

# ConnectWise RMM™ QuickStart

Accelerated RMM Onboarding. Faster ROI. Zero Disruption.

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## 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

#### 6 Webinars and One 1:1 Session

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 (UAT) plans
- Communicate issues or risks promptly
- Manage all custom reporting needs (additional reporting services available under separate scope)
- Manage integrations with external systems (email, calendars, accounting, third-party products)

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

## Delivery Model

- **Delivery Type:** 100% Remote
- **Duration:** Up to 2 months
- **Session Count:** 8 guided sessions
- **Provided Materials:** Agendas, minutes, recordings, weekly reports, University resources

## CONTACT US



[accountmanager@connectwise.com](mailto:accountmanager@connectwise.com)



[home.connectwise.com](https://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