

Project Management

Structured Oversight. Expert Coordination. Smooth Project Execution.

Statement of Work

[Project Management Services Hourly](#)

Service Overview

Project Management provides expert, remote project oversight to help your team successfully navigate complex initiatives across the ConnectWise Platform.

Your Project Manager serves as a strategic coordinator to help guide communication, track progress, surface risks, and keep your project aligned with agreed objectives.

This service is ideal for partners who want **structured project governance**, clear communication, and professional oversight to keep ConnectWise-related projects on track.

What You Get: High Value Deliverables

✓ Remote Project Management Support

Your dedicated Project Manager provides:

- Coordination of session scheduling
- Project status tracking
- Issue and risk logging
- Communication of scope changes

✓ Session Recap and Communication

After each session, you'll receive:

- A written recap
- Status updates
- Key actions and next steps

✓ Issue Management

Your Project Manager documents issues and works with ConnectWise teams to route them appropriately, ensuring visibility and progress.

✓ Remote Delivery

All sessions are delivered via ConnectWise-hosted remote meetings, with correspondence handled through your project ticket.

What's Out of Scope

(Per SOW)

- Software installation, implementation, or configuration not listed in the SOW
- Work on third-party software
- Outcome-based assessments or deliverable guaranteed results rollout.

ConnectWise Responsibilities

ConnectWise will:

- Assign a dedicated Project Manager
- Facilitate communication and project updates
- Track issues, risks, and changes
- Coordinate resources as needed

Client Responsibilities

To ensure project success, the Client must:

- **Drive the agenda** and specify issues/objectives in writing
- Assign a **Client Project Manager** as the single point of contact
- Provide required environment access and documentation
- Review session notes and maintain internal documentation
- Understand that ConnectWise does not guarantee any specific project outcome

Billing & Engagement Details

- All time is **billable**, including email communication, calls, research, and coordination
- Additional hours may be purchased as needed
- Prepaid hours expire **12 months** from SOW effective date
- Sessions must be scheduled during mutually agreed business hours (excluding holidays)

Why Choose ConnectWise Project Management

- **Professional oversight** to keep your project aligned
- **Clear and consistent communication** throughout the engagement
- **Risk and issue visibility** to prevent delays
- **Efficient coordination** between stakeholders
- **Ideal for multi-workstream or cross-departmental ConnectWise initiatives**

ConnectWise Project Management brings structure, communication, and clarity to your transformation efforts, ensuring smoother coordination and more predictable execution.

CONTACT US



accountmanager@connectwise.com



home.connectwise.com



813.463.4700 Press 1 for Sales
and 1 for Account Management



UK Phone: +44 (0)203 817 6900
Ask for your Account Manager