

ConnectWise Consulting 360™ Premium

Premium Monthly Consulting. Deep Strategic Partnership. Maximum Expertise and Impact.

Statement of Work

[ConnectWise Consulting360 Premium](#)

Service Overview

ConnectWise Consulting360 Premium is our highest-tier recurring consulting program, designed for partners who want a **strategic, long-term advisory relationship** with ConnectWise.

With up to 20 hours per month, this program delivers a powerful combination of:

- Implementation support
- Best practice consulting
- Roadmap planning
- Strategic business guidance
- Technical services (including limited data transformation, migrations, upgrades, merges, integrations, and customizations)

It is ideal for organizations committed to continuous improvement, expansion, and optimization across the entire ConnectWise ecosystem.

Eligible ConnectWise Solutions

Your monthly hours may be used across a wide range of ConnectWise products, including:

- PSA
- platform-powered PSA
- CPQ
- RMM
- Automate
- Reports and Dashboards
- Customer Feedback
- S-LI/SLIQ
- Documentation
- WisePay
- SIEM Classic
- pre-sales tools Identify/DarkWeb
- Cloud Backup
- SaaS Security
- x360Recover
- Managed EDR w/SentinelOne (ConnectWise service on third-party product)
- Managed EDR w/Bitdefender (ConnectWise service on third-party product)
- Managed EDR w/Microsoft Endpoint (ConnectWise service on third-party product)
- Managed EDR w/Microsoft 365 (ConnectWise service on third-party product)

What You Get: Premium Deliverables

✓ Up to 20 Hours of Remote Consulting Per Month Use your hours for:

- System implementations
- Operational and process optimization
- Best practice alignment
- Roadmap support and planning
- Technical consulting (transformation, migrations, upgrades, integrations, merges, light customization).

✓ Two IT Nation Connect™ Tickets Per Year

Enjoy free access to the premier conference for MSPs and IT solution providers. *Travel and expenses not included.*

✓ Annual Onsite Business Review

Travel and expenses not included

Your ConnectWise consultants conduct a tailored, on-site session to evaluate:

- Strategic alignment
- Business processes
- Platform optimization opportunities
- Best practice improvements

✓ 3 Month Rolling Project Plan

Maintained and updated monthly, your plan includes:

- Prioritized initiatives
- Key activities
- Delivery timelines
- Resource alignment

Changes to priorities are subject to ConnectWise approval and dependency readiness.

✓ Weekly Project Management Updates

Your dedicated ConnectWise Project Manager provides:

- Weekly status reports
- Completed tasks
- Blockers and dependencies
- Upcoming activities

✓ All Sessions Recorded and Delivered Remotely

Sessions are delivered using ConnectWise approved communication tools and recorded for internal reuse.

Working With ConnectWise

Your Premium engagement includes:

- A dedicated ConnectWise Consultant
- A dedicated Project Manager
- Scheduling coordinators
- Guaranteed resource alignment to your agreed project plan

Changes to your plan must be submitted 2 months in advance to allow for proper resourcing.

Client Responsibilities

To ensure a successful Premium engagement, the Client must:

- Assign a **ConnectWise administrator** as the primary point of contact
- Ensure internal team alignment and time commitment
- Provide accurate documentation in the required formats
- Validate final work products and implement in production
- Provide third-party software if required for tasks
- Review provided documentation and request clarifications when needed
- Provide physical access and on-site resources for annual on-site activities (if applicable)

Program Terms

- Includes **20 hours per month** (non-accruing, nontransferable)
- Hours **expire monthly** with no carryover
- Minimum **12month commitment**
- Upgrades allowed with **2month notice** (maximum two per term)
- **No downgrades** of plan during active term
- Monthly invoicing

Why Choose Consulting360 Premium?

- **Highest monthly consulting capacity**
- **Proactive roadmap planning** and continuous strategic oversight
- **Handson assistance** across all ConnectWise platforms
- **Accelerated project execution** through close consultant partnership
- **Annual on-site business review** for deep operational insight
- **Built-in IT Nation Connect access** for leadership development
- **Ideal for scaling MSPs** or organizations with complex, multiproduct environments

Consulting360 Premium gives you the **broadest access, deepest expertise, and most strategic value** available from ConnectWise's consulting organization.

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