

RMM QuickStart

Accelerated RMM Onboarding. Faster ROI. Zero Disruption.

Statement of Work

[QuickStart RMM Implementation](#)

Service Overview

ConnectWise RMM QuickStart is a streamlined, accelerated implementation program built to help partners unlock value fast. With expert-led onboarding, best practice configuration, and a guided training approach, you achieve full operational readiness with minimal internal effort and no disruption to client service.

QuickStart accelerates time-to-value, builds adoption confidence, and sets your team up for long-term RMM success without compromising solution quality or fit.

What's Included: High Impact Deliverables

Completed within 2 months of project kickoff.

License Activation and Configuration

- Activate and configure ConnectWise RMM licenses
- Deliver secure administrator credentials
- Prepare your environment for immediate use

7 Webinars and Two 1:1 Sessions

Your administrators receive structured, hands on instruction covering the full RMM solution, including modules, workflows, automation concepts, policy management, and best practice usage.

- Each session includes:
- Agenda and meeting minutes
- A full session recording for future reference
- Guidance tailored to your business model

Standard Best Practice Configuration

Implemented with you during training sessions to:

- Align with industry standards
- Ensure a scalable, maintainable configuration
- Optimize for your service delivery workflows

Custom configurations available through additional scoped services.

Partnering with ConnectWise

What ConnectWise Provides

- **Dedicated implementation resources** to guide your onboarding
- **Remote delivery** via Microsoft Teams or other approved platform
- **Session agendas, minutes, and recordings** for each of the seven sessions
- **Issue and risk management** with escalation to appropriate ConnectWise teams
- **Transparent communication** via email and project tickets throughout the engagement

Client Responsibilities

To maximize onboarding success, the Client must:

- Designate a ConnectWise administrator as the primary point of contact
- Complete all required ConnectWise University coursework before scheduling implementation sessions
- Provide documentation and access within five (5) business days of each request
- Ensure personnel, systems, and facilities are available for remote sessions
- Develop and execute user acceptance testing plans
- Communicate issues or risks promptly
- Manage all custom reporting needs under a separate scope
- Manage integrations with external systems and third party products

Your commitment to these items ensures a smooth, on time deployment.

Delivery Model

Delivery Type

100% remote delivery through approved meeting software.

Duration

Up to 2 months from project kickoff.

Session Count

8 guided sessions.

Provided materials include agendas, minutes, recordings, weekly reports, and University resources.

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