration
- Backup agent deployment
- Solution optimization for performance and reliability
- Working with the ConnectWise NOC (if applicable)
- Best Practices for recovery and support interactions

Session Summaries and Action Plans

After every session, your Specialist provides:

- Key takeaways
- Homework and configuration tasks
- Next steps to keep momentum strong

Partnering With ConnectWise

Our Responsibilities

We ensure your onboarding runs smoothly by:

- Managing all planning, scheduling, and project activities
- Leading every step of training and configuration
- Documenting issues/risks and escalating when needed
- Keeping all communication organized through your ConnectWise project ticket
- Providing clear homework to maintain implementation momentum

Client Responsibilities

To ensure a fast, successful deployment, you agree to:

- Assign a primary Project Manager
- Provide required system access and documentation
- Ensure stakeholders attend sessions and can make decisions
- Complete assigned homework before the next session
- Manage custom reporting and non-ConnectWise integrations (additional services available separately)

Why choose ConnectWise Backup?

- **Accelerate time-to-value** with guided setup
- **Avoid costly mistakes** with expert-led configuration
- **Train your** team to manage backups confidently
- **Optimize your solution** for reliability and performance
- **Reduce operational friction** by learning how to work with ConnectWise NOC and recovery

This isn't just onboarding – It's a launchpad for long-term success.

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