

Implementation Consulting Hourly

Flexible, OnDemand Expertise to Advance the ConnectWise Platform

Statement of Work

[Business Management Implementation](#)
[Hourly and Unified Monitoring](#)
[Implementation Hourly](#)

Eligible Products:

Business Management Package, PSA,
CPQ, Documentation, Customer
Feedback, Automate, RMM

Service Overview

Consulting Hourly provides flexible, on-demand access to ConnectWise experts who can help you optimize, troubleshoot, or enhance the ConnectWise Platform based on your organization's priorities.

This time-based engagement allows your team to request targeted consulting, guidance, and technical support without long-term commitments, which is ideal for partners who need expert assistance on specific initiatives, process improvements, configuration help, or technical challenges.

The consulting hours are fully remote and driven by **your agenda**, giving you complete control over what tasks are

What You Get: High Value Deliverables

✓ Expert Remote Consulting Support

ConnectWise provides remote consulting hours aligned to your project priorities and the software solutions purchased.

✓ Flexible, Client-Driven Engagement

You define the agenda, objectives, and tasks to be addressed.

ConnectWise consultants assist with:

- Workflow optimization
- Business Management and RMM configuration guidance
- Platform navigation and best practices
- Technical assistance within the selected solution set
- Troubleshooting challenges and answering "how-to" questions

✓ Session Documentation

Each session includes a recap email documenting progress and next steps.

✓ Issue Tracking and Escalation

Your consultant logs issues and coordinates with internal ConnectWise teams as necessary.

✓ Change Control Support

If new initiatives arise, ConnectWise can prepare additional SOWs for expanded scopes.

What's Not Included (Out of Scope)

Per the SOW, out-of-scope items include:

- Installation or configuration of **third-party software**
- Any work or engagements not explicitly listed in the selected software solutions
- Outcome based assessments and deliverable guaranteed projects

Partnering With ConnectWise

How ConnectWise Supports You

- Dedicated consultant aligned to your purchased hours
- Remote delivery via ConnectWise hosted sessions
- Email-based communication through the project ticket system
- Assistance documenting issues, risks, and scope updates

Client Responsibilities

To ensure a productive engagement, the Client must:

- Drive the agenda and clearly communicate project objectives in writing
- Assign a **project manager** as the single point of contact
- Provide necessary environment access and documentation
- Take notes for internal usage and long-term reference
- Validate all work product produced during consulting

Scheduling, Hours, and Billing

- Typical lead time for consulting sessions is **3–4 weeks** based on resource availability
- All time is **billable**, including:
 - Email communication
 - Scoping
 - Research
 - Phone calls
 - Training and working sessions
- Canceling a session with **less than 24 hours'** notice may result in hours being deducted
- Prepaid hours must be used within **12 months** of SOW effective date

Why Choose Consulting Hourly?

- **Ultimate flexibility** to choose what's addressed each session
- **No long-term commitments**
- **Expert Business Management and platform insight** on demand
- **Ideal for short-term projects**, internal training, and quick advisory needs
- **Perfect complement** to internal teams that need periodic expert support

Whether you need immediate help, ongoing coaching, or specialized guidance, Consulting Hourly offers the easiest way to gain direct access to ConnectWise expertise.

CONTACT US



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