

ConnectWise PSA™ Emergency Cloud Database Restore

Rapid Restore. Minimal Downtime. Expert Led Emergency Recovery.

Statement of Work

ConnectWise PSA Database Restore

Emergency

Estimate Level of Effort: 4 hours

Service Overview

When unexpected data loss, corruption, or operational disruption occurs, ConnectWise PSA partners can rely on our Emergency Cloud Database Restore service. This rapid response technical consulting engagement restores your ConnectWise PSA Cloud database from backup with expert accuracy and minimal service interruption.

Our technical engineers use a proven, standardized restoration process to ensure your data is recovered correctly, validated thoroughly, and restored safely into your production environment, so your business can resume operations without delay.

What You Get: High Value Deliverables

Your emergency restoration is performed using a prewritten, best practice restoration process designed specifically for cloud-based ConnectWise PSA .
(Customizations are out of scope.)

✓ Emergency PSA Cloud Database Restore

ConnectWise performs:

- SQL Server Database Restore from the timestamp you provide
- Validation Testing to confirm the restored environment is correct
- Assistance verifying functionality in your production environment
- Guidance on temporary adjustments needed to validate the restore

Our engineers ensure the restored database is functioning and ready for your final review.

✓ Pre-Check / Troubleshooting

As part of the process, ConnectWise may perform:

- Environment prechecks
- Troubleshooting required to identify restore blockers

ConnectWise may decline the restore if the partner has not confirmed the associated fee.

What ConnectWise Provides

- A dedicated team including:
 - **Project coordinators for scheduling**
 - **Experienced PSA Technical Engineers to complete the restore**
- Remote services performed via ScreenConnect®, a ConnectWise company, or other approved access tools
- Attended access available upon request
- Clear communication through your project ticket
- Recommendations for verifying restored system functionality

We handle the restoration with urgency, accuracy, and transparency.

Client Responsibilities

To ensure a quick and successful emergency restore, the Client must:

Provide a PSA Administrator

Acts as primary point of contact and decision-maker.

Confirm required details

- **Approve the emergency restore fee**
- **Provide the exact backup date/time** to restore
- **Provide necessary third-party software** if applicable
- **Verify restore accuracy and functionality** after completion

Perform Additional Client-Side Tasks

You are responsible for:

- Validating third-party integrations
- Confirming legacy custom reporting URLs and connections
- Ensuring the environment is ready for production

Any follow-up adjustments or additional work will be billed hourly.

Why Choose ConnectWise for Your Emergency Restore?

- **Rapid response** from certified PSA experts
- **Minimized downtime** with a streamlined restore process
- **Thorough validation** ensures restored data is accurate and usable
- **Proven methodology** reduces risk and operational impact
- **Clear communication** during every step of the emergency event

When every minute counts, you need the team that knows your PSA platform best.

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