

ConnectWise Consulting360™ Pro

High Impact Monthly Consulting. Strategic Leadership. Deep Technical Execution.

Statement of Work

[ConnectWise Consulting360 Pro](#)

Service Overview

ConnectWise Consulting360 Pro is a premium, recurring consulting service designed to help your organization maximize the value of the entire ConnectWise ecosystem.

With up to **10 hours per month**, your dedicated ConnectWise consultants provide a powerful blend of **implementation assistance, strategic advisory, best practice recommendations, project planning, and technical services**, including limited transformations, migrations, merges, integrations, upgrades, and customizations.

Consulting360 Pro is ideal for partners who want ongoing, structured, and expert driven improvement across multiple ConnectWise products.

Eligible ConnectWise Solutions

Your monthly consulting hours may be used for any of the following products:

- 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)

This flexible model ensures your consulting hours can support ongoing needs across your full software stack.

What You Get: Monthly Deliverables

Up to 10 Hours of Remote Consulting Per Month

Your consulting hours may be applied to:

- Implementation support
- Process optimization
- Best practice guidance
- Strategic planning and roadmap activities
- Technical services (limited data transformation, migration assistance, merges, integrations, upgrades, customizations)
- Operational assessments and recommendations

3-Month Rolling Project Plan

ConnectWise maintains a living roadmap that includes:

- Prioritized initiatives
- Project timelines
- Key activities
- Task sequencing

Reviewed monthly, this plan keeps your organization aligned with evolving goals and ConnectWise recommendations.

Weekly Project Management Updates

Your ConnectWise Project Manager sends weekly status summaries covering:

- Progress toward plan milestones
- Completed tasks
- Blockers and dependencies
- Upcoming work

Remote Delivery with Recorded Sessions

All work is delivered remotely using ConnectWise-approved communication tools. Each session is recorded for future reference or internal training.

Exclusive Pro benefit: Discounted IT Nation Connect™ tickets

The premier conference for MSPs and IT solution providers.

Working With ConnectWise

You are supported by:

- A **Project Manager**, responsible for oversight and communication
- A **ConnectWise Consultant**, responsible for execution and guidance
- Scheduling coordinators, ensuring timely resource assignments

Any changes to your project plan require a **2 months' notice** to secure resource availability.

Program Terms

- Up to **10 hours per month**
- Hours **expire monthly**—no rollover, no reallocation
- **12-month minimum** term required
- Upgrades permitted with a **2-month notice** (max 2 per term)
- **No downgrades allowed** during the term
- Monthly invoicing

Why Choose Consulting360 Pro?

- **Double the consulting hours** compared to the Essentials package
- **Strategic leadership** built into your operational rhythm
- **Accelerated time-to-value** across all ConnectWise products
- **High-touch collaboration** with weekly PM updates
- **Deep technical capabilities** across migrations, integrations, and configuration
- **Prioritized access** to experienced ConnectWise consultants
- **Ideal for growing or scaling MSPs** needing continuous improvement support

Consulting360 Pro delivers a powerful combination of strategic direction, execution support, and technical expertise, ensuring your ConnectWise investments deliver measurable business impact every month.

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